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13	3	QB3. How old are you? Please type below	Base : All participants	5156
25	4	QB4. What best describes the occupation of the main income earner in your household?	Base : All participants	5156
37	5	QB5. You say that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : Main income earner in the household is now retired	1151
49	6	QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : All participants	5156
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73	8	QB6b. Which of the following best describes where you live?	Base : All participants	5156
85	9	QB7. Are you unable to leave your home without help, due to illness or disability?	Base : All participants	5156
91	10	QC1_1. Which types of communication would you be happy to receive from - Your bank / building society	Base : All participants (on even months)	2574
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127	16	QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider	Base : All participants (on even months)	2574
133	17	QC1_8. Which types of communication would you be happy to receive from - Your broadband provider	Base : All participants (on even months)	2574
139	18	QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider	Base : All participants (on even months)	2574
145	19	QC1_1. Which types of communication would you be happy to receive from - Post	Base : All participants (on even months)	2574
151	20	QC1_2. Which types of communication would you be happy to receive from - Phone call	Base : All participants (on even months)	2574
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169	23	QC1_5. Which types of communication would you be happy to receive from - Other	Base : All participants (on even months)	2574
175	24	QC2_1. Which method would you prefer to receive communications from - Your bank / building society	Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)	1284

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181	25	QC2_2. Which method would you prefer to receive communications from - Your gas / electricity provider	Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)	1112
187	26	QC2_3. Which method would you prefer to receive communications from - Your local council or tax office	Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)	1041
193	27	QC2_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional	Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)	1365
199	28	QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with	Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)	939
205	29	QC2_6. Which method would you prefer to receive communications from - Your landline phone provider	Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)	1037
211	30	QC2_7. Which method would you prefer to receive communications from - Your paid TV provider	Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)	919

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217	31	QC2_8. Which method would you prefer to receive communications from - Your broadband provider	Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)	1128
223	32	QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider	Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)	1204
229	33	QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society	Base : All participants (on even months)	2574
235	34	QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider	Base : All participants (on even months)	2574
241	35	QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office	Base : All participants (on even months)	2574
247	36	QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional	Base : All participants (on even months)	2574
253	37	QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with	Base : All participants (on even months)	2574
259	38	QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider	Base : All participants (on even months)	2574
265	39	QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider	Base : All participants (on even months)	2574

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271	40	QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider	Base : All participants (on even months)	2574
277	41	QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider	Base : All participants (on even months)	2574
283	42	QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post	Base : All participants (on even months)	2574
289	43	QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call	Base : All participants (on even months)	2574
295	44	QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message	Base : All participants (on even months)	2574
301	45	QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal	Base : All participants (on even months)	2574
307	46	QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other	Base : All participants (on even months)	2574
313	47	QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service	Base : All participants (on even months)	2574
319	48	QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible	Base : All participants (on even months)	2574

Page	Table	Title	Base Description	Base
325	49	QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Base : All participants (on even months)	2574
331	50	QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative	Base : All participants (on even months)	2574
337	51	QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post	Base : All participants (on even months)	2574
343	52	QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards	Base : All participants (on even months)	2574
349	53	QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost	Base : All participants (on even months)	2574
355	54	QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe	Base : All participants (on even months)	2574
361	55	QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post	Base : All participants (on even months)	2574

Page	Table	Title	Base Description	Base
367	56	QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post	Base : All participants (on even months)	2574
373	57	QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I expect to use Royal Mail's competitors more in the future	Base : All participants (on even months)	2574
379	58	QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary	Base : All participants (on even months)	2574
391	59	QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary	Base : All participants (on even months)	2574
403	60	QC3_Mean Sending and receiving post - Agreement - Mean Summary	Base : All participants (on even months)	2574
415	61	QC4_1. How important to you are each of these channels of communication? - Post	Base : All participants (on even months)	2574
421	62	QC4_2. How important to you are each of these channels of communication? - Mobile phone calls	Base : All participants (on even months)	2574
427	63	QC4_3. How important to you are each of these channels of communication? - Landline calls	Base : All participants (on even months)	2574
433	64	QC4_4. How important to you are each of these channels of communication? - Text messages	Base : All participants (on even months)	2574
439	65	QC4_5. How important to you are each of these channels of communication? - Email	Base : All participants (on even months)	2574
445	66	QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)	Base : All participants (on even months)	2574

Page	Table	Title	Base Description	Base
451	67	QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants (on even months)	2574
457	68	QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants (on even months)	2574
463	69	QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet	Base : All participants (on even months)	2574
469	70	QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary	Base : All participants (on even months)	2574
475	71	QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay	Base : All participants (on even months)	2574
481	72	QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary	Base : All participants (on even months)	2574
487	73	QD1_1. Approximately how many of the following have you sent in the last month? Invitations/ greetings cards/ postcards / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
493	74	QD1_2. Approximately how many of the following have you sent in the last month? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	499	75	QD1_3. Approximately how many of the following have you sent in the last month? Formal letters to organisations or individuals / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	505	76	QD1_4. Approximately how many of the following have you sent in the last month? Payments for Bills/ invoices/ statements / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	511	77	QD1_5. Approximately how many of the following have you sent in the last month? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	517	78	QD1_6. Approximately how many of the following have you sent in the last month? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	523	79	QD1_7. Approximately how many of the following have you sent in the last month? Items requiring a signature / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	529	80	QD1_8. Approximately how many of the following have you sent in the last month? Other important items which involve postal or delivery services / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	535	81	QD1_Post. Approximately how many of the following have you sent in the last month? All Post / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	541	82	QD1_Services. Approximately how many of the following have you sent in the last month? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	547	83	QD1_Parcels. Approximately how many of the following have you sent in the last month? Small & Large Parcels Combined / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5156
◖	553	84	QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary	Base : All participants	5156
◖	559	85	QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary	Base : All participants	5156

Page	Table	Title	Base Description	Base
565	86	QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary	Base : All sending at least one of each type of post	5156
571	87	QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels	Base : Send any Smaller parcels	2248
583	88	QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels	Base : Send any Larger parcels	1984
595	89	QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels	Base : Send any Parcels	2846
601	90	QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : Send parcels to those who have bought products online	1686
607	91	QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.	Base : Sent any post in the last month	4326
617	92	QD5. Which of the following companies have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2846
629	93	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month	Base : Sent any parcels in the last month	2846

Page	Table	Title	Base Description	Base
635	94	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail	Base : Sent any parcels in the last month via Royal Mail	2609
641	95	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Non-Royal Mail services to send parcels	723
653	96	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail	Base : Didn't use Royal Mail services to send parcels	228
665	97	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Royal Mail and Non-Royal Mail services to send parcels	495
677	98	QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?	Base : Sent any parcels in the last month	2846
683	99	QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2846
695	100	QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
701	101	QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129

	Page	Table	Title	Base Description	Base
◖	707	102	QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	713	103	QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	719	104	QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	725	105	QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	731	106	QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	737	107	QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129

	Page	Table	Title	Base Description	Base
◖	743	108	QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	749	109	QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	755	110	QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	761	111	QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	767	112	QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
◖	773	113	QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129

Page	Table	Title	Base Description	Base
779	114	QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
785	115	QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
797	116	QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
809	117	QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3129
821	118	QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : All participants (on odd months)	2582
827	119	QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : All participants (on odd months)	2582
833	120	QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option	Base : All participants (on odd months)	2582

Page	Table	Title	Base Description	Base
839	121	QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days	Base : All participants (on odd months)	2582
845	122	QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)	Base : All participants (on odd months)	2582
851	123	QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : All participants (on odd months)	2582
857	124	QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : All participants (on odd months)	2582
863	125	QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : All participants (on odd months)	2582
869	126	QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : All participants (on odd months)	2582
875	127	QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : All participants (on odd months)	2582
881	128	QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : All participants (on odd months)	2582
887	129	QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Invitations/ greetings cards/ postcards	Base : All participants (on odd months)	2582

Page	Table	Title	Base Description	Base
893	130	QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Personal letters (e.g. to a friend or relative)	Base : All participants (on odd months)	2582
899	131	QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Formal letters to organisations or individuals	Base : All participants (on odd months)	2582
905	132	QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements	Base : All participants (on odd months)	2582
911	133	QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Smaller parcels - that will fit through a letterbox	Base : All participants (on odd months)	2582
917	134	QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Larger parcels - that will not fit through a letterbox	Base : All participants (on odd months)	2582
923	135	QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2582
929	136	QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process	Base : All participants (on odd months)	2582

Page	Table	Title	Base Description	Base
935	137	QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Other types of mail	Base : All participants (on odd months)	2582
941	138	QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2582
947	139	QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2582
953	140	QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2582
959	141	QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2582
965	142	QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?	Base : All participants (on even months)	2574
971	143	QE1_1. Approximately how many of the following have you personally received in the last week? Invitations/ greetings cards/ postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156

	Page	Table	Title	Base Description	Base
	977	144	QE1_2. Approximately how many of the following have you personally received in the last week? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
	983	145	QE1_3. Approximately how many of the following have you personally received in the last week? Formal letters to organisations or individuals / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
	989	146	QE1_4. Approximately how many of the following have you personally received in the last week? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
	995	147	QE1_5. Approximately how many of the following have you personally received in the last week? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
	1001	148	QE1_6. Approximately how many of the following have you personally received in the last week? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	1007	149	QE1_7. Approximately how many of the following have you personally received in the last week? Items requiring a signature / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
◖	1013	150	QE1_Post. Approximately how many of the following have you personally received in the last week? All Post / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
◖	1019	151	QE1_Services. Approximately how many of the following have you personally received in the last week? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
◖	1025	152	QE1_Parcels. Approximately how many of the following have you personally received in the last week? Small and Large Parcels Combined / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5156
◖	1031	153	QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary	Base : All participants	5156

Page	Table	Title	Base Description	Base
1037	154	QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary	Base : All participants	5156
1043	155	QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary	Base : All receiving at least one of each type of post	5156
1049	156	QE2. Do you ever order items to be delivered to you by post/delivery service?	Base : All participants (on odd months)	2582
1055	157	QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered	Base : Order items to be delivered by post/delivery services (on odd months)	2397
1061	158	QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months	Base : Order items to be delivered by post/delivery services (on odd months)	2397
1067	159	QE4. Have you ever returned any goods that were delivered to you by post?	Base : Order items to be delivered by post/delivery services (on odd months)	2397
1073	160	QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?	Base : Received any parcels in the last week	3577
1085	161	QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you	Base : Received any parcels in the last week	3577
1091	162	QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot	Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week	194

	Page	Table	Title	Base Description	Base
	1097	163	QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home	Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week	116
	1103	164	QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour	Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week	47
	1109	165	QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find	Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week	61
	1115	166	QE9. Have you ever received a ‘Sorry you were out’ card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?	Base : All participants	5156
	1121	167	QE10. Generally speaking, how would you prefer to deal with a ‘Sorry you were out’ card?	Base : Received a ‘Sorry you were out’ card	3706
	1127	168	QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	5156
	1133	169	QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	1702

	Page	Table	Title	Base Description	Base
◖	1139	170	QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1145	171	QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1151	172	QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1157	173	QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to track the delivery	Base : Have had to decide on a postal/delivery option in the last month	1702

	Page	Table	Title	Base Description	Base
◖	1163	174	QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1169	175	QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select a specific date/time for delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1175	176	QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Fast delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1181	177	QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery	Base : Have had to decide on a postal/delivery option in the last month	1702

	Page	Table	Title	Base Description	Base
◖	1187	178	QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive intact	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1193	179	QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select an evening/weekend delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1199	180	QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof of postage/dispatch	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1205	181	QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guaranteed delivery to my door	Base : Have had to decide on a postal/delivery option in the last month	1702

	Page	Table	Title	Base Description	Base
◖	1211	182	QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Availability of nearby collection points in case of failed delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1217	183	QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1223	184	QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1702
◖	1229	185	QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to provide a specific time slot or SMS notification of delivery time	Base : Have had to decide on a postal/delivery option in the last month	1702

Page	Table	Title	Base Description	Base
1235	186	QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me if someone else receives it	Base : Have had to decide on a postal/delivery option in the last month	1702
1241	187	QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1702
1253	188	QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1702
1265	189	QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary	Base : Have had to decide on a postal/delivery option in the last month	1702
1277	190	QE10C. When you receive post or parcels in the mail, do you normally...	Base : All participants	5156
1283	191	QE10D. You say you don't open everything on the day it was received. When would you normally open these items?	Base : Those who don't open all post or parcels on the same day	658

	Page	Table	Title	Base Description	Base
◖	1289	192	QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements	Base : All participants (on odd months)	2582
◖	1295	193	QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with	Base : All participants (on odd months)	2582
◖	1301	194	QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with	Base : All participants (on odd months)	2582
◖	1307	195	QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants (on odd months)	2582
◖	1313	196	QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend)	Base : All participants (on odd months)	2582
◖	1319	197	QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with	Base : All participants (on odd months)	2582
◖	1325	198	QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures	Base : All participants (on odd months)	2582

Page	Table	Title	Base Description	Base
1331	199	QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to	Base : All participants (on odd months)	2582
1337	200	QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels - that fit through a letterbox	Base : All participants (on odd months)	2582
1343	201	QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels - that do not fit through a letterbox	Base : All participants (on odd months)	2582
1349	202	QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2582
1355	203	QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2582
1362	204	QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2582
1369	205	QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2582

Page	Table	Title	Base Description	Base
1375	206	QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2582
1381	207	QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?	Base : All participants	5156
1387	208	QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?	Base : All participants	5156
1393	209	QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?	Base : All participants	5156
1405	210	QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?	Base : All participants	5156
1417	211	QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?	Base : All participants	5156
1423	212	QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?	Base : All participants	5156
1429	213	QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Base : Northern Ireland participants	643
1435	214	QF7. When sending letters or cards, which service do you tend to use?	Base : All participants	5156
1441	215	QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?	Base : Use 1st Class all or most of the time to send letters or cards	2259

Page	Table	Title	Base Description	Base
1447	216	QF9. Which, if any, of these influence your decision to use first or second class stamps?	Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards	2685
1453	217	QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards	Base : All participants	5156
1459	218	QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels	Base : All participants	5156
1465	219	QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary	Base : All participants	5156
1471	220	QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary	Base : All participants	5156
1477	221	QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary	Base : All participants	5156
1483	222	QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Base : All participants	5156
1489	223	QG3_1. How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	Base : All participants	5156
1495	224	QG3_2. How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination	Base : All participants	5156
1501	225	QG3_3. How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged	Base : All participants	5156

Page	Table	Title	Base Description	Base
1507	226	QG3_4. How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery	Base : All participants	5156
1513	227	QG3_5. How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes	Base : All participants	5156
1519	228	QG3_6. How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches	Base : All participants	5156
1525	229	QG3_7. How satisfied are you with the following aspects of Royal Mail's service? Cost of postage	Base : All participants	5156
1531	230	QG3_8. How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services	Base : All participants	5156
1537	231	QG3_9. How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures	Base : All participants	5156
1543	232	QG3_10. How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation	Base : All participants	5156
1549	233	QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary	Base : All participants	5156
1555	234	QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary	Base : All participants	5156
1561	235	QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary	Base : All participants	5156
1567	236	QG5. And how would you rate your overall satisfaction with Royal Mail?	Base : All participants	5156

Page	Table	Title	Base Description	Base
1573	237	QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?	Base : All participants	5156
1579	238	QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail	Base : All participants	5156
1585	239	QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail	Base : All participants	5156
1591	240	QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail	Base : All participants	5156
1597	241	QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours	Base : All participants	5156
1603	242	QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with	Base : All participants	5156
1609	243	QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	Base : All participants	5156
1615	244	QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	1621	245	QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced	Base : All those experiencing problems	3000
◖	1627	246	QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?	Base : All participants	5156
◖	1633	247	QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.	Base : Those who had cause to complain to Royal Mail about its services in the last 12 months	619
◖	1639	248	QH4. Where did you find information about how to make a complaint, or did you not need this information?	Base : Those making a complaint to the Royal Mail	549
◖	1645	249	QH5. How easy or difficult did you find it to make a complaint about Royal Mail?	Base : Those making a complaint to the Royal Mail	549
	1651	250	QH6. What was difficult about making the complaint to Royal Mail?	Base : Those finding it difficult to make a complain to the Royal Mail	121
◖	1657	251	QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled	Base : Those making a complaint to the Royal Mail	549
◖	1663	252	QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint	Base : Those making a complaint to the Royal Mail	549
◖	1669	253	QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint	Base : Those making a complaint to the Royal Mail	549
◖	1675	254	QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary	Base : Those making a complaint to the Royal Mail	549

Page	Table	Title	Base Description	Base
1681	255	QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary	Base : Those making a complaint to the Royal Mail	549
1687	256	QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary	Base : Those making a complaint to the Royal Mail	549
1693	257	QH8. Why didn't you make a complaint to Royal Mail?	Base : Those who had cause but did not make a complaint to the Royal Mail	70
1699	258	QH9. And did you complain to anyone else about the service you received from Royal Mail?	Base : Those who has cause to complain to Royal Mail about its services in the last 12 months	619
1705	259	QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	Base : All participants	5156
1717	260	QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Royal Mail	Base : Aware of Royal Mail	4839
1723	261	QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Citipost	Base : Aware of Citipost	914
1729	262	QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)	Base : Aware of Collect + (Collect Plus)	1438
1735	263	QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DHL	Base : Aware of DHL	4218

	Page	Table	Title	Base Description	Base
◖	1741	264	QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? FedEx	Base : Aware of FedEx	4100
◖	1747	265	QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Hermes	Base : Aware of Hermes	4379
◖	1753	266	QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink	Base : Aware of Interlink	1562
◖	1759	267	QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DPD	Base : Aware of DPD	3930
◖	1765	268	QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce	Base : Aware of Parcelforce	4038
◖	1771	269	QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express	Base : Aware of TNT Express	2684
◖	1777	270	QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Post UK	Base : Aware of TNT Post UK	1179
◖	1783	271	QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UPS	Base : Aware of UPS	3468

	Page	Table	Title	Base Description	Base
	1789	272	QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UK Mail (not to be confused with Royal Mail)	Base : Aware of UK Mail (not to be confused with Royal Mail)	1268
	1795	273	QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX	Base : Aware of DX	697
	1801	274	QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel	Base : Aware of Yodel	3724
	1807	275	QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2311
	1813	276	QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other	Base : Aware of Other	24
	1819	277	QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send	Base : All participants	5156
	1831	278	QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered	Base : All participants	5156

Page	Table	Title	Base Description	Base
1843	279	QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage	Base : All participants	5156
1855	280	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : Used Citipost	172
1861	281	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : Used Collect + (Collect Plus)	659
1867	282	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : Used DHL	2533
1873	283	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : Used FedEx	1496
1879	284	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes	Base : Used Hermes	3694
1885	285	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : Used Interlink	302
1891	286	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : Used DPD	2787
1897	287	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : Used Parcelforce	2575

	Page	Table	Title	Base Description	Base
◖	1903	288	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : Used TNT Express	574
◖	1909	289	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : Used TNT Post UK	263
◖	1915	290	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : Used UPS	1445
◖	1921	291	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : Used UK Mail (not to be confused with Royal Mail)	506
◖	1927	292	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : Used DX	233
◖	1933	293	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : Used Yodel	2498
◖	1939	294	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	1901
	1945	295	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : Used Other	22
◖	1951	296	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	1957	297	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : All participants	5156
◖	1963	298	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : All participants	5156
◖	1969	299	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : All participants	5156
◖	1975	300	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes	Base : All participants	5156
◖	1981	301	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : All participants	5156
◖	1987	302	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : All participants	5156
◖	1993	303	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : All participants	5156
◖	1999	304	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : All participants	5156
◖	2005	305	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : All participants	5156

Page	Table	Title	Base Description	Base
2011	306	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : All participants	5156
2017	307	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : All participants	5156
2023	308	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : All participants	5156
2029	309	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : All participants	5156
2035	310	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5156
2042	311	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : All participants	5156
2048	312	QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail	Base : All participants	5156
2060	313	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail	Base : All participants	5156
2072	314	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail	Base : All participants	5156
2084	315	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail	Base : All participants	5156

Page	Table	Title	Base Description	Base
2096	316	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with	Base : All participants	5156
2108	317	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems	Base : All participants	5156
2120	318	QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems	Base : All participants	5156
2132	319	QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost	Base : Experienced a problem with Citipost	46
2138	320	QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)	Base : Experienced a problem with Collect + (Collect Plus)	82
2144	321	QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL	Base : Experienced a problem with DHL	240
2150	322	QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx	Base : Experienced a problem with FedEx	169
2156	323	QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes	Base : Experienced a problem with Hermes	891
2162	324	QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink	Base : Experienced a problem with Interlink	37
2168	325	QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD	Base : Experienced a problem with DPD	319
2174	326	QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce	Base : Experienced a problem with Parcelforce	216

Page	Table	Title	Base Description	Base
2180	327	QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express	Base : Experienced a problem with TNT Express	42
2186	328	QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK	Base : Experienced a problem with TNT Post UK	28
2192	329	QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS	Base : Experienced a problem with UPS	123
2198	330	QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)	Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)	47
2204	331	QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX	Base : Experienced a problem with DX	37
2210	332	QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel	Base : Experienced a problem with Yodel	339
2216	333	QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	236
2222	334	QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other	Base : Experienced a problem with Other	7
2228	335	QI_2. Competitive landscape - Citipost	Base : All participants	5156
2238	336	QI_3. Competitive landscape - Collect + (Collect Plus)	Base : All participants	5156
2248	337	QI_4. Competitive landscape - DHL	Base : All participants	5156
2258	338	QI_5. Competitive landscape - FedEx	Base : All participants	5156
2268	339	QI_6. Competitive landscape - Hermes	Base : All participants	5156

Page	Table	Title	Base Description	Base
2277	340	QI_7. Competitive landscape - Interlink	Base : All participants	5156
2287	341	QI_8. Competitive landscape - DPD	Base : All participants	5156
2297	342	QI_9. Competitive landscape - Parcelforce	Base : All participants	5156
2306	343	QI_10. Competitive landscape - TNT Express	Base : All participants	5156
2315	344	QI_11. Competitive landscape - TNT Post UK	Base : All participants	5156
2325	345	QI_12. Competitive landscape - UPS	Base : All participants	5156
2334	346	QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)	Base : All participants	5156
2346	347	QI_14. Competitive landscape - DX	Base : All participants	5156
2356	348	QI_15. Competitive landscape - Yodel	Base : All participants	5156
2365	349	QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5156
2377	350	QI_17. Competitive landscape - Other	Base : All participants	5156
2385	351	QJ1. What is your working status?	Base : All participants	5156
2391	352	QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc	Base : All participants	5156
2397	353	QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself	Base : All participants	5156
2403	354	QJ3_2. How many adults and children live in your household? - Children (less than 18 years)	Base : All participants	5156
2409	355	QJ3_T. How many adults and children live in your household? - All people in household	Base : All participants	5156

Page	Table	Title	Base Description	Base
2415	356	QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?	Base : All participants	5156
2427	357	QJ5. Which of the following best describes you?	Base : All participants	5156
2441	358	QJ6. What is your annual household income (from all sources, before tax)?	Base : All participants	5156
2447	359	QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?	Base : Did not declare an annual household income	416
2453	360	QJ6/QJ7. Household Income - Combined	Base : All participants	5156
2459	361	QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life	Base : All participants	5156
2465	362	QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future	Base : All participants	5156
2471	363	QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me	Base : All participants	5156
2477	364	QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings	Base : All participants	5156
2483	365	QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary	Base : All participants	5156
2489	366	QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary	Base : All participants	5156

	Page	Table	Title	Base Description	Base
◖	2495	367	QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary	Base : All participants	5156
◖	2501	368	QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?	Base : All participants	5156

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I send letters and/or parcels	**4148**	-	4148	1989	2155	457	489	824	572	777	562	468	945	1396	1807	1030	3782	343	4168
	80%	-	*80%*	*79%*	*82%*	*66%*	**75%e**	**81%ef**	**80%e**	**84%ef**	**89%efgh**	**89%efgh**	*71%*	**80%l**	**87%lm**	**89%lm**	**82%q**	*71%*	*81%*
I receive letters and/or parcels	**4698**	-	4698	2286	2399	613	563	861	664	878	612	507	1177	1525	1997	1119	4242	418	4715
	91%	-	*91%*	*91%*	*91%*	**89%g**	*86%*	*85%*	**92%fg**	**95%efg**	**96%efgh**	**97%efgh**	*88%*	*88%*	**96%lm**	**96%lm**	**92%q**	*87%*	*91%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I send letters and/or parcels	**4148**	898	1453	876	921	2351	1797	2488	1601	473	542	1101	1010	738	2652	479	3439
	80%	**86%cd**	**83%d**	**79%d**	*73%*	**84%f**	*76%*	*81%*	*80%*	*75%*	*78%*	*80%*	**84%ij**	**85%ijkn**	**81%l**	*75%*	**82%o**
I receive letters and/or parcels	**4698**	939	1612	980	1167	2551	2147	2737	1892	569	646	1256	1111	771	3013	576	3844
	91%	*90%*	**92%c**	*88%*	**93%c**	*91%*	*91%*	*89%*	**94%g**	*90%*	**93%m**	*91%*	*92%*	*89%*	**92%m**	*90%*	*91%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I send letters and/or parcels	**4148**	3511	637	206	3460	368	206	114	169	442	333	295	355	375	506	606	379	57	310
	80%	*79%*	**87%a**	*82%*	*80%*	*83%*	*82%*	*78%*	*81%*	*78%*	*79%*	*79%*	*78%*	*79%*	*75%*	**86%ijklmn**	**86%ijklmn**	*85%*	**83%n**
I receive letters and/or parcels	**4698**	4029	669	225	3936	395	232	135	187	504	389	343	409	448	603	636	416	61	334
	91%	*91%*	*91%*	*90%*	*91%*	*90%*	*93%*	*93%*	*90%*	*90%*	*92%*	*92%*	*90%*	**94%nr**	*89%*	*90%*	**94%lnr**	*91%*	*90%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I send letters and/or parcels	**4148**	1708	1589	522	240	65	3297	305	1671	1620	599	181	54	3291	235
	80%	**88%bcdefg**	**80%cdeg**	**72%e**	**70%e**	*52%*	**84%bcdeg**	**66%e**	**85%jkln**	**82%jkln**	*73%*	*71%*	*63%*	**83%jkln**	*69%*
I receive letters and/or parcels	**4698**	1799	1807	636	306	110	3606	416	1813	1803	731	231	74	3616	305
	91%	**92%c**	**91%c**	*88%*	*89%*	*89%*	**92%c**	*89%*	*92%*	*91%*	*89%*	*91%*	*86%*	*92%*	*90%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I send letters and/or parcels	**4148**	309	3756	82	1207	2696	245	4056	51	17	4	4124	19
	80%	*81%*	*80%*	*83%*	*79%*	*81%*	*79%*	*81%*	*79%*	*66%*	*42%*	*81%*	*67%*
I receive letters and/or parcels	**4698**	314	4293	91	1358	3079	261	4593	52	22	10	4667	21
	91%	*82%*	**92%a**	*91%*	*88%*	**93%df**	*84%*	**91%h**	*81%*	*87%*	*99%*	**91%h**	*70%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 1

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I send letters and/or parcels	**4148**	1056	1047	1022	1023	360	349	347	352	327	367	344	332	347	352	363	308
	80%	*82%*	*81%*	*79%*	*79%*	**85%p**	*80%*	*81%*	*82%*	*79%*	*82%*	*79%*	*80%*	*78%*	*82%*	*79%*	*77%*
I receive letters and/or parcels	**4698**	1176	1210	1177	1136	391	386	399	414	394	401	406	363	407	364	424	348
	91%	**92%d**	**94%d**	*91%*	*88%*	**93%np**	*89%*	**93%lnp**	**96%fjlmnop**	**95%fjlnp**	*90%*	**94%flnp**	*88%*	**92%n**	*85%*	**92%n**	*87%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Male	**2511**	-	2511	2511	-	325	249	514	360	472	331	260	574	874	1063	591	2244	246	2461
	49%	-	*49%*	**100%d**	-	**47%f**	*38%*	**51%f**	**50%f**	**51%f**	**52%f**	**50%f**	*43%*	**50%l**	**51%l**	**51%l**	*48%*	*51%*	*48%*
Female	**2630**	-	2630	-	2630	359	398	499	358	451	302	265	756	857	1017	567	2376	234	2683
	51%	-	*51%*	-	**100%c**	*52%*	**61%eghijk**	*49%*	*50%*	*49%*	*48%*	*50%*	**56%mno**	*49%*	*49%*	*49%*	*51%*	*49%*	*52%*
Not listed (please specify)	**11**	-	11	-	-	1	6	-	1	-	2	-	8	1	2	2	11	-	9
	*	-	*	-	-	*	**1%gl**	-	*	-	*	-	**1%nl**	*	*	*	*	-	*
Prefer not to say	**4**	-	4	-	-	2	-	2	-	-	-	-	2	2	-	-	4	-	3
	*	-	*	-	-	*	-	*	-	-	-	-	*	*	-	-	*	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Male	**2511**	643	811	535	522	1454	1057	1625	857	234	310	636	637	561	1582	237	2163
	49%	**62%bcd**	**46%d**	**48%d**	*41%*	**52%f**	*45%*	**53%h**	*43%*	*37%*	**45%i**	**46%i**	**53%ijkn**	**65%ijkln**	**48%i**	*37%*	**51%o**
Female	**2630**	394	939	573	724	1333	1297	1435	1142	393	384	742	570	307	1696	397	2044
	51%	*38%*	**54%a**	**52%a**	**58%ac**	*48%*	**55%e**	*47%*	**57%g**	**62%jklmn**	**55%lm**	**54%lm**	**47%m**	*35%*	**52%m**	**62%p**	*49%*
Not listed (please specify)	**11**	-	*	-	10	*	10	6	4	1	-	2	-	-	2	1	2
	*	-	*	-	**1%abc**	*	*e	*	*	*	-	*	-	-	*	*	*
Prefer not to say	**4**	1	1	-	2	2	2	1	2	2	-	1	-	1	1	2	2
	*	*	*	-	*	*	*	*	*	*	-	*	-	*	*	*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Male	**2511**	2190	321	110	2109	212	122	69	102	279	197	165	215	214	411	334	191	29	182
	49%	**50%b**	*44%*	*44%*	*49%*	*48%*	*49%*	*47%*	*49%*	*50%*	*47%*	*44%*	*47%*	*45%*	**61%hijklmopqr**	*48%*	*43%*	*43%*	*49%*
Female	**2630**	2218	412	141	2199	229	128	74	106	281	226	207	238	263	266	367	244	39	190
	51%	*50%*	**56%a**	*56%*	*51%*	*52%*	*51%*	*50%*	**51%n**	**50%n**	**53%n**	**56%n**	**53%n**	**55%n**	*39%*	**52%n**	**55%n**	**57%n**	**51%n**
Not listed (please specify)	**11**	10	*	-	9	-	*	1	-	1	-	-	-	-	-	2	6	-	-
	*	*	*	-	*	-	*	**1%de**	-	*	-	-	-	-	-	*	**1%nr**	-	-
Prefer not to say	**4**	2	2	-	2	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	*	*	*	-	*	-	-	**1%def**	-	*	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Male	**2511**	943	948	369	165	71	1891	236	925	949	441	127	53	1874	180
	49%	*48%*	*48%*	*51%*	*48%*	*57%*	*48%*	*51%*	*47%*	*48%*	**54%hlm**	*50%*	**61%h**	*47%*	*53%*
Female	**2630**	1001	1024	352	175	50	2024	225	1038	1025	375	125	33	2063	159
	51%	*51%*	*52%*	*49%*	*51%*	*41%*	*52%*	*48%*	**53%j**	**52%j**	*46%*	*49%*	*39%*	**52%j**	*47%*
Not listed (please specify)	**11**	1	3	2	2	3	5	4	6	5	-	-	-	11	-
	*	*	*	*	*	**2%abcf**	*	**1%abf**	*	*	-	-	-	*	-
Prefer not to say	**4**	-	1	3	-	-	1	-	1	-	2	1	-	1	1
	*	-	*	*af	-	-	*	-	*	-	*	*im	-	*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Male	**2511**	187	2288	37	697	1661	154	2444	34	18	5	2495	11
	49%	*49%*	*49%*	*37%*	*45%*	**50%d**	*49%*	*49%*	*52%*	*69%*	*52%*	*49%*	*36%*
Female	**2630**	197	2370	63	829	1645	156	2569	31	8	5	2608	18
	51%	*51%*	*51%*	*63%*	**54%e**	*50%*	*50%*	*51%*	*48%*	*31%*	*48%*	*51%*	*61%*
Not listed (please specify)	**11**	-	11	-	7	4	-	11	-	-	-	11	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Prefer not to say	**4**	-	4	-	3	-	1	3	-	-	-	3	1
	*	-	*	-	*	-	*e	*	-	-	-	*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Male	**2511**	622	631	629	630	175	184	264	195	210	226	215	204	210	220	218	191
	49%	*48%*	*49%*	*49%*	*49%*	*41%*	*42%*	**62%efhijklmnop**	*45%*	**51%e**	*51%*	*50%*	*49%*	*47%*	**51%ef**	*47%*	*48%*
Female	**2630**	658	658	657	657	245	250	162	235	204	219	217	207	233	210	243	205
	51%	*51%*	*51%*	*51%*	*51%*	**58%gijn**	**58%g**	*38%*	**55%g**	**49%g**	**49%g**	**50%g**	**50%g**	**53%g**	**49%g**	**53%g**	**51%g**
Not listed (please specify)	**11**	2	3	3	2	-	-	2	-	2	2	*	3	-	-	-	2
	*	*	*	*	*	-	-	*	-	*	*	*	*1%*	-	-	-	*
Prefer not to say	**4**	2	-	-	2	1	1	-	-	-	-	-	-	-	-	-	2
	*	*	-	-	*	*	*	-	-	-	-	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
16-24	**687**	-	687	325	359	687	-	-	-	-	-	-	687	-	-	-	494	182	629
	13%	-	*13%*	*13%*	*14%*	**100%fghijk**	-	-	-	-	-	-	**51%mno**	-	-	-	*11%*	**38%p**	*12%*
25-34	**653**	-	653	249	398	-	653	-	-	-	-	-	653	-	-	-	554	92	621
	13%	-	*13%*	*10%*	**15%c**	-	**100%eghijk**	-	-	-	-	-	**49%mno**	-	-	-	*12%*	**19%p**	*12%*
35-44	**1015**	-	1015	514	499	-	-	1015	-	-	-	-	-	1015	-	-	892	114	982
	20%	-	*20%*	*20%*	*19%*	-	-	**100%efhijk**	-	-	-	-	-	**59%lno**	-	-	*19%*	*24%*	*19%*
45-54	**719**	-	719	360	358	-	-	-	719	-	-	-	-	719	-	-	655	64	684
	14%	-	*14%*	*14%*	*14%*	-	-	-	**100%efgjjk**	-	-	-	-	**41%lno**	-	-	*14%*	*13%*	*13%*
55-64	**923**	-	923	472	451	-	-	-	-	923	-	-	-	-	923	-	899	13	1024
	18%	-	*18%*	*19%*	*17%*	-	-	-	-	**100%efghjk**	-	-	-	-	**44%lmo**	-	**19%q**	*3%*	*20%*
65-74	**634**	-	634	331	302	-	-	-	-	-	634	-	-	-	634	634	618	13	724
	12%	-	*12%*	*13%*	*11%*	-	-	-	-	-	**100%efghjk**	-	-	-	**30%lm**	**55%lmn**	**13%q**	*3%*	*14%*
75+	**525**	-	525	260	265	-	-	-	-	-	-	525	-	-	525	525	524	1	492
	10%	-	*10%*	*10%*	*10%*	-	-	-	-	-	-	**100%efghij**	-	-	**25%lm**	**45%lmn**	**11%q**	*	*10%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1340**	-	1340	574	756	687	653	-	-	-	-	-	1340	-	-	-	1047	274	1250
	26%	-	*26%*	*23%*	**29%c**	**100%ghijk**	**100%ghijk**	-	-	-	-	-	**100%mno**	-	-	-	*23%*	**57%p**	*24%*
NET: 35-54	**1734**	-	1734	874	857	-	-	1015	719	-	-	-	-	1734	-	-	1547	178	1666
	34%	-	*34%*	*35%*	*33%*	-	-	**100%efijk**	**100%efijk**	-	-	-	-	**100%lno**	-	-	*33%*	*37%*	*32%*
NET: 55+	**2082**	-	2082	1063	1017	-	-	-	-	923	634	525	-	-	2082	1159	2041	28	2240
	40%	-	*40%*	**42%d**	*39%*	-	-	-	-	**100%efgh**	**100%efgh**	**100%efgh**	-	-	**100%lm**	**100%lm**	**44%q**	*6%*	*43%*
NET: 65+	**1159**	-	1159	591	567	-	-	-	-	-	634	525	-	-	1159	1159	1141	15	1216
	22%	-	*22%*	*24%*	*22%*	-	-	-	-	-	**100%efghi**	**100%efghi**	-	-	**56%lm**	**100%lmn**	**25%q**	*3%*	*24%*
Mean	**48.45**	-	48.45	**49.54d**	47.46	20.76	**30.05e**	**39.79ef**	**49.77efg**	**59.73efgh**	**68.88efghi**	**77.95efghij**	25.29	**43.93l**	**67.11lm**	**72.99lmn**	**50.12q**	33.05	49.30
Std Dev.	**18.19**	-	18.19	18.00	18.31	2.41	3.02	2.90	2.91	2.78	2.85	2.98	5.38	5.71	7.93	5.37	17.88	13.14	18.11

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Std Error	**0.25**	-	0.25	0.36	0.35	0.10	0.12	0.09	0.11	0.09	0.11	0.13	0.15	0.14	0.17	0.15	0.26	0.75	0.25

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
16-24	**687**	146	209	155	176	356	331	441	226	101	90	150	161	86	400	101	502
	13%	*14%*	*12%*	*14%*	*14%*	*13%*	*14%*	**14%h**	*11%*	**16%kmn**	*13%*	*11%*	*13%*	*10%*	*12%*	**16%p**	*12%*
25-34	**653**	129	231	147	146	361	293	530	116	66	71	160	190	135	420	67	561
	13%	*12%*	*13%*	*13%*	*12%*	*13%*	*12%*	**17%h**	*6%*	*10%*	*10%*	*12%*	**16%ijk**	**16%ij**	*13%*	*11%*	*13%*
35-44	**1015**	233	330	190	262	563	452	841	165	92	109	301	243	241	652	93	896
	20%	**22%c**	*19%*	*17%*	*21%*	*20%*	*19%*	**27%h**	*8%*	*15%*	*16%*	**22%ij**	**20%l**	**28%ijkln**	**20%l**	*15%*	**21%o**
45-54	**719**	101	220	180	218	321	398	558	157	96	77	162	189	160	428	96	589
	14%	*10%*	*13%*	**16%ab**	**17%ab**	*12%*	**17%e**	**18%h**	*8%*	*15%*	*11%*	*12%*	**16%jk**	**18%jkn**	*13%*	*15%*	*14%*
55-64	**923**	154	306	190	273	460	463	546	362	141	121	239	213	136	573	143	725
	18%	*15%*	*17%*	*17%*	**22%abc**	*16%*	**20%e**	*18%*	*18%*	**22%kmn**	*17%*	*17%*	*18%*	*16%*	*17%*	**22%p**	*17%*
65-74	**634**	149	231	143	111	380	255	121	496	64	112	204	127	72	443	67	529
	12%	**14%d**	**13%d**	**13%d**	*9%*	**14%f**	*11%*	*4%*	**25%g**	*10%*	**16%ilm**	**15%ilm**	*11%*	*8%*	**14%lm**	*10%*	*13%*
75+	**525**	126	224	104	71	350	175	30	482	70	115	165	85	39	364	71	409
	10%	**12%d**	**13%cd**	**9%d**	*6%*	**13%f**	*7%*	*1%*	**24%g**	**11%lm**	**17%iklmn**	**12%lm**	*7%*	*4%*	**11%lm**	*11%*	*10%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1340**	276	440	301	323	716	624	971	343	167	160	309	351	221	820	168	1063
	26%	*27%*	*25%*	*27%*	*26%*	*26%*	*26%*	**32%h**	*17%*	*27%*	*23%*	*22%*	**29%jkn**	*25%*	*25%*	*26%*	*25%*
NET: 35-54	**1734**	333	551	370	480	884	850	1399	323	188	185	463	432	402	1081	189	1486
	34%	*32%*	*31%*	*33%*	**38%ab**	*32%*	**36%e**	**46%h**	*16%*	*30%*	*27%*	**34%j**	**36%j**	**46%ijkln**	**33%j**	*30%*	**35%o**
NET: 55+	**2082**	429	760	437	456	1189	893	697	1339	274	348	608	425	247	1380	280	1662
	40%	*41%*	**43%d**	*39%*	*36%*	**43%f**	*38%*	*23%*	**67%g**	**44%lm**	**50%klmn**	**44%lm**	**35%m**	*28%*	**42%lm**	*44%*	*39%*
NET: 65+	**1159**	275	455	247	183	729	430	151	978	134	227	369	212	110	808	137	938
	22%	**26%d**	**26%d**	**22%d**	*15%*	**26%f**	*18%*	*5%*	**49%g**	**21%m**	**33%iklmn**	**27%ilm**	**18%m**	*13%*	**25%lm**	*22%*	*22%*
Mean	**48.45**	**48.70d**	**49.73d**	48.13	46.73	**49.35f**	47.39	42.26	**57.83g**	**48.83lm**	**52.27ilmn**	**50.10lm**	46.57	45.18	**49.26lm**	48.93	48.43
Std Dev.	**18.19**	19.18	18.63	18.21	16.51	18.84	17.34	14.12	19.44	18.61	19.31	18.07	17.41	15.48	18.23	18.62	17.84

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Std Error	**0.25**	0.53	0.47	0.58	0.46	0.35	0.36	0.28	0.39	0.74	0.73	0.50	0.49	0.54	0.32	0.73	0.28

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
16-24	687	633	54	22	587	46	32	22	18	63	48	43	72	33	168	94	48	1	45
	13%	14%bc	*7%*	*9%*	*14%*	*10%*	*13%*	15%e	9%q	11%q	11%q	12%q	16%hmq	*7%*	25%hijklmopqr	13%mq	11%q	*2%*	12%mq
25-34	653	601	52	25	571	44	20	18	34	89	51	35	52	66	132	70	42	8	36
	13%	14%b	*7%*	*10%*	13%f	*10%*	*8%*	*12%*	17%kopr	16%kopr	*12%*	*9%*	*11%*	*14%*	19%jklopr	*10%*	*10%*	*11%*	*10%*
35-44	1015	913	102	33	870	76	42	26	53	154	58	77	75	95	163	128	68	11	65
	20%	21%bc	*14%*	*13%*	*20%*	*17%*	*17%*	*18%*	25%jlopr	27%jlmopqr	*14%*	21%j	*16%*	*20%*	24%jlpr	*18%*	*15%*	*16%*	*18%*
45-54	719	605	115	45	602	56	35	27	35	54	64	60	68	63	94	92	74	8	48
	14%	*14%*	*16%*	*18%*	*14%*	*13%*	*14%*	18%de	17%i	*10%*	*15%*	16%i	*15%*	*13%*	*14%*	*13%*	17%i	*11%*	*13%*
55-64	923	765	157	44	766	89	45	22	41	91	89	75	73	110	50	152	85	23	65
	18%	*17%*	21%a	*18%*	*18%*	*20%*	*18%*	*15%*	20%n	16%n	21%n	20%n	16%n	23%n	*7%*	22%n	19%n	35%hijklmnopr	17%n
65-74	634	509	125	45	470	91	53	21	12	57	62	36	72	53	42	75	61	12	79
	12%	*12%*	17%a	18%a	*11%*	21%dg	21%dg	14%d	*6%*	*10%*	15%hn	*10%*	16%hikn	11%n	*6%*	*11%*	14%hn	18%hkn	21%hijkmnop
75+	525	395	130	36	452	39	23	10	14	55	51	47	42	58	29	93	63	4	35
	10%	*9%*	18%a	14%a	10%g	*9%*	*9%*	*7%*	*7%*	10%n	12%n	13%hn	9%n	12%n	*4%*	13%hn	14%hn	*7%*	9%n
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1340	1234	107	47	1158	90	52	40	52	152	100	78	124	98	300	164	91	9	81
	26%	28%bc	*14%*	*19%*	27%ef	*20%*	*21%*	27%ef	25%q	27%q	*24%*	*21%*	27%q	*21%*	44%hijklmopqr	*23%*	*21%*	*13%*	*22%*
NET: 35-54	1734	1517	217	78	1472	132	77	53	88	208	122	137	142	158	257	219	141	19	113
	34%	34%b	*29%*	*31%*	*34%*	*30%*	*31%*	*36%*	42%jlmopqr	*37%*	*29%*	*37%*	*31%*	*33%*	38%jr	*31%*	*32%*	*28%*	*30%*
NET: 55+	2082	1670	412	126	1689	219	121	53	68	203	202	158	187	220	121	321	209	40	179
	40%	*38%*	56%a	50%a	*39%*	50%dg	48%dg	*37%*	33%n	36%n	48%hin	42%hn	41%n	46%hin	*18%*	46%hin	47%hin	59%hiklno	48%hin
NET: 65+	1159	904	255	82	922	130	76	31	26	111	114	83	114	111	71	168	124	16	114
	22%	*20%*	35%a	33%a	*21%*	30%dg	30%dg	*21%*	*13%*	20%hn	27%hn	22%hn	25%hn	23%hn	*10%*	24%hn	28%hin	24%hn	31%hikmn
Mean	48.45	47.29	55.41a	53.75a	48.02	51.64dg	50.85dg	47.28	46.37n	47.14n	50.54hin	49.64hn	48.73n	51.19hin	39.46	49.96hn	52.03hiln	53.85hiln	51.24hin

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Std Dev.	**18.19**	18.05	17.50	18.23	18.17	17.94	18.33	18.12	15.76	17.70	18.26	18.06	18.70	17.10	16.62	18.40	18.19	15.21	18.39
Std Error	**0.25**	0.31	0.41	0.64	0.36	0.55	0.62	0.71	0.99	1.04	1.09	1.11	1.07	1.03	0.97	1.05	1.07	1.16	0.61

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
16-24	687	157	252	136	93	35	409	128	217	250	139	56	13	468	69
	13%	*8%*	**13%af**	**19%abf**	**27%abcf**	**29%abf**	**10%a**	**28%abcf**	*11%*	*13%*	**17%him**	**22%him**	*15%*	*12%*	**20%him**
25-34	653	178	258	124	56	23	436	80	238	264	105	29	9	501	38
	13%	*9%*	**13%a**	**17%abf**	**16%af**	**19%af**	*11%*	**17%af**	*12%*	*13%*	*13%*	*12%*	*10%*	*13%*	*11%*
35-44	1015	352	411	168	64	15	763	79	409	402	148	42	9	812	50
	20%	*18%*	*21%*	**23%ae**	*19%*	*12%*	*19%*	*17%*	*21%*	*20%*	*18%*	*16%*	*10%*	*21%*	*15%*
45-54	719	276	279	89	46	24	555	71	277	272	114	33	16	549	49
	14%	*14%*	*14%*	*12%*	*14%*	*20%*	*14%*	*15%*	*14%*	*14%*	*14%*	*13%*	*18%*	*14%*	*14%*
55-64	923	393	350	110	42	23	743	64	340	386	135	38	16	726	54
	18%	**20%cdg**	*18%*	*15%*	*12%*	*18%*	**19%dg**	*14%*	*17%*	*19%*	*17%*	*15%*	*18%*	*18%*	*16%*
65-74	634	302	243	59	29	1	545	30	262	224	106	31	10	487	40
	12%	**16%bcdeg**	**12%ceg**	**8%e**	**8%e**	*1%*	**14%cdeg**	*6%*	*13%*	*11%*	*13%*	*12%*	*11%*	*12%*	*12%*
75+	525	287	183	40	12	3	470	14	227	179	71	25	15	406	39
	10%	**15%bcdefg**	**9%cdeg**	*6%*	*3%*	*2%*	**12%bcdeg**	*3%*	*12%*	*9%*	*9%*	*10%*	*17%*	*10%*	*12%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1340	335	510	260	149	59	845	208	455	514	244	85	21	969	107
	26%	*17%*	**26%af**	**36%abf**	**44%abf**	**47%abf**	**22%a**	**45%abcf**	*23%*	*26%*	**30%hm**	**34%him**	*25%*	*25%*	**31%hm**
NET: 35-54	1734	629	689	257	111	39	1318	149	686	675	261	75	24	1361	99
	34%	*32%*	*35%*	*35%*	*32%*	*31%*	*34%*	*32%*	*35%*	*34%*	*32%*	*29%*	*28%*	*34%*	*29%*
NET: 55+	2082	981	776	209	82	27	1757	108	829	790	312	93	40	1619	133
	40%	**50%bcdefg**	**39%cdeg**	*29%*	*24%*	*21%*	**45%bcdeg**	*23%*	*42%*	*40%*	*38%*	*37%*	*46%*	*41%*	*39%*
NET: 65+	1159	588	426	99	40	4	1015	44	489	404	177	55	24	893	80
	22%	**30%bcdefg**	**22%cdeg**	**14%e**	**12%e**	*3%*	**26%bcdeg**	*9%*	**25%l**	*20%*	*22%*	*22%*	*28%*	*23%*	*23%*
Mean	48.45	**53.10bcdefg**	**48.04cdeg**	**43.30dg**	40.25	39.34	**50.55bcdeg**	40.01	**49.61jk**	48.18	46.99	45.83	51.25	**48.90jk**	47.20
Std Dev.	18.19	17.67	17.87	17.41	17.44	16.18	17.95	17.10	18.03	17.86	18.43	19.52	19.60	17.95	19.66

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Std Error	**0.25**	0.40	0.40	0.66	0.92	1.44	0.29	0.78	0.40	0.40	0.67	1.26	2.13	0.28	1.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
16-24	**687**	37	638	12	239	379	69	639	25	4	-	669	18
	13%	*10%*	*14%*	*12%*	**16%e**	*11%*	**22%de**	*13%*	**39%gk**	*17%*	-	*13%*	*62%*
25-34	**653**	53	578	22	164	437	52	625	17	2	5	644	4
	13%	*14%*	*12%*	**22%b**	*11%*	*13%*	**17%d**	*12%*	**26%gk**	*8%*	*48%*	*13%*	*13%*
35-44	**1015**	102	891	22	277	661	77	993	10	5	2	1008	4
	20%	**27%b**	*19%*	*22%*	*18%*	*20%*	**25%d**	*20%*	*16%*	*22%*	*23%*	*20%*	*14%*
45-54	**719**	48	657	14	184	494	41	698	10	7	3	716	-
	14%	*13%*	*14%*	*14%*	*12%*	**15%d**	*13%*	*14%*	*16%*	*29%*	*30%*	*14%*	-
55-64	**923**	74	837	11	264	620	38	918	1	3	-	922	*
	18%	*19%*	*18%*	*11%*	*17%*	**19%f**	*12%*	**18%h**	*2%*	*13%*	-	**18%h**	*
65-74	**634**	39	588	7	206	400	29	631	*	1	-	632	2
	12%	*10%*	*13%*	*7%*	*13%*	*12%*	*9%*	**13%h**	*	*4%*	-	**12%h**	*7%*
75+	**525**	30	484	11	202	318	5	522	1	2	-	524	1
	10%	*8%*	*10%*	*11%*	**13%ef**	**10%f**	*2%*	*10%*	*1%*	*7%*	-	*10%*	*4%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1340**	90	1216	34	403	817	121	1264	42	6	5	1313	22
	26%	*24%*	*26%*	*34%*	*26%*	*25%*	**39%de**	*25%*	**65%gk**	*25%*	*48%*	*26%*	*75%*
NET: 35-54	**1734**	150	1548	36	461	1155	118	1691	21	13	5	1725	4
	34%	*39%*	*33%*	*36%*	*30%*	**35%d**	**38%d**	*34%*	*32%*	*50%*	*52%*	*34%*	*14%*
NET: 55+	**2082**	143	1909	30	672	1338	72	2071	2	6	-	2079	3
	40%	*37%*	*41%*	*30%*	**44%f**	**40%f**	*23%*	**41%h**	*3%*	*25%*	-	**41%h**	*11%*
NET: 65+	**1159**	69	1072	19	408	718	34	1153	1	3	-	1156	3
	22%	*18%*	*23%*	*19%*	**27%ef**	**22%f**	*11%*	**23%h**	*1%*	*11%*	-	**23%h**	*11%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Mean	**48.45**	47.83	48.57	44.86	**49.32f**	**48.76f**	40.81	**48.81h**	31.94	45.17	36.08	**48.58h**	29.39
Std Dev.	**18.19**	16.82	18.29	18.39	19.23	17.68	16.58	18.12	12.11	16.31	9.54	18.15	16.62
Std Error	**0.25**	0.84	0.27	1.84	0.48	0.31	0.93	0.26	1.60	2.88	3.37	0.25	3.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
16-24	**687**	174	171	171	171	74	49	52	39	59	73	49	52	70	52	69	50
	13%	*14%*	*13%*	*13%*	*13%*	**18%h**	*11%*	*12%*	*9%*	*14%*	**16%h**	*11%*	*13%*	**16%h**	*12%*	**15%h**	*13%*
25-34	**653**	186	164	156	147	66	59	62	53	49	61	53	49	54	55	47	45
	13%	*14%*	*13%*	*12%*	*11%*	*16%*	*14%*	*14%*	*12%*	*12%*	*14%*	*12%*	*12%*	*12%*	*13%*	*10%*	*11%*
35-44	**1015**	228	254	261	272	71	90	67	84	78	92	78	89	94	84	89	98
	20%	*18%*	*20%*	*20%*	*21%*	*17%*	*21%*	*16%*	*20%*	*19%*	*21%*	*18%*	*21%*	*21%*	*20%*	*19%*	**25%eg**
45-54	**719**	181	176	153	209	48	84	49	66	55	55	41	57	55	56	79	74
	14%	*14%*	*14%*	*12%*	**16%c**	*11%*	**19%egjkm**	*11%*	*15%*	*13%*	*12%*	*10%*	*14%*	*12%*	*13%*	**17%k**	**18%egk**
55-64	**923**	228	235	258	201	71	68	89	83	82	71	113	71	74	83	69	49
	18%	*18%*	*18%*	**20%d**	*16%*	*17%*	*16%*	**21%p**	**19%p**	**20%p**	*16%*	**26%efjlmop**	*17%*	*17%*	**19%p**	*15%*	*12%*
65-74	**634**	156	161	159	159	55	44	57	59	45	56	49	56	54	54	58	47
	12%	*12%*	*12%*	*12%*	*12%*	*13%*	*10%*	*13%*	*14%*	*11%*	*12%*	*11%*	*13%*	*12%*	*12%*	*13%*	*12%*
75+	**525**	130	132	132	132	36	40	53	45	48	39	50	40	42	47	49	36
	10%	*10%*	*10%*	*10%*	*10%*	*9%*	*9%*	*12%*	*10%*	*11%*	*9%*	*12%*	*10%*	*9%*	*11%*	*11%*	*9%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1340**	360	335	327	318	139	108	113	92	108	134	101	102	125	106	117	95
	26%	*28%*	*26%*	*25%*	*25%*	**33%fhklnp**	*25%*	*26%*	*21%*	*26%*	**30%h**	*23%*	*25%*	*28%*	*25%*	*25%*	*24%*
NET: 35-54	**1734**	409	430	414	480	119	175	116	151	133	147	119	146	149	140	169	172
	34%	*32%*	*33%*	*32%*	**37%ac**	*28%*	**40%egk**	*27%*	*35%*	*32%*	*33%*	*28%*	*35%*	*34%*	*33%*	**37%gk**	**43%egijkmn**
NET: 55+	**2082**	515	527	549	492	163	153	199	187	175	165	212	167	170	184	175	133
	40%	*40%*	*41%*	*43%*	*38%*	*39%*	*35%*	**47%fjp**	**43%p**	**42%p**	*37%*	**49%efjmop**	*40%*	*38%*	**43%p**	*38%*	*33%*
NET: 65+	**1159**	286	292	290	290	91	84	111	104	93	95	99	96	95	100	107	83
	22%	*22%*	*23%*	*23%*	*23%*	*22%*	*19%*	*26%*	*24%*	*22%*	*21%*	*23%*	*23%*	*22%*	*23%*	*23%*	*21%*
Mean	**48.45**	48.07	48.67	48.62	48.42	46.73	47.55	49.91	**50.34ejm**	49.06	46.71	**50.41ejm**	48.51	46.98	49.30	48.24	47.68
Std Dev.	**18.19**	18.43	18.27	18.20	17.87	18.96	17.28	18.93	17.52	18.61	18.52	18.23	18.04	18.21	18.11	18.29	17.11

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Std Error	**0.25**	0.51	0.51	0.51	0.50	0.91	0.84	0.92	0.84	0.90	0.89	0.88	0.87	0.88	0.87	0.88	0.83

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249**	-	249	181	68	34	37	95	27	32	8	15	72	121	56	23	226	21	231
	5%	-	*5%*	**7%d**	*3%*	**5%j**	**6%j**	**9%efhijk**	*4%*	*4%*	*1%*	*3%*	**5%no**	**7%no**	*3%*	*2%*	*5%*	*4%*	*4%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567**	-	567	323	243	111	92	136	71	93	46	18	203	207	157	64	495	67	656
	11%	-	*11%*	**13%d**	*9%*	**16%hijk**	**14%jk**	**13%jk**	**10%k**	**10%k**	**7%k**	*3%*	**15%no**	**12%no**	*8%*	*6%*	*11%*	*14%*	*13%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247**	-	1247	573	674	138	226	324	217	228	78	36	364	540	343	114	1090	149	1081
	24%	-	*24%*	*23%*	*26%*	**20%jk**	**35%eijk**	**32%eijk**	**30%ejk**	**25%jk**	**12%k**	*7%*	**27%no**	**31%no**	**16%o**	*10%*	*24%*	**31%p**	*21%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914**	-	914	412	502	153	145	189	178	168	58	22	298	368	249	80	818	90	816
	18%	-	*18%*	*16%*	*19%*	**22%jk**	**22%jk**	**19%jk**	**25%ejijk**	**18%jk**	**9%k**	*4%*	**22%no**	**21%no**	**12%o**	*7%*	*18%*	*19%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702**	-	702	310	383	142	89	165	122	142	26	16	231	286	184	42	589	101	618
	14%	-	*14%*	*12%*	*15%*	**21%fijk**	**14%jk**	**16%jk**	**17%jk**	**15%jk**	*4%*	*3%*	**17%no**	**17%no**	**9%o**	*4%*	*13%*	**21%p**	*12%*
Housewife / househusband	**88**	-	88	10	78	10	22	25	14	17	*	-	32	39	17	*	78	8	133
	2%	-	*2%*	*	**3%c**	**1%jk**	**3%jk**	**2%jk**	**2%jk**	**2%jk**	*	-	**2%no**	**2%no**	**1%o**	*	*2%*	*2%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Unemployed	**308**	-	308	133	174	24	32	71	75	98	8	1	56	146	106	8	283	21	372
	6%	-	*6%*	*5%*	*7%*	**3%k**	**5%jk**	**7%ejk**	**10%efjk**	**11%efgjk**	*1%*	*	**4%o**	**8%no**	**5%o**	*1%*	*6%*	*4%*	*7%*
Student	**81**	-	81	42	39	71	4	5	-	-	1	-	75	5	1	1	67	14	98
	2%	-	*2%*	*2%*	*1%*	**10%fghijk**	*1%*	*1%*	-	-	*	-	**6%mno**	*	*	*	*1%*	*3%*	*2%*
Retired	**1001**	-	1001	529	470	4	7	5	16	143	408	418	11	21	968	826	988	10	1151
	19%	-	*19%*	**21%d**	*18%*	*1%*	*1%*	*	**2%g**	**15%efgh**	**64%efghi**	**80%efghij**	*1%*	*1%*	**47%lm**	**71%lmn**	**21%q**	*2%*	*22%*
NET: AB	**816**	-	816	504	311	145	129	231	98	126	55	32	274	329	213	87	722	88	887
	16%	-	*16%*	**20%d**	*12%*	**21%hijk**	**20%hijk**	**23%hijk**	**14%jk**	**14%jk**	*9%*	*6%*	**20%no**	**19%no**	*10%*	*8%*	*16%*	*18%*	*17%*
NET: C1	**1328**	-	1328	615	713	209	230	329	217	228	79	36	439	545	344	116	1156	163	1179
	26%	-	*26%*	*24%*	*27%*	**30%jk**	**35%ijk**	**32%ijk**	**30%jk**	**25%jk**	**13%k**	*7%*	**33%no**	**31%no**	**17%o**	*10%*	*25%*	**34%p**	*23%*
NET: C2	**914**	-	914	412	502	153	145	189	178	168	58	22	298	368	249	80	818	90	816
	18%	-	*18%*	*16%*	*19%*	**22%jk**	**22%jk**	**19%jk**	**25%gijk**	**18%jk**	**9%k**	*4%*	**22%no**	**21%no**	**12%o**	*7%*	*18%*	*19%*	*16%*
NET: DE	**1097**	-	1097	453	634	176	142	261	210	257	34	16	318	471	308	51	950	129	1123
	21%	-	*21%*	*18%*	**24%c**	**26%jk**	**22%jk**	**26%jk**	**29%fjk**	**28%fjk**	*5%*	*3%*	**24%no**	**27%no**	**15%o**	*4%*	*21%*	**27%p**	*22%*
NET: ABC1	**2144**	-	2144	1119	1023	354	359	560	314	354	134	69	713	874	557	203	1878	251	2066
	42%	-	*42%*	**45%d**	*39%*	**52%hijk**	**55%hijk**	**55%hijk**	**44%jk**	**38%jk**	**21%k**	*13%*	**53%no**	**50%no**	**27%o**	*17%*	*41%*	**52%p**	*40%*
NET: C2DE	**2011**	-	2011	864	1137	328	287	450	389	426	92	39	616	839	557	131	1768	219	1939
	39%	-	*39%*	*34%*	**43%c**	**48%jk**	**44%jk**	**44%jk**	**54%fgijk**	**46%jk**	**15%k**	*7%*	**46%no**	**48%no**	**27%o**	*11%*	*38%*	**46%p**	*38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249**	249	-	-	-	249	-	224	23	8	3	17	29	183	49	8	234
	5%	**24%bcd**	-	-	-	**9%f**	-	**7%h**	*1%*	*1%*	*	*1%*	**2%j**	**21%ijkln**	*1%*	*1%*	**6%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567**	567	-	-	-	567	-	491	72	12	22	69	181	251	271	12	530
	11%	**55%bcd**	-	-	-	**20%f**	-	**16%h**	*4%*	*2%*	*3%*	**5%i**	**15%ijkn**	**29%ijkln**	**8%ijk**	*2%*	**13%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247**	-	1247	-	-	1247	-	1077	162	33	121	369	440	206	930	33	1156
	24%	-	**71%acd**	-	-	**45%f**	-	**35%h**	*8%*	*5%*	**17%l**	**27%lj**	**36%ijkmn**	**24%lj**	**28%lj**	*5%*	**27%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914**	-	-	914	-	-	914	685	219	72	89	309	257	129	654	72	790
	18%	-	-	**82%abd**	-	-	**39%e**	**22%h**	*11%*	*11%*	*13%*	**22%ijm**	**21%ijm**	*15%*	**20%ijm**	*11%*	**19%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702**	-	-	-	702	-	702	531	162	132	118	252	114	32	483	132	522
	14%	-	-	-	**56%abc**	-	**30%e**	**17%h**	*8%*	**21%lmn**	**17%lm**	**18%lmn**	**9%m**	*4%*	**15%lm**	**21%p**	*12%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Housewife / househusband	**88**	-	-	-	88	-	88	4	80	28	27	20	3	3	50	28	53
	2%	-	-	-	**7%abc**	-	**4%e**	*	**4%g**	**4%klmn**	**4%klmn**	**1%l**	*	*	**2%lm**	**4%p**	*1%*
Unemployed	**308**	-	-	-	308	-	308	5	294	182	62	34	7	2	103	186	104
	6%	-	-	-	**24%abc**	-	**13%e**	*	**15%g**	**29%jklmn**	**9%klmn**	**2%lm**	*1%*	*	**3%lm**	**29%p**	*2%*
Student	**81**	-	81	-	-	81	-	22	51	25	19	13	2	*	34	25	38
	2%	-	**5%acd**	-	-	**3%f**	-	*1%*	**3%g**	**4%klmn**	**3%klmn**	**1%m**	*	*	**1%lm**	**4%p**	*1%*
Retired	**1001**	222	423	194	161	645	355	27	943	138	233	298	175	63	706	142	783
	19%	**21%d**	**24%cd**	**18%d**	*13%*	**23%f**	*15%*	*1%*	**47%g**	**22%lm**	**34%klmn**	**22%lm**	**14%m**	*7%*	**22%lm**	*22%*	*19%*
NET: AB	**816**	816	-	-	-	816	-	715	95	19	25	85	210	434	320	19	764
	16%	**79%bcd**	-	-	-	**29%f**	-	**23%h**	*5%*	*3%*	*4%*	**6%l**	**17%ijkn**	**50%ijkln**	**10%ijk**	*3%*	**18%o**
NET: C1	**1328**	-	1328	-	-	1328	-	1099	213	58	140	382	442	207	965	58	1194
	26%	-	**76%acd**	-	-	**48%f**	-	**36%h**	*11%*	*9%*	**20%l**	**28%lj**	**37%ijkmn**	**24%l**	**29%ijm**	*9%*	**28%o**
NET: C2	**914**	-	-	914	-	-	914	685	219	72	89	309	257	129	654	72	790
	18%	-	-	**82%abd**	-	-	**39%e**	**22%h**	*11%*	*11%*	*13%*	**22%ijm**	**21%ijm**	*15%*	**20%ijm**	*11%*	**19%o**
NET: DE	**1097**	-	-	-	1097	-	1097	540	536	342	207	306	123	36	636	346	680
	21%	-	-	-	**87%abc**	-	**46%e**	*18%*	**27%g**	**54%jklmn**	**30%klmn**	**22%lm**	**10%m**	*4%*	**19%lm**	**54%p**	*16%*
NET: ABC1	**2144**	816	1328	-	-	2144	-	1815	307	78	165	468	653	641	1285	78	1958
	42%	**79%cd**	**76%cd**	-	-	**77%f**	-	**59%h**	*15%*	*12%*	**24%l**	**34%lj**	**54%ijkn**	**74%ijkln**	**39%ijk**	*12%*	**46%o**
NET: C2DE	**2011**	-	-	914	1097	-	2011	1225	755	414	296	615	380	165	1291	417	1470
	39%	-	-	**82%ab**	**87%abc**	-	**85%e**	*40%*	*38%*	**66%jklmn**	**43%lm**	**45%lmn**	**31%m**	*19%*	**39%lm**	**66%p**	*35%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249**	225	23	15	203	28	11	7	9	40	13	10	14	10	83	10	13	7	21
	5%	*5%*	*3%*	*6%*	*5%*	*6%*	*4%*	*5%*	**4%o**	**7%jklmop**	*3%*	*3%*	*3%*	*2%*	**12%hjklmopr**	*1%*	*3%*	**10%hjklmop**	**6%mo**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567**	474	94	32	409	87	42	29	17	59	33	22	28	37	97	83	31	9	78
	11%	*11%*	*13%*	*13%*	*9%*	**20%d**	**17%d**	**20%d**	*8%*	*10%*	*8%*	*6%*	*6%*	*8%*	**14%hjklmp**	**12%kl**	*7%*	**13%kl**	**21%hjklmnop**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247**	1118	129	32	1071	87	52	37	59	165	85	89	107	103	181	172	109	12	76
	24%	**25%bc**	*18%*	*13%*	**25%e**	*20%*	*21%*	*25%*	**29%jr**	**29%jmqr**	*20%*	*24%*	*24%*	*22%*	*27%*	*24%*	*25%*	*17%*	*20%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914**	778	137	65	803	61	33	17	38	86	70	72	99	112	112	158	57	14	48
	18%	*18%*	*19%*	**26%ab**	**19%efg**	*14%*	*13%*	*12%*	*18%*	*15%*	*17%*	**19%r**	**22%pr**	**23%ipr**	*17%*	**22%ipr**	*13%*	*21%*	*13%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702**	618	84	20	617	40	28	16	39	71	64	70	64	57	89	83	80	9	31
	14%	**14%c**	*11%*	*8%*	**14%e**	*9%*	*11%*	*11%*	**19%imor**	*13%*	**15%r**	**19%mor**	**14%r**	*12%*	*13%*	*12%*	**18%mor**	*13%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Housewife / househusband	**88**	70	18	7	77	3	4	4	9	12	7	8	10	8	10	7	5	*	2
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	**3%e**	**4%nopr**	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	*1%*
Unemployed	**308**	279	30	9	268	17	15	8	9	32	43	23	29	40	32	38	23	2	15
	6%	**6%b**	*4%*	*4%*	*6%*	*4%*	*6%*	*6%*	*4%*	*6%*	**10%hnopr**	*6%*	*6%*	**8%r**	*5%*	*5%*	*5%*	*3%*	*4%*
Student	**81**	73	8	1	62	9	7	3	1	5	12	1	10	-	13	9	10	*	8
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	**3%d**	*2%*	*1%*	*1%*	**3%km**	*	**2%m**	-	**2%m**	*1%*	**2%m**	*1%*	**2%m**
Retired	**1001**	787	213	69	810	108	59	24	27	92	97	77	90	111	61	144	112	14	94
	19%	*18%*	**29%a**	**27%a**	*19%*	**25%dg**	**23%dg**	*16%*	*13%*	**16%n**	**23%hn**	**21%hn**	**20%hn**	**23%hn**	*9%*	**20%hn**	**25%hin**	**21%n**	**25%hin**
NET: AB	**816**	699	117	47	611	115	53	36	26	99	46	32	43	47	181	93	44	16	99
	16%	*16%*	*16%*	*19%*	*14%*	**26%d**	**21%d**	**25%d**	*13%*	**18%jklmp**	*11%*	*9%*	*9%*	*10%*	**27%hijklmop**	*13%*	*10%*	**23%hjklmop**	**27%hijklmop**
NET: C1	**1328**	1191	137	34	1133	96	59	40	61	170	97	91	118	103	193	181	120	12	84
	26%	**27%bc**	*19%*	*13%*	**26%e**	*22%*	*24%*	*28%*	*29%*	**30%mqr**	*23%*	*24%*	*26%*	*22%*	*29%*	*26%*	*27%*	*18%*	*22%*
NET: C2	**914**	778	137	65	803	61	33	17	38	86	70	72	99	112	112	158	57	14	48
	18%	*18%*	*19%*	**26%ab**	**19%efg**	*14%*	*13%*	*12%*	*18%*	*15%*	*17%*	**19%r**	**22%pr**	**23%ipr**	*17%*	**22%jpr**	*13%*	*21%*	*13%*
NET: DE	**1097**	966	131	37	962	60	47	29	57	115	114	101	104	104	131	128	108	11	48
	21%	**22%bc**	*18%*	*15%*	**22%e**	*14%*	**19%e**	**20%e**	**27%nor**	**20%r**	**27%nor**	**27%nor**	**23%r**	**22%r**	**19%r**	*18%*	**24%r**	*17%*	*13%*
NET: ABC1	**2144**	1890	254	81	1744	211	112	76	87	270	143	123	160	150	374	274	164	28	183
	42%	**43%bc**	*35%*	*32%*	*40%*	**48%d**	*45%*	**52%df**	**42%m**	**48%jklmop**	*34%*	*33%*	*35%*	*31%*	**55%hjklmopq**	*39%*	*37%*	*42%*	**49%jklmop**
NET: C2DE	**2011**	1743	268	101	1765	121	80	46	95	201	184	173	203	216	243	286	165	25	96
	39%	*39%*	*36%*	*40%*	**41%efg**	*28%*	*32%*	*31%*	**46%lnr**	**36%r**	**43%r**	**46%lnpr**	**45%lnr**	**45%lnr**	**36%r**	**41%r**	**37%r**	**37%r**	*26%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249** *5%*	124 **6%b**	75 *4%*	29 *4%*	12 *3%*	7 *6%*	200 *5%*	19 *4%*	134 **7%ij**	72 *4%*	23 *3%*	13 *5%*	5 *6%*	206 **5%ij**	18 *5%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567** *11%*	217 *11%*	225 *11%*	67 *9%*	41 *12%*	16 *13%*	442 *11%*	57 *12%*	223 *11%*	229 *12%*	78 *10%*	30 *12%*	7 *8%*	451 *11%*	37 *11%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247** *24%*	396 *20%*	543 **27%af**	178 *25%*	86 *25%*	24 *20%*	939 **24%a**	110 *24%*	444 *23%*	529 **27%hn**	195 *24%*	50 *20%*	16 *18%*	973 *25%*	66 *19%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914** *18%*	303 *16%*	358 *18%*	161 **22%af**	67 *20%*	24 *19%*	661 *17%*	90 *19%*	327 *17%*	349 *18%*	169 *21%*	53 *21%*	15 *17%*	676 *17%*	68 *20%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702** *14%*	225 *12%*	262 *13%*	122 **17%af**	57 **17%a**	24 **20%a**	488 *12%*	81 **17%af**	244 *12%*	280 *14%*	116 *14%*	38 *15%*	13 *15%*	524 *13%*	51 *15%*
Housewife / househusband	**88** *2%*	33 *2%*	32 *2%*	13 *2%*	4 *1%*	5 *4%*	65 *2%*	9 *2%*	40 *2%*	29 *1%*	15 *2%*	1 *1%*	1 *2%*	69 *2%*	3 *1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Unemployed	**308**	114	95	64	20	8	209	28	123	105	56	13	2	228	15
	6%	*6%*	*5%*	**9%abf**	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	*7%*	*5%*	*3%*	*6%*	*4%*
Student	**81**	18	29	14	11	9	47	20	31	26	12	4	7	57	12
	2%	*1%*	*1%*	*2%*	**3%af**	**7%abcf**	*1%*	**4%abf**	*2%*	*1%*	*1%*	*2%*	**8%hijkm**	*1%*	**3%lm**
Retired	**1001**	514	356	77	44	7	870	51	405	360	154	52	19	764	71
	19%	**26%bcdefg**	**18%ceg**	*11%*	*13%*	*6%*	**22%bcdeg**	*11%*	*21%*	*18%*	*19%*	*20%*	*23%*	*19%*	*21%*
NET: AB	**816**	341	301	95	53	23	642	76	357	301	101	43	12	658	55
	16%	**18%c**	*15%*	*13%*	*15%*	*19%*	*16%*	*16%*	**18%j**	*15%*	*12%*	*17%*	*14%*	**17%l**	*16%*
NET: C1	**1328**	414	571	192	96	34	986	130	475	554	207	54	23	1029	77
	26%	*21%*	**29%af**	**27%a**	**28%a**	*27%*	**25%a**	**28%a**	*24%*	**28%h**	*25%*	*21%*	*27%*	*26%*	*23%*
NET: C2	**914**	303	358	161	67	24	661	90	327	349	169	53	15	676	68
	18%	*16%*	*18%*	**22%af**	*20%*	*19%*	*17%*	*19%*	*17%*	*18%*	*21%*	*21%*	*17%*	*17%*	*20%*
NET: DE	**1097**	372	389	200	82	37	762	119	407	415	187	52	16	822	68
	21%	*19%*	*20%*	**28%abf**	*24%*	**30%abf**	*19%*	**26%abf**	*21%*	*21%*	*23%*	*20%*	*19%*	*21%*	*20%*
NET: ABC1	**2144**	756	872	288	149	56	1628	205	831	855	308	97	35	1687	132
	42%	*39%*	**44%a**	*40%*	*44%*	*46%*	*42%*	*44%*	*42%*	**43%j**	*38%*	*38%*	*41%*	*43%*	*39%*
NET: C2DE	**2011**	675	747	361	149	60	1423	209	734	764	356	105	31	1498	136
	39%	*35%*	*38%*	**50%abf**	**44%af**	**49%af**	*36%*	**45%abf**	*37%*	*39%*	**44%hm**	*41%*	*36%*	*38%*	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249** *5%*	43 **11%b**	203 *4%*	4 *4%*	89 *6%*	142 *4%*	18 *6%*	237 *5%*	7 *11%*	3 *11%*	- -	247 *5%*	2 *5%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567** *11%*	41 *11%*	519 *11%*	7 *7%*	105 *7%*	432 **13%d**	30 *10%*	549 *11%*	15 **23%gk**	2 *9%*	- -	566 *11%*	2 *5%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247** *24%*	55 *14%*	1165 **25%a**	27 **27%a**	296 *19%*	891 **27%df**	60 *19%*	1230 *24%*	11 *17%*	3 *11%*	* *1%*	1244 *24%*	3 *9%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914** *18%*	43 *11%*	856 **18%a**	15 *15%*	240 *16%*	607 *18%*	67 **22%d**	887 *18%*	14 *22%*	7 *27%*	1 *11%*	908 *18%*	5 *18%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702** *14%*	49 *13%*	637 *14%*	16 *16%*	177 *12%*	475 **14%d**	50 *16%*	679 *14%*	7 *11%*	1 *6%*	4 *34%*	687 *13%*	11 *38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Housewife / househusband	88	14	69	4	49	31	8	84	4	*	-	88	*
	2%	4%b	1%	4%	3%e	1%	3%e	2%	6%	*	-	2%	*
Unemployed	308	75	227	7	209	76	22	290	3	7	6	300	3
	6%	19%bc	5%	7%	14%ef	2%	7%e	6%	5%	27%	53%	6%	9%
Student	81	3	78	*	22	44	15	74	4	-	-	78	3
	2%	1%	2%	*	1%	1%	5%de	1%	6%gk	-	-	2%	11%
Retired	1001	61	920	20	348	611	41	997	*	2	-	999	1
	19%	16%	20%	20%	23%ef	18%	13%	20%h	*	9%	-	20%h	4%
NET: AB	816	84	721	11	194	575	47	786	22	5	-	813	3
	16%	22%b	15%	11%	13%	17%d	15%	16%	34%gk	20%	-	16%	11%
NET: C1	1328	58	1243	27	318	935	75	1304	15	3	*	1322	6
	26%	15%	27%a	27%a	21%	28%d	24%	26%	23%	11%	1%	26%	20%
NET: C2	914	43	856	15	240	607	67	887	14	7	1	908	5
	18%	11%	18%a	15%	16%	18%	22%d	18%	22%	27%	11%	18%	18%
NET: DE	1097	138	932	27	435	582	80	1053	14	8	9	1074	14
	21%	36%b	20%	27%	28%e	18%	26%e	21%	21%	33%	88%	21%	47%
NET: ABC1	2144	142	1964	38	512	1510	122	2090	37	8	*	2135	9
	42%	37%	42%	38%	33%	46%d	39%	42%	57%	31%	1%	42%	31%
NET: C2DE	2011	181	1788	42	675	1189	147	1939	28	15	10	1982	19
	39%	47%b	38%	42%	44%e	36%	47%e	39%	43%	60%	99%	39%	65%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**249**	37	64	65	83	3	13	21	19	21	24	13	23	29	29	32	21
	5%	*3%*	**5%a**	**5%a**	**6%a**	*1%*	*3%*	**5%e**	**5%e**	**5%e**	**5%e**	*3%*	**5%e**	**7%e**	**7%ef**	**7%efk**	**5%e**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**567**	117	164	144	142	43	27	47	61	53	50	34	64	46	41	55	45
	11%	*9%*	**13%a**	*11%*	*11%*	*10%*	*6%*	*11%*	**14%fk**	**13%f**	**11%f**	*8%*	**15%fk**	*10%*	*10%*	**12%f**	**11%f**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1247**	342	287	325	293	118	134	90	110	83	94	151	54	120	93	119	80
	24%	*27%*	*22%*	*25%*	*23%*	**28%ilp**	**31%gijlnp**	**21%l**	**26%l**	**20%l**	**21%l**	**35%ghijlnop**	*13%*	**27%l**	**22%l**	**26%l**	**20%l**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**914**	246	211	226	231	80	94	72	52	58	101	73	84	68	79	70	82
	18%	*19%*	*16%*	*17%*	*18%*	**19%h**	**22%hl**	*17%*	*12%*	*14%*	**23%himo**	*17%*	**20%h**	*15%*	*18%*	*15%*	**20%h**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**702**	161	157	197	187	60	47	55	49	52	56	46	65	85	66	63	58
	14%	*13%*	*12%*	*15%*	*14%*	*14%*	*11%*	*13%*	*11%*	*13%*	*12%*	*11%*	*16%*	**19%fhjk**	*15%*	*14%*	*15%*
Housewife / househusband	**88**	23	23	15	27	4	12	6	8	6	9	4	7	4	10	12	5
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 4

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Unemployed	**308**	82	87	74	66	23	27	32	26	39	22	21	33	19	28	17	21
	6%	*6%*	*7%*	*6%*	*5%*	*5%*	*6%*	*8%*	*6%*	**9%mo**	*5%*	*5%*	*8%*	*4%*	*6%*	*4%*	*5%*
Student	**81**	20	27	10	24	7	8	5	10	10	7	2	5	3	12	4	7
	2%	*2%*	**2%c**	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
Retired	**1001**	256	270	235	238	83	74	99	95	92	84	89	79	67	71	87	80
	19%	*20%*	*21%*	*18%*	*18%*	*20%*	*17%*	**23%m**	*22%*	*22%*	*19%*	*21%*	*19%*	*15%*	*17%*	*19%*	*20%*
NET: AB	**816**	154	229	209	225	46	40	68	80	74	74	47	87	75	71	87	67
	16%	*12%*	**18%a**	**16%a**	**17%a**	*11%*	*9%*	**16%f**	**19%efk**	**18%efk**	**17%f**	*11%*	**21%efk**	**17%f**	**16%f**	**19%efk**	**17%f**
NET: C1	**1328**	362	315	335	316	125	141	95	120	93	101	153	59	123	105	124	87
	26%	*28%*	*24%*	*26%*	*25%*	**30%ip**	**32%gijlp**	**22%l**	**28%l**	**22%l**	**23%l**	**35%gijlnop**	*14%*	**28%l**	**25%l**	**27%l**	**22%l**
NET: C2	**914**	246	211	226	231	80	94	72	52	58	101	73	84	68	79	70	82
	18%	*19%*	*16%*	*17%*	*18%*	**19%h**	**22%hl**	*17%*	*12%*	*14%*	**23%himo**	*17%*	**20%h**	*15%*	*18%*	*15%*	**20%h**
NET: DE	**1097**	266	267	285	280	86	86	93	83	98	86	71	105	109	103	93	84
	21%	*21%*	*21%*	*22%*	*22%*	*21%*	*20%*	*22%*	*19%*	*24%*	*19%*	*16%*	**25%k**	**25%k**	**24%k**	*20%*	*21%*
NET: ABC1	**2144**	516	543	544	541	171	181	163	201	167	175	200	146	199	176	211	154
	42%	*40%*	*42%*	*42%*	*42%*	*41%*	*42%*	*38%*	**47%l**	*40%*	*39%*	**46%l**	*35%*	**45%l**	*41%*	**46%l**	*39%*
NET: C2DE	**2011**	512	478	511	511	166	180	166	134	156	187	144	189	177	183	163	165
	39%	*40%*	*37%*	*40%*	*40%*	*40%*	**41%h**	*39%*	*31%*	*38%*	**42%h**	*33%*	**46%hkq**	*40%*	**42%hk**	*35%*	**41%h**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1151**	-	1151	700	450	6	9	13	28	206	481	408	15	41	1095	889	1141	6	1151
Weighted Base	**1001**	-**	1001	529	470	4**	7**	5**	16**	143*	408	418	11**	21**	968	826	988	10**	1151
Effective Base	**578**	-	578	361	232	4	7	6	13	94	216	247	11	19	553	461	573	4	1151
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	-	46	30	17	*	-	-	-	9	13	24	*	-	46	37	46	*	94
	5%	-	*5%*	*6%*	*4%*	*6%*	-	-	-	*6%*	*3%*	*6%*	*2%*	-	*5%*	*5%*	*5%*	*2%*	*8%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	-	176	109	67	1	*	2	3	20	81	69	1	5	170	150	176	-	315
	18%	-	*18%*	***21%d***	*14%*	*21%*	*4%*	*35%*	*20%*	*14%*	*20%*	*17%*	*10%*	*23%*	*18%*	*18%*	*18%*	-	*27%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	-	422	197	225	-	1	2	4	77	151	188	1	5	415	338	417	4	413
	42%	-	*42%*	*37%*	***48%c***	-	*21%*	*32%*	*23%*	***54%i***	*37%*	*45%*	*13%*	*25%*	*43%*	*41%*	*42%*	*35%*	*36%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	-	194	124	71	2	2	1	1	21	85	82	4	2	188	167	190	4	186
	19%	-	*19%*	***23%d***	*15%*	*55%*	*23%*	*13%*	*8%*	*15%*	*21%*	*20%*	*34%*	*9%*	*19%*	*20%*	*19%*	*37%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	-	117	56	59	1	-	*	6	14	53	42	1	6	110	96	117	-	107
	12%	-	*12%*	*11%*	*13%*	*18%*	-	*8%*	*37%*	*10%*	*13%*	*10%*	*7%*	*30%*	*11%*	*12%*	*12%*	-	*9%*
Housewife / househusband	**17**	-	17	4	13	-	3	-	2	*	6	5	3	2	12	12	17	-	15
	2%	-	*2%*	*1%*	***3%c***	-	*39%*	-	*12%*	*	*2%*	*1%*	*25%*	*9%*	*1%*	*1%*	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1001**	-**	1001	529	470	4**	7**	5**	16**	143*	408	418	11**	21**	968	826	988	10**	1151
Unemployed	**27**	-	27	10	17	-	1	1	*	1	17	7	1	1	26	24	25	3	20
	3%	-	*3%*	*2%*	*4%*	-	*13%*	*13%*	*	*1%*	*4%*	*2%*	*8%*	*3%*	*3%*	*3%*	*2%*	*26%*	*2%*
Student	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
NET: AB	**222**	-	222	139	84	1	*	2	3	28	94	93	1	5	216	188	222	*	409
	22%	-	*22%*	**26%d**	*18%*	*27%*	*4%*	*35%*	*20%*	*20%*	*23%*	*22%*	*12%*	*23%*	*22%*	*23%*	*22%*	*2%*	*36%*
NET: C1	**423**	-	423	197	226	-	1	2	4	77	152	188	1	5	416	339	418	4	414
	42%	-	*42%*	*37%*	**48%c**	-	*21%*	*32%*	*23%*	**54%j**	*37%*	*45%*	*13%*	*25%*	*43%*	*41%*	*42%*	*35%*	*36%*
NET: C2	**194**	-	194	124	71	2	2	1	1	21	85	82	4	2	188	167	190	4	186
	19%	-	*19%*	**23%d**	*15%*	*55%*	*23%*	*13%*	*8%*	*15%*	*21%*	*20%*	*34%*	*9%*	*19%*	*20%*	*19%*	*37%*	*16%*
NET: DE	**161**	-	161	70	90	1	4	1	8	16	77	55	5	9	148	132	158	3	142
	16%	-	*16%*	*13%*	*19%*	*18%*	*52%*	*21%*	*49%*	*11%*	*19%*	*13%*	*40%*	*42%*	*15%*	*16%*	*16%*	*26%*	*12%*
NET: ABC1	**645**	-	645	335	310	1	2	3	7	106	246	281	3	10	632	527	640	4	823
	65%	-	*65%*	*63%*	*66%*	*27%*	*25%*	*67%*	*43%*	**74%j**	*60%*	*67%*	*26%*	*49%*	*65%*	*64%*	*65%*	*37%*	*72%*
NET: C2DE	**355**	-	355	193	160	3	5	2	9	37	162	137	8	11	336	299	349	6	328
	35%	-	*35%*	*37%*	*34%*	*73%*	*75%*	*33%*	*57%*	*26%*	**40%i**	*33%*	*74%*	*51%*	*35%*	*36%*	*35%*	*63%*	*28%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1151**	409	414	186	142	823	328	22	1103	133	216	344	265	81	825	137	927
Weighted Base	**1001**	222	423	194	161*	645	355	27**	943	138*	233	298	175	63*	706	142*	783
Effective Base	**578**	144	234	107	96	376	203	12	553	76	129	168	115	40	409	78	458
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	46	-	-	-	46	-	5	38	*	3	5	10	16	18	*	40
	5%	**21%bcd**	-	-	-	**7%f**	-	*17%*	*4%*	*	*1%*	*2%*	**6%ij**	**25%ijkln**	*3%*	*	*5%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	176	-	-	-	176	-	7	168	12	18	55	40	31	114	12	147
	18%	**79%bcd**	-	-	-	**27%f**	-	*24%*	*18%*	*9%*	*8%*	**18%ij**	**23%ij**	**50%ijkln**	**16%j**	*8%*	**19%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	-	422	-	-	422	-	4	406	58	119	134	77	8	330	58	343
	42%	-	**100%acd**	-	-	**65%f**	-	*16%*	*43%*	**42%m**	**51%m**	**45%m**	**44%m**	*12%*	**47%m**	*41%*	*44%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	-	-	194	-	-	194	5	181	26	48	58	38	6	144	27	150
	19%	-	-	**100%abd**	-	-	**55%e**	*17%*	*19%*	*19%*	*20%*	*20%*	*22%*	*10%*	*20%*	*19%*	*19%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	-	-	-	117	-	117	5	109	19	35	43	7	2	85	19	87
	12%	-	-	-	**73%abc**	-	**33%e**	*20%*	*12%*	**14%l**	**15%l**	**14%l**	*4%*	*3%*	**12%l**	*14%*	*11%*

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

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1001**	222	423	194	161*	645	355	27**	943	138*	233	298	175	63*	706	142*	783
Housewife / househusband	**17**	-	-	-	17	-	17	2	15	4	6	2	-	-	8	6	8
	2%	-	-	-	**10%abc**	-	**5%e**	*7%*	*2%*	*3%*	*3%*	*1%*	-	-	*1%*	**5%p**	*1%*
Unemployed	**27**	-	-	-	27	-	27	-	26	19	4	2	2	-	7	19	7
	3%	-	-	-	**17%abc**	-	**8%e**	-	*3%*	**13%jklmn**	*2%*	*1%*	*1%*	-	*1%*	**13%p**	*1%*
Student	**1**	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-
NET: AB	**222**	222	-	-	-	222	-	11	206	12	21	60	50	47	131	12	187
	22%	**100%bcd**	-	-	-	**34%f**	-	*41%*	*22%*	*9%*	*9%*	**20%lj**	**29%ljn**	**75%ijkln**	**19%lj**	*9%*	**24%o**
NET: C1	**423**	-	423	-	-	423	-	4	406	58	119	134	77	8	330	58	343
	42%	-	**100%acd**	-	-	**66%f**	-	*16%*	*43%*	**42%m**	**51%m**	**45%m**	**44%m**	*12%*	**47%m**	*41%*	*44%*
NET: C2	**194**	-	-	194	-	-	194	5	181	26	48	58	38	6	144	27	150
	19%	-	-	**100%abd**	-	-	**55%e**	*17%*	*19%*	*19%*	*20%*	*20%*	*22%*	*10%*	*20%*	*19%*	*19%*
NET: DE	**161**	-	-	-	161	-	161	7	150	42	45	46	9	2	100	45	103
	16%	-	-	-	**100%abc**	-	**45%e**	*26%*	*16%*	**30%klmn**	**19%lm**	**15%lm**	*5%*	*3%*	**14%l**	**32%p**	*13%*
NET: ABC1	**645**	222	423	-	-	645	-	16	612	70	140	194	127	55	461	70	530
	65%	**100%cd**	**100%cd**	-	-	**100%f**	-	*57%*	*65%*	*51%*	*60%*	**65%l**	**73%lj**	**87%ijkn**	**65%l**	*49%*	**68%o**
NET: C2DE	**355**	-	-	194	161	-	355	12	331	68	93	104	47	8	245	72	253
	35%	-	-	**100%ab**	**100%ab**	-	**100%e**	*43%*	*35%*	**49%klmn**	**40%lm**	**35%m**	*27%*	*13%*	**35%m**	**51%p**	*32%*

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

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

Base : Main income earner in the household is now retired

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1151**	601	550	237	507	327	232	85	37	52	65	56	62	67	30	65	73	54	273
Weighted Base	**1001**	787	213	69*	810	108	59*	24*	27*	92*	97*	77*	90*	111*	61**	144*	112*	14**	94*
Effective Base	**578**	429	160	67	417	112	88	41	33	47	54	48	53	60	26	58	59	22	92
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	35	12	6	30	8	7	2	1	1	-	1	-	1	9	15	1	1	6
	5%	*4%*	*5%*	*8%*	*4%*	*7%*	**12%d**	**10%d**	*3%*	*2%*	*-*	*1%*	*-*	*1%*	*15%*	**10%jlmp**	*1%*	*9%*	**7%l**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	127	49	24	110	38	21	7	1	4	13	7	15	14	7	30	17	2	36
	18%	*16%*	*23%*	**34%a**	*14%*	**35%d**	**36%d**	**30%d**	*6%*	*4%*	*14%*	*9%*	**17%l**	*13%*	*12%*	**21%l**	*16%*	*14%*	**39%hijklmop**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	332	90	22	359	36	17	10	12	47	44	39	37	40	30	58	52	6	30
	42%	*42%*	*42%*	*32%*	**44%ef**	*33%*	*28%*	*41%*	*46%*	**51%r**	*45%*	**51%r**	*42%*	*36%*	*50%*	*40%*	*46%*	*40%*	*32%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	161	33	13	170	12	8	3	5	21	30	13	25	33	6	20	17	4	8
	19%	*20%*	*15%*	*19%*	**21%e**	*11%*	*14%*	*14%*	*19%*	**23%r**	**31%opr**	*17%*	**28%r**	**29%or**	*10%*	*14%*	*15%*	*28%*	*9%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	96	21	3	103	7	6	1	6	12	5	9	10	16	7	18	20	1	6
	12%	*12%*	*10%*	*5%*	*13%*	*6%*	*10%*	*5%*	**23%jr**	*13%*	*6%*	*12%*	*11%*	*15%*	*11%*	*12%*	*18%*	*4%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Base : Main income earner in the household is now retired

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	1001	787	213	69*	810	108	59*	24*	27*	92*	97*	77*	90*	111*	61**	144*	112*	14**	94*
Housewife / househusband	17	12	4	1	13	3	*	-	1	4	-	2	-	2	-	2	2	1	2
	2%	2%	2%	1%	2%	3%	1%	-	4%j	5%	-	3%	-	2%	-	1%	2%	4%	2%
Unemployed	27	22	5	*	24	3	*	-	-	2	4	5	2	5	2	2	3	*	3
	3%	3%	3%	*	3%	3%	*	-	-	2%	4%	6%	2%	4%	3%	1%	3%	1%	3%
Student	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	*	-	-	-	1%d	-	-	-	-	-	-	-	-	-	-	-	-	1%
NET: AB	222	162	60	29	139	46	28	10	2	5	13	8	15	15	16	45	18	3	43
	22%	21%	28%a	43%ab	17%	42%d	47%d	40%d	8%	6%	14%	11%	17%	14%	27%	31%hijklmp	16%	23%	45%hijklmp
NET: C1	423	333	90	22	359	37	17	10	12	47	44	39	37	40	30	58	52	6	31
	42%	42%	42%	32%	44%f	34%	28%	41%	46%	51%r	45%	51%r	42%	36%	50%	40%	46%	40%	33%
NET: C2	194	161	33	13	170	12	8	3	5	21	30	13	25	33	6	20	17	4	8
	19%	20%	15%	19%	21%e	11%	14%	14%	19%	23%r	31%opr	17%	28%r	29%or	10%	14%	15%	28%	9%
NET: DE	161	131	30	4	141	13	6	1	7	19	9	16	12	23	8	21	25	1	12
	16%	17%c	14%	6%	17%g	12%	10%	5%	27%jr	20%	10%	21%	14%	21%	13%	15%	22%	9%	12%
NET: ABC1	645	495	150	52	499	83	44	20	14	53	57	47	52	55	46	103	71	9	74
	65%	63%	70%	75%	62%	77%d	76%d	81%d	54%	57%	59%	62%	58%	50%	77%	71%m	63%	63%	79%hijklmp
NET: C2DE	355	292	63	17	311	25	14	4	12	40	40	29	38	56	14	41	42	5	20
	35%	37%	30%	25%	38%efg	23%	24%	19%	46%r	43%r	41%r	38%r	42%r	50%or	23%	29%	37%r	37%	21%

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

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

Base : Main income earner in the household is now retired

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1151**	565	416	92	60	15	981	75	481	428	165	49	18	909	67
Weighted Base	**1001**	514	356	77*	44*	7**	870	51*	405	360	154*	52*	19**	764	71*
Effective Base	**578**	279	214	47	36	6	492	42	230	213	84	31	13	443	44
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	23	16	2	5	1	39	6	17	14	10	5	1	30	6
	5%	*4%*	*4%*	*2%*	*11%*	*12%*	*4%*	**11%f**	*4%*	*4%*	*7%*	*10%*	*4%*	*4%*	*8%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	94	53	16	13	*	147	13	71	65	30	8	2	136	10
	18%	*18%*	*15%*	*20%*	**30%bf**	*2%*	*17%*	*26%*	*18%*	*18%*	*20%*	*15%*	*10%*	*18%*	*14%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	239	135	31	13	4	374	16	181	158	51	17	9	338	26
	42%	**46%d**	*38%*	*40%*	*29%*	*50%*	*43%*	*32%*	*45%*	*44%*	*33%*	*32%*	*48%*	*44%*	*36%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	82	89	14	7	1	171	8	74	71	35	10	2	146	12
	19%	*16%*	**25%a**	*18%*	*17%*	*14%*	*20%*	*16%*	*18%*	*20%*	*23%*	*19%*	*12%*	*19%*	*17%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	59	45	8	5	*	104	5	45	42	18	12	*	87	12
	12%	*12%*	*12%*	*11%*	*12%*	*1%*	*12%*	*10%*	*11%*	*12%*	*12%*	*23%*	*	*11%*	*17%*

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Base : Main income earner in the household is now retired

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1001**	514	356	77*	44*	7**	870	51*	405	360	154*	52*	19**	764	71*
Housewife / househusband	**17**	6	7	4	-	-	13	-	6	4	4	-	-	10	-
	2%	*1%*	*2%*	**5%a**	-	-	*1%*	-	*2%*	*1%*	*3%*	-	-	*1%*	-
Unemployed	**27**	11	13	2	1	1	23	2	11	6	4	1	5	17	6
	3%	*2%*	*4%*	*2%*	*1%*	*21%*	*3%*	*4%*	*3%*	*2%*	*3%*	*1%*	*26%*	*2%*	**8%lm**
Student	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	***	-	-	**1%af**	-	-	-	-	-	-	*1%*	-	-	-	-
NET: AB	**222**	117	69	17	18	1	186	19	88	79	41	13	3	166	16
	22%	*23%*	*19%*	*23%*	**41%abf**	*14%*	*21%*	**37%abf**	*22%*	*22%*	*26%*	*25%*	*14%*	*22%*	*22%*
NET: C1	**423**	239	135	32	13	4	374	16	181	158	52	17	9	338	26
	42%	**46%d**	*38%*	*42%*	*29%*	*50%*	*43%*	*32%*	*45%*	*44%*	*34%*	*32%*	*48%*	*44%*	*36%*
NET: C2	**194**	82	89	14	7	1	171	8	74	71	35	10	2	146	12
	19%	*16%*	**25%a**	*18%*	*17%*	*14%*	*20%*	*16%*	*18%*	*20%*	*23%*	*19%*	*12%*	*19%*	*17%*
NET: DE	**161**	76	64	14	6	2	140	7	62	52	26	13	5	114	18
	16%	*15%*	*18%*	*18%*	*13%*	*22%*	*16%*	*15%*	*15%*	*14%*	*17%*	*24%*	*26%*	*15%*	*25%*
NET: ABC1	**645**	356	204	49	31	5	560	35	268	236	92	30	12	504	42
	65%	**69%b**	*57%*	*64%*	*70%*	*64%*	*64%*	*69%*	*66%*	*66%*	*60%*	*57%*	*62%*	*66%*	*58%*
NET: C2DE	**355**	158	152	28	13	3	310	16	136	123	61	22	7	260	30
	35%	*31%*	**43%a**	*36%*	*30%*	*36%*	*36%*	*31%*	*34%*	*34%*	*40%*	*43%*	*38%*	*34%*	*42%*

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Base : Main income earner in the household is now retired

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1151**	68	1068	15	404	707	40	1144	1	3	-	1148	3
Weighted Base	**1001**	61*	920	20**	348	611	41**	997	***	2**	-**	999	1**
Effective Base	**578**	33	537	9	207	358	17	576	1	2	-	577	1
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	2	44	*	14	28	4	46	-	-	-	46	*
	5%	*4%*	*5%*	*	*4%*	*5%*	*11%*	*5%*	-	-	-	*5%*	*6%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	5	171	*	50	123	3	176	-	-	-	176	-
	18%	*8%*	*19%*	*	*14%*	*20%*	*7%*	*18%*	-	-	-	*18%*	-
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	22	395	5	134	271	17	420	*	2	-	422	-
	42%	*36%*	*43%*	*27%*	*39%*	*44%*	*41%*	*42%*	*100%*	*81%*	-	*42%*	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	13	169	12	78	108	8	194	-	*	-	194	*
	19%	*22%*	*18%*	*60%*	*22%*	*18%*	*19%*	*19%*	-	*19%*	-	*19%*	*4%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	12	105	-	55	57	5	117	-	-	-	117	-
	12%	*20%*	*11%*	-	***16%***	*9%*	*13%*	*12%*	-	-	-	*12%*	-

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	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1001**	61*	920	20**	348	611	41**	997	***	2**	-**	999	1**
Housewife / househusband	**17**	*	15	1	7	10	-	15	-	-	-	15	1
	2%	*	*2%*	*7%*	*2%*	*2%*	-	*2%*	-	-	-	*2%*	*91%*
Unemployed	**27**	6	20	1	10	13	4	27	-	-	-	27	-
	3%	**11%b**	*2%*	*5%*	*3%*	*2%*	*10%*	*3%*	-	-	-	*3%*	-
Student	**1**	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
NET: AB	**222**	7	215	*	64	152	7	222	-	-	-	222	*
	22%	*12%*	*23%*	*1%*	*18%*	*25%*	*17%*	*22%*	-	-	-	*22%*	*6%*
NET: C1	**423**	22	396	5	134	272	17	421	*	2	-	423	-
	42%	*36%*	*43%*	*27%*	*39%*	*44%*	*41%*	*42%*	*100%*	*81%*	-	*42%*	-
NET: C2	**194**	13	169	12	78	108	8	194	-	*	-	194	*
	19%	*22%*	*18%*	*60%*	*22%*	*18%*	*19%*	*19%*	-	*19%*	-	*19%*	*4%*
NET: DE	**161**	19	140	2	72	80	9	160	-	-	-	160	1
	16%	**31%b**	*15%*	*12%*	**21%e**	*13%*	*22%*	*16%*	-	-	-	*16%*	*91%*
NET: ABC1	**645**	29	611	6	198	423	24	643	*	2	-	645	*
	65%	*47%*	**66%a**	*28%*	*57%*	**69%d**	*58%*	*65%*	*100%*	*81%*	-	*65%*	*6%*
NET: C2DE	**355**	32	309	14	151	187	17	353	-	*	-	354	1
	35%	**53%b**	*34%*	*72%*	**43%e**	*31%*	*42%*	*35%*	-	*19%*	-	*35%*	*94%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1151**	292	302	297	260	101	89	102	96	105	101	103	104	90	82	87	91
Weighted Base	**1001**	256	270	235	238	83*	74*	99*	95*	92*	84*	89*	79*	67*	71*	87*	80*
Effective Base	**578**	129	159	140	156	43	43	45	53	57	50	51	46	44	46	55	56
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**46**	19	16	6	5	8	1	10	8	6	2	3	1	2	1	3	1
	5%	*7%*	*6%*	*3%*	*2%*	*10%*	*1%*	*10%*	*8%*	*7%*	*3%*	*4%*	*1%*	*2%*	*2%*	*3%*	*1%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**176**	59	46	44	27	17	18	24	24	14	8	22	13	9	11	12	3
	18%	**23%d**	*17%*	*19%*	*11%*	**21%p**	**24%p**	**24%p**	**25%jp**	*15%*	*10%*	**25%p**	**16%p**	*13%*	*16%*	*14%*	*4%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**422**	102	119	86	116	35	22	45	39	27	53	27	23	36	34	42	40
	42%	*40%*	*44%*	*36%*	**49%c**	*42%*	*30%*	*45%*	*41%*	*30%*	**63%efhkl**	*30%*	*29%*	**53%fikl**	*48%*	**49%i**	**50%ikl**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**194**	46	46	51	52	15	18	13	13	22	11	16	21	13	11	20	20
	19%	*18%*	*17%*	*21%*	*22%*	*18%*	*24%*	*13%*	*13%*	*24%*	*14%*	*18%*	*27%*	*20%*	*16%*	*23%*	*25%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**117**	15	36	36	30	6	7	2	10	19	7	14	15	8	13	4	13
	12%	*6%*	**13%a**	**15%a**	*12%*	*7%*	*9%*	*2%*	*11%*	**21%go**	*8%*	**16%g**	**18%go**	*12%*	**18%go**	*4%*	**16%go**
Housewife / househusband	**17**	9	*	5	2	*	5	3	-	-	*	2	4	-	-	2	-
	2%	**3%b**	*	*2%*	*1%*	*	**7%hi**	*3%*	-	-	*	*2%*	*4%*	-	-	*3%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**1001**	256	270	235	238	83*	74*	99*	95*	92*	84*	89*	79*	67*	71*	87*	80*
Unemployed	**27**	7	7	7	6	2	3	1	1	4	2	5	3	-	-	3	3
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*1%*	*4%*	*3%*	*5%*	*3%*	-	-	*4%*	*4%*
Student	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*1%*	-	-	-	-	-	-	-	-	-
NET: AB	**222**	78	62	50	32	25	19	34	32	20	10	26	14	10	13	15	4
	22%	**30%d**	**23%d**	*21%*	*14%*	**31%jp**	**25%p**	**34%jp**	**34%jmp**	**21%p**	*13%*	**29%jp**	*18%*	*15%*	*18%*	*17%*	*5%*
NET: C1	**423**	103	119	86	116	35	22	46	39	27	53	27	23	36	34	42	40
	42%	*40%*	*44%*	*36%*	**49%c**	*42%*	*30%*	*46%*	*41%*	*30%*	**63%efhkl**	*30%*	*29%*	**53%fikl**	*48%*	**49%l**	**50%lkl**
NET: C2	**194**	46	46	51	52	15	18	13	13	22	11	16	21	13	11	20	20
	19%	*18%*	*17%*	*21%*	*22%*	*18%*	*24%*	*13%*	*13%*	*24%*	*14%*	*18%*	*27%*	*20%*	*16%*	*23%*	*25%*
NET: DE	**161**	30	44	49	38	8	15	7	11	23	9	21	21	8	13	9	16
	16%	*12%*	*16%*	**21%a**	*16%*	*10%*	*21%*	*7%*	*12%*	**25%go**	*11%*	**23%g**	**26%ego**	*12%*	*18%*	*11%*	*20%*
NET: ABC1	**645**	180	181	135	149	60	41	79	71	47	63	52	37	46	47	58	44
	65%	**70%c**	*67%*	*58%*	*62%*	**72%ll**	*55%*	**80%fiklp**	**74%llp**	*51%*	**76%fllp**	*59%*	*47%*	**68%l**	*66%*	*66%*	*55%*
NET: C2DE	**355**	76	90	100	90	23	33	20	24	45	20	36	42	21	24	30	36
	35%	*30%*	*33%*	**42%a**	*38%*	*28%*	**45%gj**	*20%*	*26%*	**49%eghj**	*24%*	**41%g**	**53%eghjm**	*32%*	*34%*	*34%*	**45%ghj**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**295**	-	295	210	85	35	37	95	27	41	21	39	72	121	102	61	272	21	325
	6%	-	*6%*	**8%d**	*3%*	*5%*	*6%*	**9%efhil**	*4%*	*4%*	*3%*	**7%hj**	*5%*	**7%n**	*5%*	*5%*	*6%*	*4%*	*6%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**743**	-	743	432	310	112	92	138	74	113	128	87	204	212	327	214	671	67	971
	14%	-	*14%*	**17%d**	*12%*	**16%h**	*14%*	*14%*	*10%*	*12%*	**20%fghl**	**17%h**	*15%*	*12%*	**16%m**	**18%m**	*14%*	*14%*	*19%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1669**	-	1669	770	899	138	227	325	220	306	229	224	365	546	758	453	1507	153	1494
	32%	-	*32%*	*31%*	**34%c**	*20%*	**35%e**	**32%e**	**31%e**	**33%e**	**36%e**	**43%efghl**	*27%*	*31%*	**36%lm**	**39%lm**	*33%*	*32%*	*29%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1108**	-	1108	535	573	155	147	190	180	190	143	104	301	370	437	247	1008	94	1002
	21%	-	*21%*	*21%*	*22%*	*23%*	*22%*	*19%*	**25%gj**	*21%*	*23%*	*20%*	*22%*	*21%*	*21%*	*21%*	*22%*	*20%*	*19%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**819**	-	819	366	442	142	89	165	128	157	80	58	231	293	295	138	706	101	725
	16%	-	*16%*	*15%*	*17%*	**21%fjk**	*14%*	**16%k**	**18%k**	**17%k**	*13%*	*11%*	**17%o**	**17%o**	*14%*	*12%*	*15%*	**21%p**	*14%*
Housewife / househusband	**104**	-	104	13	91	10	24	25	16	17	7	5	34	40	29	12	95	8	148
	2%	-	*2%*	*1%*	**3%c**	*1%*	**4%jk**	*2%*	*2%*	*2%*	*1%*	*1%*	**3%o**	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Unemployed	**335**	-	335	143	191	24	33	72	75	99	25	8	57	147	132	33	308	23	392
	7%	-	*7%*	*6%*	*7%*	*3%*	**5%k**	**7%ek**	**10%efjk**	**11%efgjk**	*4%*	*1%*	*4%*	**8%lo**	**6%o**	*3%*	*7%*	*5%*	*8%*
Student	**82**	-	82	42	40	71	4	5	-	-	2	-	75	5	2	2	68	14	99
	2%	-	*2%*	*2%*	*2%*	**10%fghijk**	*1%*	*1%*	-	-	*	-	**6%mno**	*	*	*	*1%*	*3%*	*2%*
NET: AB	**1038**	-	1038	643	394	146	129	233	101	154	149	126	276	333	429	275	943	88	1296
	20%	-	*20%*	**26%d**	*15%*	**21%h**	**20%h**	**23%hi**	*14%*	*17%*	**23%hi**	**24%hi**	*21%*	*19%*	*21%*	**24%m**	*20%*	*18%*	*25%*
NET: C1	**1751**	-	1751	811	939	209	231	330	220	306	231	224	440	551	760	455	1574	167	1593
	34%	-	*34%*	*32%*	*36%*	*30%*	*35%*	*33%*	*31%*	*33%*	*36%*	**43%eghl**	*33%*	*32%*	**37%m**	**39%lm**	*34%*	*35%*	*31%*
NET: C2	**1108**	-	1108	535	573	155	147	190	180	190	143	104	301	370	437	247	1008	94	1002
	21%	-	*21%*	*21%*	*22%*	*23%*	*22%*	*19%*	**25%g**	*21%*	*23%*	*20%*	*22%*	*21%*	*21%*	*21%*	*22%*	*20%*	*19%*
NET: DE	**1258**	-	1258	522	724	176	146	262	218	273	111	71	323	480	456	183	1109	132	1265
	24%	-	*24%*	*21%*	**28%c**	**26%jk**	**22%k**	**26%jk**	**30%fjk**	**30%fjk**	*18%*	*14%*	**24%o**	**28%no**	**22%o**	*16%*	*24%*	*27%*	*25%*
NET: ABC1	**2790**	-	2790	1454	1333	356	361	563	321	460	380	350	716	884	1189	729	2518	255	2889
	54%	-	*54%*	**58%d**	*51%*	*52%*	**55%h**	**55%h**	*45%*	*50%*	**60%ehi**	**67%efghi**	*53%*	*51%*	**57%m**	**63%lmn**	*54%*	*53%*	*56%*
NET: C2DE	**2366**	-	2366	1057	1297	331	293	452	398	463	255	175	624	850	893	430	2117	226	2267
	46%	-	*46%*	*42%*	**49%c**	**48%jk**	**45%k**	**45%k**	**55%fgjk**	**50%jk**	*40%*	*33%*	**47%o**	**49%no**	**43%o**	*37%*	*46%*	*47%*	*44%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**295**	295	-	-	-	295	-	229	60	8	6	22	39	199	67	8	274
	6%	**28%bcd**	-	-	-	**11%f**	-	**7%h**	*3%*	*1%*	*1%*	*2%*	**3%jk**	**23%ijkln**	*2%*	*1%*	**7%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**743**	743	-	-	-	743	-	498	240	23	40	124	221	283	385	24	677
	14%	**72%bcd**	-	-	-	**27%f**	-	**16%h**	*12%*	*4%*	*6%*	**9%l**	**18%ijkn**	**33%ijkln**	**12%ijk**	*4%*	**16%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1669**	-	1669	-	-	1669	-	1081	568	91	240	503	518	214	1260	91	1499
	32%	-	**95%acd**	-	-	**60%f**	-	**35%h**	*28%*	*14%*	**35%lm**	**36%lm**	**43%ijkmn**	**25%l**	**38%lm**	*14%*	**36%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1108**	-	-	1108	-	-	1108	690	400	98	136	367	295	135	798	99	940
	21%	-	-	**100%abd**	-	-	**47%e**	*22%*	*20%*	*16%*	*20%*	**27%ijm**	**24%lm**	*16%*	**24%ijm**	*15%*	**22%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**819**	-	-	-	819	-	819	536	272	151	152	294	121	34	568	151	609
	16%	-	-	-	**65%abc**	-	**35%e**	**17%h**	*14%*	**24%lmn**	**22%lmn**	**21%lmn**	**10%m**	*4%*	**17%lm**	**24%p**	*14%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Housewife / househusband	**104**	-	-	-	104	-	104	6	94	32	34	22	3	3	59	35	61
	2%	-	-	-	**8%abc**	-	**4%e**	*	**5%g**	**5%klmn**	**5%klmn**	**2%lm**	*	*	**2%lm**	**5%p**	*1%*
Unemployed	**335**	-	-	-	335	-	335	5	320	201	66	35	8	2	110	205	112
	7%	-	-	-	**27%abc**	-	**14%e**	*	**16%g**	**32%jklmn**	**10%klmn**	**3%lm**	*1%*	*	**3%lm**	**32%p**	*3%*
Student	**82**	-	82	-	-	82	-	22	51	25	19	13	2	*	34	25	38
	2%	-	**5%acd**	-	-	**3%f**	-	*1%*	**3%g**	**4%klmn**	**3%klmn**	**1%m**	*	*	**1%lm**	**4%p**	*1%*
NET: AB	**1038**	1038	-	-	-	1038	-	727	300	31	46	145	260	481	452	32	952
	20%	**100%bcd**	-	-	-	**37%f**	-	**24%h**	*15%*	*5%*	*7%*	**11%lj**	**22%ljkn**	**55%ijkln**	**14%ljk**	*5%*	**23%o**
NET: C1	**1751**	-	1751	-	-	1751	-	1104	619	116	259	516	520	214	1294	116	1537
	34%	-	**100%acd**	-	-	**63%f**	-	**36%h**	*31%*	*18%*	**37%lm**	**37%lm**	**43%ijkm**	**25%l**	**39%lm**	*18%*	**36%o**
NET: C2	**1108**	-	-	1108	-	-	1108	690	400	98	136	367	295	135	798	99	940
	21%	-	-	**100%abd**	-	-	**47%e**	*22%*	*20%*	*16%*	*20%*	**27%ijm**	**24%lm**	*16%*	**24%ljm**	*15%*	**22%o**
NET: DE	**1258**	-	-	-	1258	-	1258	547	686	384	252	352	132	38	737	390	782
	24%	-	-	-	**100%abc**	-	**53%e**	*18%*	**34%g**	**61%jklmn**	**36%klmn**	**26%lm**	**11%m**	*4%*	**22%lm**	**61%p**	*19%*
NET: ABC1	**2790**	1038	1751	-	-	2790	-	1830	919	148	305	661	780	695	1746	148	2489
	54%	**100%cd**	**100%cd**	-	-	**100%f**	-	**60%h**	*46%*	*23%*	**44%l**	**48%l**	**65%ijkn**	**80%ijkln**	**53%ljk**	*23%*	**59%o**
NET: C2DE	**2366**	-	-	1108	1258	-	2366	1237	1086	482	389	719	427	173	1535	489	1723
	46%	-	-	**100%ab**	**100%ab**	-	**100%e**	*40%*	**54%g**	**77%jklmn**	**56%lmn**	**52%lmn**	**35%m**	*20%*	**47%lm**	**77%p**	*41%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	295 *6%*	260 *6%*	35 *5%*	21 *8%*	232 *5%*	36 **8%d**	18 *7%*	9 *6%*	9 *4%*	42 **7%jklmop**	13 *3%*	11 *3%*	14 *3%*	11 *2%*	92 **14%hijklmopr**	25 *4%*	14 *3%*	8 **12%hjklmop**	28 **7%jklmop**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	743 *14%*	601 *14%*	143 **19%a**	55 **22%a**	519 *12%*	125 **28%d**	63 **25%d**	37 **25%d**	19 *9%*	63 *11%*	47 *11%*	30 *8%*	43 *10%*	51 *11%*	104 **15%hkl**	113 **16%hkl**	49 *11%*	11 **16%k**	114 **31%hijklmnopq**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1669 *32%*	1450 **33%c**	219 **30%c**	55 *22%*	1430 **33%ef**	123 *28%*	68 *27%*	47 *32%*	72 *34%*	212 **38%r**	129 *30%*	129 *35%*	145 *32%*	142 *30%*	211 *31%*	230 *33%*	161 **37%r**	17 *26%*	106 *28%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1108 *21%*	939 *21%*	169 *23%*	78 **31%ab**	973 **23%efg**	74 *17%*	41 *16%*	20 *14%*	43 *21%*	107 *19%*	101 **24%r**	85 **23%r**	124 **27%inpr**	144 **30%hinpr**	118 *17%*	177 **25%npr**	74 *17%*	18 **26%r**	56 *15%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	819 *16%*	714 **16%c**	105 *14%*	23 *9%*	720 **17%ed**	47 *11%*	34 *14%*	17 *12%*	45 **22%inor**	83 *15%*	69 **16%r**	79 **21%nor**	74 **16%r**	73 *15%*	96 *14%*	101 *14%*	100 **23%imnor**	10 *14%*	38 *10%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Housewife / househusband	**104**	82	22	8	90	5	4	4	10	17	7	11	10	10	10	9	7	1	5
	2%	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*3%*	**5%nopr**	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*
Unemployed	**335**	301	35	9	292	20	15	8	9	34	47	27	31	44	33	40	26	2	18
	7%	*7%*	*5%*	*4%*	*7%*	*5%*	*6%*	*6%*	*4%*	*6%*	**11%hinopqr**	*7%*	*7%*	**9%hnr**	*5%*	*6%*	*6%*	*3%*	*5%*
Student	**82**	74	8	1	62	10	7	3	1	5	12	1	10	-	13	9	10	*	9
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	**3%d**	*2%*	*1%*	*1%*	**3%km**	*	**2%m**	-	**2%m**	*1%*	**2%m**	*1%*	**2%km**
NET: AB	**1038**	861	178	76	751	161	81	46	28	105	60	40	58	63	197	138	63	19	142
	20%	*19%*	**24%a**	**30%a**	*17%*	**37%d**	**32%d**	**31%d**	*14%*	**19%k**	*14%*	*11%*	*13%*	*13%*	**29%hijklmop**	**20%klm**	*14%*	**28%hijklmp**	**38%hijklmnop**
NET: C1	**1751**	1524	227	56	1492	133	76	50	73	218	141	130	155	142	224	238	172	18	115
	34%	**34%c**	**31%c**	*22%*	*35%*	*30%*	*30%*	*34%*	*35%*	**39%mr**	*33%*	*35%*	*34%*	*30%*	*33%*	*34%*	**39%mqr**	*26%*	*31%*
NET: C2	**1108**	939	169	78	973	74	41	20	43	107	101	85	124	144	118	177	74	18	56
	21%	*21%*	*23%*	**31%ab**	**23%efg**	*17%*	*16%*	*14%*	*21%*	*19%*	**24%r**	**23%r**	**27%inpr**	**30%hinpr**	*17%*	**25%npr**	*17%*	**26%r**	*15%*
NET: DE	**1258**	1097	162	41	1103	73	53	30	64	134	123	117	116	127	139	150	132	13	60
	24%	**25%c**	*22%*	*16%*	**26%efg**	*17%*	*21%*	*20%*	**31%noqr**	**24%r**	**29%nor**	**32%noqr**	**26%r**	**27%r**	*21%*	*21%*	**30%nor**	*19%*	*16%*
NET: ABC1	**2790**	2385	405	132	2243	294	156	96	101	322	200	170	213	205	420	377	235	37	257
	54%	*54%*	*55%*	*53%*	*52%*	**67%d**	**62%d**	**66%d**	*49%*	**57%jklm**	*47%*	*46%*	*47%*	*43%*	**62%hjklmop**	**54%m**	**53%m**	*55%*	**69%hijklmopq**
NET: C2DE	**2366**	2035	331	119	2076	146	94	50	107	241	223	202	240	272	257	327	206	31	116
	46%	*46%*	*45%*	*47%*	**48%efg**	*33%*	*38%*	*34%*	**51%nr**	**43%r**	**53%inr**	**54%inr**	**53%inr**	**57%inopr**	*38%*	**46%nr**	**47%nr**	**45%r**	*31%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**295** *6%*	147 *8%bc*	91 *5%*	30 *4%*	17 *5%*	8 *7%*	238 *6%*	25 *5%*	151 *8%ij*	86 *4%*	33 *4%*	18 *7%*	6 *7%*	236 *6%*	24 *7%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**743** *14%*	311 *16%c*	278 *14%*	82 *11%*	54 *16%*	16 *13%*	589 *15%*	70 *15%*	294 *15%*	294 *15%*	108 *13%*	38 *15%*	9 *10%*	587 *15%*	47 *14%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1669** *32%*	635 *33%*	678 *34%cgq*	209 *29%*	98 *29%*	28 *22%*	1313 *33%eg*	126 *27%*	624 *32%*	686 *35%kn*	246 *30%*	66 *26%*	25 *29%*	1311 *33%*	91 *27%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1108** *21%*	385 *20%*	446 *23%*	174 *24%*	74 *22%*	25 *20%*	832 *21%*	99 *21%*	401 *20%*	421 *21%*	204 *25%*	63 *25%*	17 *20%*	822 *21%*	80 *23%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**819** *16%*	284 *15%*	307 *16%*	131 *18%*	62 *18%*	24 *20%*	591 *15%*	87 *19%*	288 *15%*	323 *16%*	134 *16%*	50 *20%*	13 *15%*	611 *15%*	63 *18%*
Housewife / househusband	**104** *2%*	39 *2%*	38 *2%*	17 *2%*	4 *1%*	5 *4%*	77 *2%*	9 *2%*	47 *2%*	32 *2%*	19 *2%*	1 *1%*	1 *2%*	79 *2%*	3 *1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Unemployed	335	125	108	66	21	9	233	30	135	111	60	13	7	246	21
	7%	6%	5%	9%bf	6%	7%	6%	6%	7%	6%	7%	5%	9%	6%	6%
Student	82	18	29	15	11	9	47	20	31	26	13	4	7	57	12
	2%	1%	1%	2%	3%af	7%abcf	1%	4%abf	2%	1%	2%	2%	8%hijkm	1%	3%lm
NET: AB	1038	458	369	113	71	24	828	95	444	380	142	56	15	824	71
	20%	24%bc	19%	16%	21%	19%	21%c	20%	23%j	19%	17%	22%	17%	21%	21%
NET: C1	1751	653	706	224	109	37	1360	146	656	712	259	71	32	1368	103
	34%	34%	36%	31%	32%	30%	35%	31%	33%	36%	32%	28%	38%	35%	30%
NET: C2	1108	385	446	174	74	25	832	99	401	421	204	63	17	822	80
	21%	20%	23%	24%	22%	20%	21%	21%	20%	21%	25%	25%	20%	21%	23%
NET: DE	1258	448	453	214	88	38	901	126	469	467	213	64	22	936	86
	24%	23%	23%	29%abf	26%	31%	23%	27%	24%	24%	26%	25%	25%	24%	25%
NET: ABC1	2790	1111	1076	337	180	61	2187	241	1100	1092	401	127	47	2191	174
	54%	57%c	54%c	46%	53%	49%	56%c	52%	56%j	55%j	49%	50%	55%	55%j	51%
NET: C2DE	2366	834	899	388	162	63	1733	225	870	887	417	127	39	1757	166
	46%	43%	46%	54%abf	47%	51%	44%	48%	44%	45%	51%him	50%	45%	45%	49%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**295** ***6%***	45 ***12%b***	247 *5%*	4 *4%*	102 *7%*	171 *5%*	22 *7%*	283 *6%*	7 *11%*	3 *11%*	- -	293 *6%*	2 *6%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**743** ***14%***	46 *12%*	690 *15%*	8 *8%*	156 *10%*	555 ***17%df***	32 *10%*	725 *14%*	15 *23%*	2 *9%*	- -	742 *14%*	2 *5%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1669** ***32%***	77 *20%*	1560 ***33%a***	32 *32%*	431 *28%*	1162 ***35%df***	77 *25%*	1650 ***33%h***	11 *17%*	5 *18%*	* *1%*	1666 *33%*	3 *9%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1108** ***21%***	56 *15%*	1025 ***22%a***	27 ***27%a***	318 *21%*	715 *22%*	75 *24%*	1080 *21%*	14 *22%*	7 *29%*	1 *11%*	1102 *22%*	5 *18%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**819** ***16%***	61 *16%*	742 *16%*	16 *16%*	232 *15%*	532 *16%*	55 *18%*	796 *16%*	7 *11%*	1 *6%*	4 *34%*	804 *16%*	11 *38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Housewife / househusband	104	14	84	6	55	41	8	99	4	*	-	103	1
	2%	4%b	2%	6%b	4%e	1%	3%	2%	6%	*	-	2%	4%
Unemployed	335	81	246	8	220	89	26	317	3	7	6	327	3
	7%	21%bc	5%	8%	14%ef	3%	8%e	6%	5%	27%	53%	6%	9%
Student	82	3	79	*	22	45	15	75	4	-	-	79	3
	2%	1%	2%	*	1%	1%	5%de	1%	6%gk	-	-	2%	11%
NET: AB	1038	91	936	11	258	726	54	1008	22	5	-	1035	3
	20%	24%c	20%	11%	17%	22%d	18%	20%	34%gk	20%	-	20%	11%
NET: C1	1751	80	1639	33	452	1207	92	1725	15	5	*	1745	6
	34%	21%	35%a	33%	29%	36%d	30%	34%	23%	18%	1%	34%	20%
NET: C2	1108	56	1025	27	318	715	75	1080	14	7	1	1102	5
	21%	15%	22%a	27%a	21%	22%	24%	21%	22%	29%	11%	22%	18%
NET: DE	1258	157	1072	29	507	662	89	1212	14	8	9	1234	15
	24%	41%b	23%	29%	33%e	20%	29%e	24%	21%	33%	88%	24%	51%
NET: ABC1	2790	170	2575	44	710	1933	146	2733	37	10	*	2780	9
	54%	44%	55%a	44%	46%	58%df	47%	54%	57%	39%	1%	54%	31%
NET: C2DE	2366	213	2097	56	825	1377	164	2293	28	16	10	2336	20
	46%	56%b	45%	56%	54%e	42%	53%e	46%	43%	61%	99%	46%	69%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	295 6%	56 4%	81 6%	71 5%	88 7%a	11 3%	13 3%	31 7%ef	27 6%	27 7%e	26 6%	16 4%	24 6%	31 7%e	31 7%ef	35 8%ef	22 6%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	743 14%	176 14%	210 16%	188 15%	169 13%	60 14%	45 10%	71 17%f	85 20%fkmnp	67 16%	59 13%	56 13%	77 19%f	55 12%	53 12%	68 15%	49 12%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1669 32%	444 35%	406 31%	410 32%	409 32%	153 36%il	156 36%il	135 31%l	149 35%l	110 27%l	147 33%l	178 41%gilnp	77 19%	156 35%il	127 30%l	162 35%il	120 30%l
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1108 21%	292 23%	257 20%	276 21%	283 22%	95 22%h	112 26%h	86 20%	65 15%	80 19%	113 25%h	89 21%	106 25%h	81 18%	91 21%	90 20%	102 26%h
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	819 16%	176 14%	193 15%	233 18%a	216 17%	66 16%	54 12%	57 13%	59 14%	72 17%	62 14%	60 14%	80 19%f	93 21%fghjk	79 18%	66 14%	71 18%
Housewife / househusband	104 2%	31 2%	23 2%	20 2%	29 2%	4 1%	18 4%emp	9 2%	8 2%	6 2%	9 2%	5 1%	10 2%	4 1%	10 2%	15 3%	5 1%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 6

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Unemployed	**335**	88	94	81	72	25	30	34	27	43	24	26	36	19	28	21	24
	7%	*7%*	*7%*	*6%*	*6%*	*6%*	*7%*	*8%*	*6%*	**10%jmo**	*5%*	*6%*	*9%*	*4%*	*6%*	*4%*	*6%*
Student	**82**	21	27	10	24	7	8	6	10	10	7	2	5	3	12	4	7
	2%	*2%*	**2%c**	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
NET: AB	**1038**	232	291	259	257	71	58	102	112	94	85	72	101	86	83	103	71
	20%	*18%*	**23%a**	*20%*	*20%*	*17%*	*13%*	**24%f**	**26%efkp**	**23%f**	*19%*	*17%*	**24%fk**	*19%*	*19%*	**22%f**	*18%*
NET: C1	**1751**	464	433	421	433	160	163	141	159	120	154	180	82	159	140	166	127
	34%	*36%*	*34%*	*33%*	*34%*	**38%ll**	**38%ll**	**33%l**	**37%l**	**29%l**	**35%l**	**42%lnp**	*20%*	**36%l**	**32%l**	**36%l**	**32%l**
NET: C2	**1108**	292	257	276	283	95	112	86	65	80	113	89	106	81	91	90	102
	21%	*23%*	*20%*	*21%*	*22%*	**22%h**	**26%h**	*20%*	*15%*	*19%*	**25%h**	*21%*	**25%h**	*18%*	*21%*	*20%*	**26%h**
NET: DE	**1258**	296	310	334	318	95	101	100	94	121	95	91	126	117	116	102	99
	24%	*23%*	*24%*	*26%*	*25%*	*22%*	*23%*	*23%*	*22%*	**29%jk**	*21%*	*21%*	**30%hjko**	*26%*	*27%*	*22%*	*25%*
NET: ABC1	**2790**	696	724	680	690	232	222	243	271	214	239	252	183	245	223	269	198
	54%	*54%*	*56%*	*53%*	*53%*	**55%l**	*51%*	**57%l**	**63%fijlnp**	*52%*	**53%l**	**58%l**	*44%*	**55%l**	*52%*	**58%l**	*50%*
NET: C2DE	**2366**	588	568	610	600	189	213	185	159	201	208	180	232	198	207	192	201
	46%	*46%*	*44%*	*47%*	*47%*	*45%*	**49%h**	*43%*	*37%*	**48%h**	**47%h**	*42%*	**56%eghjkmo**	*45%*	**48%h**	*42%*	**50%h**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
North East	208	-	208	102	106	18	34	53	35	41	12	14	52	88	68	26	202	4	254
	4%	-	4%	4%	4%	3%	5%j	5%j	5%j	4%	2%	3%	4%	5%no	3%	2%	4%q	1%	5%
North West	563	-	563	279	281	63	89	154	54	91	57	55	152	208	203	111	513	49	291
	11%	-	11%	11%	11%	9%	14%h	15%ehij	7%	10%	9%	10%	11%	12%	10%	10%	11%	10%	6%
Yorkshire/Humberside	424	-	424	197	226	48	51	58	64	89	62	51	100	122	202	114	401	20	280
	8%	-	8%	8%	9%	7%	8%	6%	9%	10%g	10%g	10%g	7%	7%	10%m	10%	9%q	4%	5%
East Midlands	373	-	373	165	207	43	35	77	60	75	36	47	78	137	158	83	336	31	264
	7%	-	7%	7%	8%	6%	5%	8%	8%	8%	6%	9%	6%	8%	8%	7%	7%	6%	5%
West Midlands	453	-	453	215	238	72	52	75	68	73	72	42	124	142	187	114	394	57	304
	9%	-	9%	9%	9%	10%	8%	7%	9%	8%	11%g	8%	9%	8%	9%	10%	9%	12%	6%
East Anglia/East of England	477	-	477	214	263	33	66	95	63	110	53	58	98	158	220	111	438	33	276
	9%	-	9%	9%	10%	5%	10%e	9%e	9%e	12%e	8%	11%e	7%	9%	11%l	10%	9%	7%	5%
London/Greater London	678	-	678	411	266	168	132	163	94	50	42	29	300	257	121	71	468	195	296
	13%	-	13%	16%d	10%	25%ghijk	20%hijk	16%ijk	13%ijk	5%	7%	6%	22%mno	15%no	6%	6%	10%	41%p	6%
South East	703	-	703	334	367	94	70	128	92	152	75	93	164	219	321	168	654	48	305
	14%	-	14%	13%	14%	14%	11%	13%	13%	17%f	12%	18%fg	12%	13%	15%	15%	14%	10%	6%
South West	441	-	441	191	244	48	42	68	74	85	61	63	91	141	209	124	416	25	288
	9%	-	9%	8%	9%	7%	6%	7%	10%	9%	10%	12%efg	7%	8%	10%l	11%l	9%q	5%	6%
Highlands & Islands of Scotland	68	-	68	29	39	1	8	11	8	23	12	4	9	19	40	16	67	*	172
	1%	-	1%	1%	1%	*	1%	1%	1%	3%e	2%e	1%	1%	1%	2%l	1%	1%	*	3%
Rest of Scotland	373	-	373	182	190	45	36	65	48	65	79	35	81	113	179	114	358	10	906
	7%	-	7%	7%	7%	7%	6%	6%	7%	7%	12%efghik	7%	6%	7%	9%l	10%lm	8%q	2%	18%
Wales	251	-	251	122	128	32	20	42	35	45	53	23	52	77	121	76	244	5	877
	5%	-	5%	5%	5%	5%	3%	4%	5%	5%	8%fg	4%	4%	4%	6%	7%l	5%q	1%	17%
Northern Ireland	146	-	146	69	74	22	18	26	27	22	21	10	40	53	53	31	141	4	643
	3%	-	3%	3%	3%	3%	3%	3%	4%	2%	3%	2%	3%	3%	3%	3%	3%	1%	12%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4319**	-	4319	2109	2199	587	571	870	602	766	470	452	1158	1472	1689	922	3824	461	2558
	84%	-	*84%*	*84%*	*84%*	**85%j**	**87%j**	**86%j**	**84%j**	**83%j**	*74%*	**86%j**	**86%no**	**85%no**	*81%*	*80%*	*83%*	**96%p**	*50%*
NET: Scotland	**441**	-	441	212	229	46	44	76	56	89	91	39	90	132	219	130	426	10	1078
	9%	-	*9%*	*8%*	*9%*	*7%*	*7%*	*8%*	*8%*	*10%*	**14%efghik**	*8%*	*7%*	*8%*	**11%lm**	**11%lm**	**9%q**	*2%*	*21%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
North East	**208**	28	73	43	64	101	107	137	69	20	31	57	66	25	154	20	181
	4%	*3%*	*4%*	*4%*	**5%a**	*4%*	*5%*	*4%*	*3%*	*3%*	*4%*	*4%*	**5%m**	*3%*	*5%*	*3%*	*4%*
North West	**563**	105	218	107	134	322	241	352	198	81	66	179	119	88	364	81	457
	11%	*10%*	*12%*	*10%*	*11%*	*12%*	*10%*	*11%*	*10%*	*13%*	*10%*	*13%*	*10%*	*10%*	*11%*	*13%*	*11%*
Yorkshire/Humberside	**424**	60	141	101	123	200	223	219	199	51	83	109	97	57	290	51	352
	8%	*6%*	*8%*	**9%a**	**10%a**	*7%*	**9%e**	*7%*	**10%g**	*8%*	**12%klmn**	*8%*	*8%*	*7%*	*9%*	*8%*	*8%*
East Midlands	**373**	40	130	85	117	170	202	218	150	62	62	96	86	35	244	63	280
	7%	*4%*	**7%a**	**8%a**	**9%a**	*6%*	**9%e**	*7%*	*7%*	**10%m**	**9%m**	**7%m**	**7%m**	*4%*	**7%m**	**10%p**	*7%*
West Midlands	**453**	58	155	124	116	213	240	262	184	49	72	147	98	51	316	49	370
	9%	*6%*	**9%a**	**11%a**	**9%a**	*8%*	**10%e**	*9%*	*9%*	*8%*	**10%m**	**11%m**	*8%*	*6%*	**10%m**	*8%*	*9%*
East Anglia/East of England	**477**	63	142	144	127	205	272	268	203	58	58	159	106	66	324	58	393
	9%	*6%*	*8%*	**13%ab**	**10%a**	*7%*	**11%e**	*9%*	*10%*	*9%*	*8%*	**11%m**	*9%*	*8%*	*10%*	*9%*	*9%*
London/Greater London	**678**	197	224	118	139	420	257	494	170	60	67	131	166	192	364	60	568
	13%	**19%bcd**	*13%*	*11%*	*11%*	**15%f**	*11%*	**16%h**	*8%*	*10%*	*10%*	*10%*	**14%ijk**	**22%ijkln**	*11%*	*9%*	**13%o**
South East	**703**	138	238	177	150	377	327	414	289	78	80	192	169	138	440	80	591
	14%	*13%*	*14%*	**16%d**	*12%*	*13%*	*14%*	*14%*	*14%*	*12%*	*12%*	*14%*	*14%*	*16%*	*13%*	*12%*	*14%*
South West	**441**	63	172	74	132	235	206	236	201	74	80	121	86	52	287	74	343
	9%	*6%*	**10%ac**	*7%*	**11%ac**	*8%*	*9%*	*8%*	**10%g**	**12%lm**	**11%lm**	*9%*	*7%*	*6%*	*9%*	**12%p**	*8%*
Highlands & Islands of Scotland	**68**	19	18	18	13	37	31	39	26	9	7	15	24	9	45	9	55
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Rest of Scotland	**373**	142	115	56	60	257	116	204	155	35	37	79	99	81	215	38	302
	7%	**14%bcd**	*7%*	*5%*	*5%*	**9%f**	*5%*	*7%*	*8%*	*6%*	*5%*	*6%*	*8%*	**9%ijkn**	*7%*	*6%*	*7%*
Wales	**251**	81	76	41	53	156	94	139	104	39	36	59	54	46	149	39	198
	5%	**8%bcd**	*4%*	*4%*	*4%*	**6%f**	*4%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	*6%*	*5%*
Northern Ireland	**146**	46	50	20	30	96	50	85	58	16	14	37	37	30	88	16	121
	3%	**4%cd**	*3%*	*2%*	*2%*	**3%f**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4319	751	1492	973	1103	2243	2076	2600	1663	532	599	1191	993	703	2784	536	3536
	84%	*72%*	**85%a**	**88%a**	**88%a**	*80%*	**88%e**	*85%*	*83%*	*85%*	**86%m**	**86%lm**	*82%*	*81%*	**85%m**	*84%*	*84%*
NET: Scotland	441	161	133	74	73	294	146	243	181	43	44	94	123	90	261	47	356
	9%	**16%bcd**	*8%*	*7%*	*6%*	**11%f**	*6%*	*8%*	*9%*	*7%*	*6%*	*7%*	**10%jk**	**10%jk**	*8%*	*7%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
North East	208	179	29	11	208	-	-	-	208	-	-	-	-	-	-	-	-	-	-
	4%	*4%*	*4%*	*4%*	**5%efg**	-	-	-	**100%ijklmnopqr**	-	-	-	-	-	-	-	-	-	-
North West	563	529	34	11	563	-	-	-	-	563	-	-	-	-	-	-	-	-	-
	11%	**12%bc**	*5%*	*4%*	**13%efg**	-	-	-	-	**100%hijklmnopqr**	-	-	-	-	-	-	-	-	-
Yorkshire/Humberside	424	355	69	12	424	-	-	-	-	-	424	-	-	-	-	-	-	-	-
	8%	*8%*	**9%c**	*5%*	**10%efg**	-	-	-	-	-	**100%hiklmnopqr**	-	-	-	-	-	-	-	-
East Midlands	373	315	58	19	373	-	-	-	-	-	-	373	-	-	-	-	-	-	-
	7%	*7%*	*8%*	*8%*	**9%efg**	-	-	-	-	-	-	**100%hijlmnopqr**	-	-	-	-	-	-	-
West Midlands	453	414	39	21	453	-	-	-	-	-	-	-	453	-	-	-	-	-	-
	9%	**9%b**	*5%*	*8%*	**10%efg**	-	-	-	-	-	-	-	**100%hijkmnopqr**	-	-	-	-	-	-
East Anglia/East of England	477	379	97	32	477	-	-	-	-	-	-	-	-	477	-	-	-	-	-
	9%	*9%*	**13%a**	**13%a**	**11%efg**	-	-	-	-	-	-	-	-	**100%hijklnopqr**	-	-	-	-	-
London/Greater London	678	663	15	4	678	-	-	-	-	-	-	-	-	-	678	-	-	-	-
	13%	**15%bc**	*2%*	*2%*	**16%efg**	-	-	-	-	-	-	-	-	-	**100%hijklmopqr**	-	-	-	-
South East	703	593	111	22	703	-	-	-	-	-	-	-	-	-	-	703	-	-	-
	14%	*13%*	**15%c**	*9%*	**16%efg**	-	-	-	-	-	-	-	-	-	-	**100%hijklmnpqr**	-	-	-
South West	441	345	95	30	441	-	-	-	-	-	-	-	-	-	-	-	441	-	-
	9%	*8%*	**13%a**	**12%a**	**10%efg**	-	-	-	-	-	-	-	-	-	-	-	**100%hijklmnoqr**	-	-
Highlands & Islands of Scotland	68	56	12	8	-	68	-	-	-	-	-	-	-	-	-	-	-	68	-
	1%	*1%*	*2%*	**3%a**	-	**15%dfg**	-	-	-	-	-	-	-	-	-	-	-	**100%hijklmnopr**	-
Rest of Scotland	373	304	69	33	-	373	-	-	-	-	-	-	-	-	-	-	-	-	373
	7%	*7%*	**9%a**	**13%a**	-	**85%dfg**	-	-	-	-	-	-	-	-	-	-	-	-	**100%hijklmnopq**
Wales	251	188	62	30	-	-	251	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*4%*	**8%a**	**12%a**	-	-	**100%deg**	-	-	-	-	-	-	-	-	-	-	-	-
Northern Ireland	146	101	45	18	-	-	-	146	-	-	-	-	-	-	-	-	-	-	-
	3%	*2%*	**6%a**	**7%a**	-	-	-	**100%deg**	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4319**	3772	547	161	4319	-	-	-	208	563	424	373	453	477	678	703	441	-	-
	84%	**85%bc**	**74%c**	*64%*	**100%efg**	-	-	-	**100%qr**	**100%qr**	**100%qr**	**100%qr**	**100%qr**	**100%qr**	**100%qr**	**100%qr**	**100%qr**	-	-
NET: Scotland	**441**	359	81	41	-	441	-	-	-	-	-	-	-	-	-	-	-	68	373
	9%	*8%*	**11%a**	**16%a**	-	**100%dfg**	-	-	-	-	-	-	-	-	-	-	-	**100%hijklmnop**	**00%hijklmnop**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
North East	**208**	82	81	24	13	7	162	19	83	74	28	13	5	157	18
	4%	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*6%*	*4%*	*5%*
North West	**563**	214	192	110	30	10	405	40	217	196	103	25	12	413	37
	11%	*11%*	*10%*	**15%abdfg**	*9%*	*8%*	*10%*	*9%*	*11%*	*10%*	*13%*	*10%*	*14%*	*10%*	*11%*
Yorkshire/Humberside	**424**	178	159	53	22	10	338	32	154	160	67	27	12	313	39
	8%	*9%*	*8%*	*7%*	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*8%*	*11%*	*14%*	*8%*	*11%*
East Midlands	**373**	135	136	49	32	19	271	51	131	136	67	22	15	267	37
	7%	*7%*	*7%*	*7%*	*9%*	**15%abcf**	*7%*	**11%abf**	*7%*	*7%*	*8%*	*9%*	**18%hijm**	*7%*	**11%hlm**
West Midlands	**453**	185	165	60	35	4	350	40	159	199	64	23	3	359	26
	9%	*10%*	*8%*	*8%*	*10%*	*3%*	*9%*	*9%*	*8%*	*10%*	*8%*	*9%*	*4%*	*9%*	*8%*
East Anglia/East of England	**477**	179	201	57	31	5	380	36	189	188	57	30	9	377	39
	9%	*9%*	*10%*	*8%*	*9%*	*4%*	*10%*	*8%*	*10%*	*9%*	*7%*	**12%j**	*11%*	*10%*	**12%j**
London/Greater London	**678**	226	275	89	55	26	501	81	246	282	101	36	7	528	42
	13%	*12%*	*14%*	*12%*	*16%*	**21%af**	*13%*	**17%af**	*12%*	*14%*	*12%*	*14%*	*8%*	*13%*	*13%*
South East	**703**	245	281	120	41	11	526	52	264	255	152	20	7	520	27
	14%	*13%*	*14%*	*17%*	*12%*	*9%*	*13%*	*11%*	**13%n**	*13%*	**19%hikmn**	*8%*	*9%*	**13%n**	*8%*
South West	**441**	182	163	57	19	14	345	33	184	160	67	24	2	344	26
	9%	*9%*	*8%*	*8%*	*6%*	*12%*	*9%*	*7%*	*9%*	*8%*	*8%*	*9%*	*2%*	*9%*	*8%*
Highlands & Islands of Scotland	**68**	32	21	11	2	1	53	3	34	25	6	2	-	59	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Rest of Scotland	**373**	136	149	47	28	9	285	38	138	153	56	15	7	292	22
	7%	*7%*	*8%*	*6%*	*8%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*6%*	*8%*	*7%*	*7%*
Wales	**251**	102	95	31	17	5	197	21	106	97	32	10	4	203	14
	5%	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*
Northern Ireland	**146**	49	59	18	16	3	108	19	65	53	18	7	2	118	9
	3%	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4319**	1626	1652	619	278	106	3278	385	1627	1650	706	219	73	3277	292
	84%	*84%*	*84%*	*85%*	*81%*	*86%*	*84%*	*83%*	*83%*	*83%*	*86%*	*87%*	*85%*	*83%*	*86%*
NET: Scotland	**441**	168	170	58	31	10	338	41	172	179	62	17	7	351	24
	9%	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*9%*	*8%*	*7%*	*8%*	*9%*	*7%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
North East	208	15	189	3	64	129	15	200	3	1	1	203	3
	4%	4%	4%	3%	4%	4%	5%	4%	4%	3%	12%	4%	12%
North West	563	53	497	13	180	343	40	554	2	2	2	558	2
	11%	14%	11%	13%	12%	10%	13%	11%	3%	9%	23%	11%	8%
Yorkshire/Humberside	424	39	376	8	131	277	16	420	1	-	1	421	2
	8%	10%	8%	8%	9%	8%	5%	8%	1%	-	9%	8%	6%
East Midlands	373	15	353	4	109	241	23	364	4	2	-	370	3
	7%	4%	8%a	4%	7%	7%	7%	7%	7%	7%	-	7%	10%
West Midlands	453	34	409	10	129	282	42	440	10	3	-	453	-
	9%	9%	9%	10%	8%	9%	14%de	9%	16%	12%	-	9%	-
East Anglia/East of England	477	30	440	7	126	326	24	469	3	3	-	475	2
	9%	8%	9%	7%	8%	10%	8%	9%	5%	12%	-	9%	5%
London/Greater London	678	56	605	17	198	435	45	641	20	5	5	666	7
	13%	15%	13%	17%	13%	13%	14%	13%	31%gk	18%	44%	13%	24%
South East	703	54	633	16	206	466	31	686	12	2	-	700	4
	14%	14%	14%	16%	13%	14%	10%	14%	19%	6%	-	14%	12%
South West	441	32	402	6	150	266	25	435	3	-	1	439	1
	9%	8%	9%	6%	10%	8%	8%	9%	5%	-	11%	9%	4%
Highlands & Islands of Scotland	68	4	63	1	23	41	4	66	-	2	-	68	-
	1%	1%	1%	1%	2%	1%	1%	1%	-	7%	-	1%	-
Rest of Scotland	373	22	347	4	102	253	18	366	3	2	*	370	3
	7%	6%	7%	4%	7%	8%	6%	7%	4%	7%	1%	7%	9%
Wales	251	18	228	5	74	159	18	244	2	3	-	249	1
	5%	5%	5%	5%	5%	5%	6%	5%	4%	12%	-	5%	4%
Northern Ireland	146	11	130	5	44	92	11	142	1	2	*	144	2
	3%	3%	3%	5%	3%	3%	3%	3%	1%	7%	1%	3%	5%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4319**	330	3904	85	1293	2766	261	4209	59	17	10	4285	24
	84%	*86%*	*84%*	*85%*	*84%*	*84%*	*84%*	*84%*	*91%*	*67%*	*98%*	*84%*	*82%*
NET: Scotland	**441**	25	410	5	125	294	22	432	3	4	*	438	3
	9%	*7%*	*9%*	*5%*	*8%*	*9%*	*7%*	*9%*	*4%*	*14%*	*1%*	*9%*	*9%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
North East	208	51	52	52	52	16	11	24	19	17	17	14	20	19	10	24	18
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*6%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*2%*	*5%*	*5%*
North West	563	139	142	141	141	46	48	45	44	45	52	48	43	50	50	52	39
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*10%*	*11%*	*12%*	*11%*	*10%*	*11%*	*12%*	*11%*	*10%*
Yorkshire/Humberside	424	105	107	106	106	33	39	33	29	36	41	27	27	51	38	37	31
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*9%*	*8%*	*7%*	*9%*	*9%*	*6%*	*7%*	*12%*	*9%*	*8%*	*8%*
East Midlands	373	91	94	94	94	31	33	27	30	32	32	32	26	36	25	34	35
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*7%*	*8%*	*7%*	*7%*	*6%*	*8%*	*6%*	*7%*	*9%*
West Midlands	453	112	114	114	114	35	38	39	38	34	41	25	38	51	37	40	37
	9%	*9%*	*9%*	*9%*	*9%*	*8%*	*9%*	*9%*	*9%*	*8%*	*9%*	*6%*	*9%*	**11%k**	*9%*	*9%*	*9%*
East Anglia/East of England	477	117	120	120	120	43	33	41	43	40	37	41	39	40	37	39	44
	9%	*9%*	*9%*	*9%*	*9%*	*10%*	*8%*	*10%*	*10%*	*10%*	*8%*	*9%*	*9%*	*9%*	*9%*	*8%*	*11%*
London/Greater London	678	169	170	170	169	49	58	62	48	59	63	58	62	50	58	61	51
	13%	*13%*	*13%*	*13%*	*13%*	*12%*	*13%*	*14%*	*11%*	*14%*	*14%*	*13%*	*15%*	*11%*	*14%*	*13%*	*13%*
South East	703	172	177	177	177	58	58	56	64	52	62	66	62	49	66	63	47
	14%	*13%*	*14%*	*14%*	*14%*	*14%*	*13%*	*13%*	*15%*	*13%*	*14%*	*15%*	*15%*	*11%*	*15%*	*14%*	*12%*
South West	441	109	111	111	111	37	40	31	37	36	38	42	32	37	42	34	35
	9%	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*7%*	*9%*	*9%*	*8%*	*10%*	*8%*	*8%*	*10%*	*7%*	*9%*
Highlands & Islands of Scotland	68	14	20	16	18	4	6	5	9	7	4	7	3	7	8	4	5
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*
Rest of Scotland	373	101	89	92	91	30	37	35	35	26	28	42	31	19	26	39	26
	7%	*8%*	*7%*	*7%*	*7%*	*7%*	*9%*	*8%*	*8%*	*6%*	*6%*	**10%m**	*8%*	*4%*	*6%*	*8%*	*6%*
Wales	251	65	62	62	62	25	20	20	22	19	21	21	24	17	19	24	19
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*4%*	*5%*	*5%*
Northern Ireland	146	39	36	36	36	14	14	11	13	12	11	10	8	17	13	11	12
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4319**	1065	1086	1084	1084	348	358	358	352	350	383	353	348	383	365	382	337
	84%	*83%*	*84%*	*84%*	*84%*	*83%*	*82%*	*84%*	*82%*	*84%*	*86%*	*82%*	*84%*	*87%*	*85%*	*83%*	*84%*
NET: Scotland	**441**	116	108	108	108	34	42	39	44	34	31	49	34	26	34	43	31
	9%	*9%*	*8%*	*8%*	*8%*	*8%*	*10%*	*9%*	*10%*	*8%*	*7%*	***11%m***	*8%*	*6%*	*8%*	*9%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Large City (population: more than 500,000)	**1106**	-	1106	650	454	231	208	307	137	96	71	57	439	443	223	127	858	233	711
	21%	-	*21%*	**26%d**	*17%*	**34%hijk**	**32%hijk**	**30%hijk**	**19%ijk**	*10%*	*11%*	*11%*	**33%mno**	**26%no**	*11%*	*11%*	*19%*	**49%p**	*14%*
Smaller City or Large town (population: 100,000 - 500,000)	**937**	-	937	454	477	143	126	199	115	172	105	77	269	314	354	182	831	102	687
	18%	-	*18%*	*18%*	*18%*	**21%k**	*19%*	*20%*	*16%*	*19%*	*17%*	*15%*	**20%o**	*18%*	*17%*	*16%*	*18%*	*21%*	*13%*
Medium town (population: 15,000 - 99,999)	**1090**	-	1090	525	561	124	136	209	157	207	147	111	260	366	464	257	1001	79	787
	21%	-	*21%*	*21%*	*21%*	*18%*	*21%*	*21%*	*22%*	*22%*	*23%*	*21%*	*19%*	*21%*	*22%*	*22%*	*22%*	*16%*	*15%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**731**	-	731	338	391	89	81	117	101	159	96	88	169	218	344	185	698	29	604
	14%	-	*14%*	*13%*	*15%*	*13%*	*12%*	*11%*	*14%*	**17%fg**	*15%*	**17%g**	*13%*	*13%*	**17%lm**	*16%*	**15%q**	*6%*	*12%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**558**	-	558	224	334	46	50	82	95	132	90	62	96	177	285	153	525	25	528
	11%	-	*11%*	*9%*	**13%c**	*7%*	*8%*	*8%*	**13%efg**	**14%efg**	**14%efg**	**12%e**	*7%*	**10%l**	**14%lm**	**13%l**	**11%q**	*5%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**485**	-	485	211	271	32	28	69	70	113	80	94	60	138	286	174	473	11	1030
	9%	-	*9%*	*8%*	*10%*	*5%*	*4%*	*7%*	**10%ef**	**12%efg**	**13%efg**	**18%efghi**	*4%*	**8%l**	**14%lm**	**15%lm**	**10%q**	*2%*	*20%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**251**	-	251	110	141	22	25	33	45	44	45	36	47	78	126	82	248	1	809
	5%	-	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	**6%g**	*5%*	**7%eg**	**7%eg**	*3%*	*5%*	**6%l**	**7%lm**	**5%q**	*	*16%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
NET Urban	**4420**	-	4420	2190	2218	633	601	913	605	765	509	395	1234	1517	1670	904	3913	468	3317
	86%	-	*86%*	**87%d**	*84%*	**92%hijk**	**92%hijk**	**90%hijk**	**84%k**	**83%k**	*80%*	*75%*	**92%mno**	**88%no**	*80%*	*78%*	*84%*	**97%p**	*64%*
NET Rural including Remote	**736**	-	736	321	412	54	52	102	115	157	125	130	107	217	412	255	721	12	1839
	14%	-	*14%*	*13%*	**16%c**	*8%*	*8%*	*10%*	**16%efg**	**17%efg**	**20%efg**	**25%efghi**	*8%*	**12%l**	**20%lm**	**22%lm**	**16%q**	*3%*	*36%*
NET Remote Rural	**251**	-	251	110	141	22	25	33	45	44	45	36	47	78	126	82	248	1	809
	5%	-	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	**6%g**	*5%*	**7%eg**	**7%eg**	*3%*	*5%*	**6%l**	**7%lm**	**5%q**	*	*16%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Large City (population: more than 500,000)	**1106**	275	366	209	256	641	465	767	323	119	122	249	264	287	635	119	932
	21%	**26%bcd**	*21%*	*19%*	*20%*	**23%f**	*20%*	**25%h**	*16%*	*19%*	*18%*	*18%*	*22%*	**33%ijkln**	*19%*	*19%*	*22%*
Smaller City or Large town (population: 100,000 - 500,000)	**937**	157	326	210	243	483	453	567	364	129	143	238	231	129	611	133	749
	18%	*15%*	*19%*	*19%*	**19%a**	*17%*	*19%*	*18%*	*18%*	**20%m**	**21%m**	*17%*	*19%*	*15%*	*19%*	*21%*	*18%*
Medium town (population: 15,000 - 99,999)	**1090**	181	382	255	272	563	526	649	425	120	142	347	246	160	735	120	902
	21%	*17%*	**22%a**	**23%a**	*22%*	*20%*	*22%*	*21%*	*21%*	*19%*	*20%*	**25%ilm**	*20%*	*18%*	*22%*	*19%*	*21%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**731**	143	273	151	164	415	315	416	309	85	101	211	175	97	487	85	599
	14%	*14%*	*16%*	*14%*	*13%*	*15%*	*13%*	*14%*	*15%*	*14%*	*15%*	**15%m**	*14%*	*11%*	**15%m**	*13%*	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**558**	105	177	114	162	282	276	302	246	88	87	144	124	72	355	89	436
	11%	*10%*	*10%*	*10%*	*13%*	*10%*	*12%*	*10%*	**12%g**	**14%m**	**13%m**	*10%*	*10%*	*8%*	*11%*	**14%p**	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**485**	101	171	92	121	272	212	243	230	72	74	103	128	73	305	72	384
	9%	*10%*	*10%*	*8%*	*10%*	*10%*	*9%*	*8%*	**11%g**	**11%k**	*11%*	*7%*	**11%k**	*8%*	*9%*	*11%*	*9%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**251**	76	56	78	41	132	119	124	107	16	23	90	40	52	154	18	208
	5%	**7%bd**	*3%*	**7%bd**	*3%*	*5%*	*5%*	*4%*	*5%*	*3%*	*3%*	**7%ijl**	*3%*	**6%il**	*5%*	*3%*	*5%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
NET Urban	**4420**	861	1524	939	1097	2385	2035	2701	1668	542	596	1188	1039	744	2823	547	3619
	86%	*83%*	**87%a**	*85%*	**87%a**	*85%*	*86%*	**88%h**	*83%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*
NET Rural including Remote	**736**	178	227	169	162	405	331	367	337	88	98	193	168	125	458	90	592
	14%	**17%bd**	*13%*	*15%*	*13%*	*15%*	*14%*	*12%*	**17%g**	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*
NET Remote Rural	**251**	76	56	78	41	132	119	124	107	16	23	90	40	52	154	18	208
	5%	**7%bd**	*3%*	**7%bd**	*3%*	*5%*	*5%*	*4%*	*5%*	*3%*	*3%*	**7%jl**	*3%*	**6%il**	*5%*	*3%*	*5%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Large City (population: more than 500,000)	1106	1106	-	-	1037	46	8	14	22	144	125	42	108	27	473	53	42	5	41
	21%	25%bc	-	-	24%efg	10%f	*3%*	10%f	11%m	26%hkmopqr	30%hkmopqr	11%m	24%hkmopqr	*6%*	70%hijklmopqr	*8%*	*10%*	*7%*	11%m
Smaller City or Large town (population: 100,000 - 500,000)	937	937	-	-	846	56	15	20	43	129	69	100	106	103	73	145	77	7	49
	18%	21%bc	-	-	20%efg	13%f	*6%*	14%f	21%nqr	23%nqr	*16%*	27%jnpqr	23%nqr	22%nqr	*11%*	21%nqr	18%n	*10%*	*13%*
Medium town (population: 15,000 - 99,999)	1090	1090	-	-	967	62	38	22	64	145	65	86	127	125	68	205	82	11	52
	21%	25%bc	-	-	22%efg	*14%*	*15%*	*15%*	31%jnpqr	26%jnr	*15%*	23%jnr	28%jnpqr	26%jnpr	*10%*	29%jnpqr	19%n	*16%*	*14%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	731	731	-	-	569	85	53	25	29	67	62	48	42	68	41	134	76	6	79
	14%	17%bc	-	-	*13%*	19%d	21%d	*17%*	14%n	12%n	15%n	13%n	*9%*	14%n	*6%*	19%ilnq	17%ln	*9%*	21%hijklmnq
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	558	558	-	-	353	111	74	20	20	44	32	38	31	57	7	55	68	27	83
	11%	13%bc	-	-	*8%*	25%dg	30%dg	14%d	10%n	8%n	8%n	10%n	7%n	12%n	*1%*	8%n	15%ijlno	41%hijklmnopr	22%hijklmnop
Rural area (population: less than 2,000) less than 10 miles from a large settlement	485	-	485	-	385	40	32	27	18	23	57	39	18	65	11	88	66	4	36
	9%	-	66%ac	-	*9%*	*9%*	13%d	19%def	9%iln	*4%*	13%iln	10%iln	*4%*	14%iln	*2%*	13%iln	15%hilnq	6%n	10%iln
Rural area (population: less than 2,000) more than 10 miles from a large settlement	251	-	251	251	161	41	30	18	11	11	12	19	21	32	4	22	30	8	33
	5%	-	34%a	100%ab	*4%*	9%d	12%d	13%d	5%iln	*2%*	3%n	5%in	5%n	7%ijn	*1%*	3%n	7%ijno	12%hijklno	9%ijno
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
NET Urban	**4420**	4420	-	-	3772	359	188	101	179	529	355	315	414	379	663	593	345	56	304
	86%	**100%bc**	-	-	**87%efg**	**82%fg**	*75%*	*69%*	**86%p**	**94%hjkmopqr**	*84%*	*84%*	**91%jkmopqr**	*80%*	**98%hijklmopqr**	*84%*	*78%*	*82%*	*81%*
NET Rural including Remote	**736**	-	736	251	547	81	62	45	29	34	69	58	39	97	15	111	95	12	69
	14%	-	**100%a**	**100%a**	*13%*	**18%d**	**25%de**	**31%de**	**14%in**	**6%n**	**16%iln**	**16%iln**	**9%n**	**20%iln**	*2%*	**16%iln**	**22%hiln**	**18%iln**	**19%iln**
NET Remote Rural	**251**	-	251	251	161	41	30	18	11	11	12	19	21	32	4	22	30	8	33
	5%	-	**34%a**	**100%ab**	*4%*	**9%d**	**12%d**	**13%d**	**5%in**	*2%*	**3%n**	**5%in**	**5%n**	**7%ijn**	*1%*	**3%n**	**7%ijno**	**12%hijklno**	**9%ijlno**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Large City (population: more than 500,000)	**1106**	409	420	153	77	38	829	115	423	421	183	52	17	844	70
	21%	*21%*	*21%*	*21%*	*23%*	*31%*	*21%*	*25%*	*21%*	*21%*	*22%*	*21%*	*20%*	*21%*	*21%*
Smaller City or Large town (population: 100,000 - 500,000)	**937**	315	351	164	65	29	666	95	332	342	190	48	15	674	63
	18%	*16%*	*18%*	**23%abf**	*19%*	*24%*	*17%*	*20%*	*17%*	*17%*	**23%him**	*19%*	*18%*	*17%*	*19%*
Medium town (population: 15,000 - 99,999)	**1090**	385	444	161	74	19	829	93	424	434	154	54	16	858	70
	21%	*20%*	*22%*	*22%*	*22%*	*15%*	*21%*	*20%*	*22%*	*22%*	*19%*	*21%*	*18%*	*22%*	*20%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**731**	271	286	89	57	20	556	78	258	320	102	33	7	578	40
	14%	*14%*	*14%*	*12%*	*17%*	*16%*	*14%*	*17%*	*13%*	**16%h**	*13%*	*13%*	*8%*	*15%*	*12%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**558**	242	217	62	25	7	459	32	233	211	74	17	18	444	34
	11%	**12%cdg**	**11%g**	*9%*	*7%*	*6%*	**12%g**	*7%*	*12%*	*11%*	*9%*	*7%*	**21%ijkmn**	*11%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**485**	212	183	54	27	8	395	34	200	170	69	34	6	369	40
	9%	*11%*	*9%*	*7%*	*8%*	*6%*	*10%*	*7%*	*10%*	*9%*	*8%*	*13%*	*7%*	*9%*	*12%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**251**	112	75	42	16	3	186	19	101	80	45	16	6	180	22
	5%	**6%b**	*4%*	*6%*	*5%*	*2%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*8%*	*5%*	*7%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
NET Urban	**4420**	1622	1718	629	299	113	3340	412	1670	1729	704	204	73	3399	277
	86%	*83%*	**87%a**	*87%*	*88%*	*91%*	*85%*	**89%a**	*85%*	**87%kn**	*86%*	*80%*	*85%*	**86%k**	*82%*
NET Rural including Remote	**736**	323	258	96	43	11	581	53	300	249	114	50	12	550	62
	14%	**17%bg**	*13%*	*13%*	*12%*	*9%*	*15%*	*11%*	*15%*	*13%*	*14%*	**20%lm**	*15%*	*14%*	**18%l**
NET Remote Rural	**251**	112	75	42	16	3	186	19	101	80	45	16	6	180	22
	5%	**6%b**	*4%*	*6%*	*5%*	*2%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*8%*	*5%*	*7%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Large City (population: more than 500,000)	**1106**	107	974	25	314	707	84	1066	22	5	7	1093	6
	21%	***28%b***	*21%*	*25%*	*20%*	*21%*	***27%d***	*21%*	*34%*	*20%*	*66%*	*21%*	*20%*
Smaller City or Large town (population: 100,000 - 500,000)	**937**	63	867	7	276	607	54	910	16	5	1	931	4
	18%	*16%*	***19%c***	*7%*	*18%*	*18%*	*18%*	*18%*	*25%*	*20%*	*11%*	*18%*	*14%*
Medium town (population: 15,000 - 99,999)	**1090**	72	1000	17	335	697	58	1072	6	5	-	1082	7
	21%	*19%*	*21%*	*17%*	*22%*	*21%*	*19%*	*21%*	*9%*	*18%*	-	*21%*	*25%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**731**	43	668	19	194	489	47	718	10	1	-	729	2
	14%	*11%*	*14%*	*19%*	*13%*	*15%*	*15%*	*14%*	*15%*	*4%*	-	*14%*	*5%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**558**	41	505	12	200	332	26	542	7	7	-	555	3
	11%	*11%*	*11%*	*12%*	***13%e***	*10%*	*8%*	*11%*	*10%*	*26%*	-	*11%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**485**	38	441	6	145	321	19	476	*	2	1	479	5
	9%	*10%*	*9%*	*6%*	*9%*	*10%*	*6%*	*9%*	*	*8%*	*11%*	*9%*	*16%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**251**	19	217	15	72	157	22	243	4	1	1	247	2
	5%	*5%*	*5%*	***15%ab***	*5%*	*5%*	*7%*	*5%*	*6%*	*3%*	*12%*	*5%*	*8%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
NET Urban	**4420**	327	4015	79	1319	2832	270	4307	61	23	8	4390	22
	86%	*85%*	*86%*	*79%*	*86%*	*86%*	*87%*	*86%*	*94%*	*89%*	*77%*	*86%*	*75%*
NET Rural including Remote	**736**	57	658	21	216	478	41	719	4	3	2	726	7
	14%	*15%*	*14%*	*21%*	*14%*	*14%*	*13%*	*14%*	*6%*	*11%*	*23%*	*14%*	*25%*
NET Remote Rural	**251**	19	217	15	72	157	22	243	4	1	1	247	2
	5%	*5%*	*5%*	**15%ab**	*5%*	*5%*	*7%*	*5%*	*6%*	*3%*	*12%*	*5%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Large City (population: more than 500,000)	1106	224	266	284	332	70	76	78	80	82	105	97	86	101	124	92	116
	21%	*17%*	*21%*	**22%a**	**26%ab**	*17%*	*17%*	*18%*	*19%*	*20%*	*23%*	*22%*	*21%*	*23%*	**29%efghilo**	*20%*	**29%efghilo**
Smaller City or Large town (population: 100,000 - 500,000)	937	240	236	221	240	56	85	99	79	89	68	70	72	79	81	95	63
	18%	*19%*	*18%*	*17%*	*19%*	*13%*	*19%*	**23%ejp**	*18%*	**21%e**	*15%*	*16%*	*17%*	*18%*	*19%*	**21%e**	*16%*
Medium town (population: 15,000 - 99,999)	1090	274	293	292	230	79	112	83	86	106	100	103	80	110	75	82	74
	21%	*21%*	**23%d**	**23%d**	*18%*	*19%*	**26%nop**	*19%*	*20%*	**26%no**	*22%*	*24%*	*19%*	*25%*	*17%*	*18%*	*18%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	731	218	150	182	181	73	63	82	50	38	61	66	60	56	38	86	56
	14%	**17%b**	*12%*	*14%*	*14%*	**17%lm**	*14%*	**19%hlm**	*12%*	*9%*	*14%*	**15%n**	*14%*	*13%*	*9%*	**19%hlm**	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	558	136	165	130	127	40	56	40	58	45	62	40	54	36	40	54	33
	11%	*11%*	*13%*	*10%*	*10%*	*9%*	*13%*	*9%*	*13%*	*11%*	**14%mp**	*9%*	*13%*	*8%*	*9%*	*12%*	*8%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	485	118	126	115	126	72	23	24	55	42	29	44	36	35	52	37	36
	9%	*9%*	*10%*	*9%*	*10%*	**17%fgijklmop**	*5%*	*6%*	**13%fgj**	**10%f**	*6%*	**10%f**	*9%*	*8%*	**12%fgj**	*8%*	*9%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	251	74	55	66	55	33	21	21	21	13	21	13	27	26	19	15	21
	5%	*6%*	*4%*	*5%*	*4%*	**8%iko**	*5%*	*5%*	*5%*	*3%*	*5%*	*3%*	*6%*	*6%*	*4%*	*3%*	*5%*
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 8

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
NET Urban	**4420**	1092	1111	1109	1109	317	391	383	354	361	396	375	352	382	359	408	342
	86%	*85%*	*86%*	*86%*	*86%*	*75%*	**90%ehn**	**90%ehn**	*82%*	**87%e**	**89%eh**	**87%e**	**85%e**	**86%e**	**84%e**	**89%eh**	**86%e**
NET Rural including Remote	**736**	192	181	181	181	104	44	44	76	55	50	57	63	61	71	53	57
	14%	*15%*	*14%*	*14%*	*14%*	**25%fgijklmnop**	*10%*	*10%*	**18%fgjo**	*13%*	*11%*	*13%*	*15%*	*14%*	**16%fg**	*11%*	*14%*
NET Remote Rural	**251**	74	55	66	55	33	21	21	21	13	21	13	27	26	19	15	21
	5%	*6%*	*4%*	*5%*	*4%*	**8%ikl**	*5%*	*5%*	*5%*	*3%*	*5%*	*3%*	*6%*	*6%*	*4%*	*3%*	*5%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 9

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I am unable to leave home without help, due to illness or disablility	**384**	-	384	187	197	37	53	102	48	74	39	30	90	150	143	69	358	22	401
	7%	-	*7%*	*7%*	*7%*	*5%*	*8%*	**10%ek**	*7%*	*8%*	*6%*	*6%*	*7%*	*9%*	*7%*	*6%*	*8%*	*5%*	*8%*
I am able to leave home without help	**4673**	-	4673	2288	2370	638	578	891	657	837	588	484	1216	1548	1909	1072	4186	450	4655
	91%	-	*91%*	*91%*	*90%*	**93%fg**	*88%*	*88%*	*91%*	*91%*	**93%g**	**92%g**	*91%*	*89%*	*92%*	**92%m**	*90%*	*94%*	*90%*
I prefer not to answer	**100**	-	100	37	63	12	22	22	14	11	7	11	34	36	30	19	91	9	100
	2%	-	*2%*	*1%*	*2%*	*2%*	**3%l**	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 9

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I am unable to leave home without help, due to illness or disablility	**384**	91	80	56	157	170	213	170	208	52	77	96	52	92	225	52	320
	7%	**9%bc**	*5%*	*5%*	**12%abc**	*6%*	**9%e**	*6%*	**10%g**	**8%l**	**11%kln**	**7%l**	*4%*	**11%kln**	**7%l**	*8%*	*8%*
I am able to leave home without help	**4673**	936	1639	1025	1072	2575	2097	2845	1761	563	604	1266	1136	763	3007	569	3827
	91%	**90%d**	**94%ad**	**92%d**	*85%*	**92%f**	*89%*	**93%h**	*88%*	*89%*	*87%*	**92%jm**	**94%ijmn**	*88%*	**92%jm**	*89%*	*91%*
I prefer not to answer	**100**	11	33	27	29	44	56	53	36	15	13	18	19	14	50	16	64
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 9

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I am unable to leave home without help, due to illness or disablility	**384**	327	57	19	330	25	18	11	15	53	39	15	34	30	56	54	32	4	22
	7%	*7%*	*8%*	*8%*	*8%*	*6%*	*7%*	*7%*	*7%*	**9%k**	**9%k**	*4%*	*8%*	*6%*	*8%*	*8%*	*7%*	*5%*	*6%*
I am able to leave home without help	**4673**	4015	658	217	3904	410	228	130	189	497	376	353	409	440	605	633	402	63	347
	91%	**91%c**	*89%*	*86%*	*90%*	**93%g**	*91%*	*89%*	*91%*	*88%*	*89%*	**95%ljn**	*90%*	*92%*	*89%*	*90%*	*91%*	*93%*	**93%l**
I prefer not to answer	**100**	79	21	15	85	5	5	5	3	13	8	4	10	7	17	16	6	1	4
	2%	*2%*	*3%*	**6%a**	*2%*	*1%*	*2%*	**3%e**	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I am unable to leave home without help, due to illness or disablility	**384**	182	121	45	27	7	302	34	175	131	54	16	5	306	21
	7%	***9%b***	*6%*	*6%*	*8%*	*6%*	*8%*	*7%*	*9%*	*7%*	*7%*	*6%*	*6%*	*8%*	*6%*
I am able to leave home without help	**4673**	1728	1820	664	307	114	3548	422	1758	1813	743	234	79	3571	313
	91%	*89%*	***92%a***	*91%*	*90%*	*92%*	*90%*	*91%*	*89%*	*92%*	*91%*	*92%*	*93%*	*90%*	*92%*
I prefer not to answer	**100**	36	35	17	7	2	70	10	37	35	21	4	1	72	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I am unable to leave home without help, due to illness or disablility	**384**	384	-	-	300	65	18	364	13	4	2	380	1
	7%	**100%bc**	-	-	**20%ef**	*2%*	**6%e**	*7%*	**19%gk**	*15%*	*19%*	*7%*	*4%*
I am able to leave home without help	**4673**	-	4673	-	1200	3209	263	4569	49	20	8	4638	26
	91%	-	**100%ac**	-	*78%*	**97%df**	**85%d**	**91%h**	*76%*	*79%*	*81%*	**91%h**	*90%*
I prefer not to answer	**100**	-	-	100	35	36	29	94	3	1	-	98	2
	2%	-	-	**100%ab**	**2%e**	*1%*	**9%de**	*2%*	*5%*	*5%*	-	*2%*	*6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 9

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

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I am unable to leave home without help, due to illness or disablility	**384**	79	82	82	140	24	34	21	19	31	32	37	13	33	57	40	43
	7%	*6%*	*6%*	*6%*	**11%abc**	*6%*	**8%l**	*5%*	*4%*	**8%l**	*7%*	**9%l**	*3%*	**7%l**	**13%efghijlm**	**9%l**	**11%eghi**
I am able to leave home without help	**4673**	1188	1172	1190	1123	391	399	398	398	381	393	385	396	408	364	413	347
	91%	**92%d**	**91%d**	**92%d**	*87%*	**93%np**	**92%n**	**93%np**	**93%np**	**92%n**	*88%*	*89%*	**96%jknop**	**92%n**	*85%*	*90%*	*87%*
I prefer not to answer	**100**	18	38	18	27	6	2	10	13	4	22	11	5	2	9	8	10
	2%	*1%*	**3%ac**	*1%*	*2%*	*1%*	*	*2%*	**3%fm**	*1%*	**5%efilm**	*2%*	*1%*	*	*2%*	*2%*	**3%f**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**1216**	-	1216	562	649	109	147	243	178	241	158	139	257	421	538	297	1116	89	1286
	48%	-	*48%*	*46%*	*49%*	*35%*	**46%e**	**45%e**	**45%e**	**57%efgh**	**50%e**	**56%egh**	*40%*	*45%*	**54%lm**	**53%lm**	**49%q**	*36%*	*50%*
Phone call	**643**	-	643	377	266	116	110	170	58	93	49	46	226	229	189	95	554	85	631
	25%	-	*25%*	**31%d**	*20%*	**37%hijk**	**34%hijk**	**32%hijk**	*15%*	*22%*	*15%*	*19%*	**35%mno**	**25%no**	*19%*	*17%*	*24%*	**35%p**	*25%*
Text message	**773**	-	773	417	353	126	103	205	129	116	49	45	229	334	210	94	680	86	766
	30%	-	*30%*	**34%d**	*27%*	**40%ljk**	**32%jk**	**38%ijk**	**33%jk**	**27%jk**	*15%*	*18%*	**36%no**	**36%no**	*21%*	*17%*	*30%*	*35%*	*30%*
Email/ online portal	**1689**	-	1689	809	875	197	189	359	282	302	220	141	385	641	663	361	1536	149	1734
	66%	-	*66%*	*66%*	*66%*	*63%*	*59%*	**67%k**	**72%fk**	**71%fk**	**70%fk**	*57%*	*61%*	**69%l**	**67%l**	*64%*	*67%*	*61%*	*67%*
Other	**53**	-	53	29	24	11	7	11	2	11	10	1	18	13	22	11	43	10	48
	2%	-	*2%*	*2%*	*2%*	**3%hk**	*2%*	*2%*	*	*3%*	**3%h**	*	*3%*	*1%*	*2%*	*2%*	*2%*	*4%*	*2%*
No preference	**158**	-	158	66	90	9	35	30	23	28	19	15	43	53	62	34	145	12	162
	6%	-	*6%*	*5%*	*7%*	*3%*	**11%eg**	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*	*6%*
Don't know	**30**	-	30	17	13	4	3	6	4	7	4	1	7	11	13	6	23	7	24
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
NET More than one type of communucation	**1261**	-	1261	642	615	159	156	293	187	232	139	95	315	480	466	234	1133	121	1284
	49%	-	*49%*	**53%d**	*46%*	**51%k**	*48%*	**54%jk**	*48%*	**55%jk**	*44%*	*38%*	**49%o**	**52%o**	*47%*	*42%*	*49%*	*50%*	*50%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**1216**	246	386	276	307	632	583	665	532	158	161	346	258	208	765	158	988
	48%	*48%*	*47%*	*47%*	*49%*	*47%*	*48%*	*44%*	**53%g**	*51%*	*48%*	*50%*	*45%*	*45%*	*48%*	*50%*	*47%*
Phone call	**643**	172	174	143	155	345	298	405	222	64	72	160	153	142	386	64	538
	25%	**34%bcd**	*21%*	*24%*	*25%*	*26%*	*24%*	**27%h**	*22%*	*20%*	*22%*	*23%*	*27%*	**31%ijkn**	*24%*	*20%*	*26%*
Text message	**773**	193	225	176	180	417	356	522	246	60	104	204	175	187	483	61	676
	30%	**38%bcd**	*27%*	*30%*	*28%*	*31%*	*29%*	**34%h**	*25%*	*19%*	**31%l**	**30%l**	**30%l**	**40%ijkln**	**30%l**	*19%*	**32%o**
Email/ online portal	**1689**	345	560	375	409	905	784	1037	633	184	219	478	395	306	1092	185	1415
	66%	*68%*	*68%*	*64%*	*65%*	*68%*	*64%*	**68%h**	*63%*	*59%*	*66%*	**69%l**	**69%l**	*66%*	**68%l**	*59%*	**68%o**
Other	**53**	7	18	13	15	25	28	31	21	4	8	15	16	9	39	4	48
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
No preference	**158**	11	59	42	46	70	89	82	72	28	27	39	43	11	109	28	120
	6%	*2%*	**7%a**	**7%a**	**7%a**	*5%*	*7%*	*5%*	*7%*	**9%m**	**8%m**	*6%*	**8%m**	*2%*	**7%m**	*9%*	*6%*
Don't know	**30**	2	6	4	18	8	22	12	17	11	2	6	4	3	11	14	15
	1%	*	*1%*	*1%*	**3%abc**	*1%*	**2%e**	*1%*	*2%*	**4%klmn**	*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1261**	291	395	282	293	686	575	768	474	133	158	348	289	257	794	134	1063
	49%	**57%bcd**	*48%*	*48%*	*46%*	*51%*	*47%*	*51%*	*47%*	*43%*	*47%*	*51%*	*50%*	**56%l**	*50%*	*42%*	**51%o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**1216**	1029	186	67	1009	105	66	35	42	119	109	94	107	123	126	150	137	19	86
	48%	*47%*	*52%*	*51%*	*47%*	*49%*	*53%*	*51%*	*44%*	*43%*	**53%n**	**52%n**	*47%*	**53%n**	*37%*	*42%*	**61%hilnor**	**56%n**	*47%*
Phone call	**643**	562	81	30	544	50	29	21	22	86	58	44	51	61	114	65	44	9	41
	25%	*26%*	*23%*	*23%*	*25%*	*23%*	*23%*	*29%*	*23%*	**31%op**	*28%*	*24%*	*22%*	*26%*	**34%lopr**	*18%*	*20%*	*27%*	*22%*
Text message	**773**	672	100	48	657	55	38	22	28	96	62	59	69	69	126	94	55	7	48
	30%	*31%*	*28%*	*37%*	*31%*	*25%*	*31%*	*32%*	*29%*	*35%*	*30%*	*33%*	*30%*	*30%*	**37%opr**	*26%*	*25%*	*21%*	*26%*
Email/ online portal	**1689**	1472	217	82	1403	151	90	45	64	142	144	124	156	152	219	243	158	23	128
	66%	**67%b**	*60%*	*64%*	*65%*	*70%*	*72%*	*64%*	**68%l**	*51%*	**70%l**	**69%l**	**68%l**	**65%l**	**65%l**	**68%l**	**70%l**	*67%*	**70%l**
Other	**53**	48	5	3	45	6	2	1	3	8	11	3	2	4	8	4	3	3	3
	2%	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*1%*	*3%*	*3%*	**5%lo**	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**9%klmnopr**	*1%*
No preference	**158**	129	30	13	136	12	6	5	8	26	9	13	14	15	22	20	8	1	11
	6%	*6%*	*8%*	*10%*	*6%*	*6%*	*5%*	*7%*	*8%*	*9%*	*4%*	*7%*	*6%*	*7%*	*6%*	*5%*	*4%*	*3%*	*6%*
Don't know	**30**	25	5	-	24	5	1	*	-	10	2	1	2	1	2	3	2	-	5
	1%	*1%*	*1%*	-	*1%*	*2%*	*1%*	*	-	*4%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	*3%*
NET More than one type of communucation	**1261**	1090	171	70	1052	106	69	34	43	121	120	91	105	110	175	167	119	20	86
	49%	*50%*	*47%*	*54%*	*49%*	*49%*	*55%*	*49%*	*45%*	*44%*	**58%l**	*51%*	*46%*	*47%*	*52%*	*46%*	*53%*	*59%*	*47%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**1216**	527	478	123	68	15	1005	83	518	447	166	67	7	965	74
	48%	**54%bceg**	**47%ceg**	*38%*	**44%e**	*22%*	**51%ceg**	*37%*	**51%j**	*46%*	*43%*	*56%*	*16%*	*49%*	*46%*
Phone call	**643**	262	254	74	38	13	516	51	281	226	93	35	5	506	40
	25%	*27%*	*25%*	*23%*	*25%*	*19%*	*26%*	*23%*	*28%*	*23%*	*24%*	*29%*	*12%*	*26%*	*25%*
Text message	**773**	273	309	101	56	33	581	89	286	320	106	47	12	605	59
	30%	*28%*	*31%*	*31%*	*36%*	**49%abcf**	*29%*	**40%abf**	*28%*	*33%*	*27%*	*39%*	*29%*	*31%*	*36%*
Email/ online portal	**1689**	634	683	195	115	56	1318	171	686	646	242	75	33	1332	108
	66%	*65%*	**68%c**	*60%*	**74%c**	**83%abcf**	*66%*	**77%abcf**	*68%*	*67%*	*62%*	*62%*	*80%*	*67%*	*66%*
Other	**53**	26	20	5	1	*	46	2	25	18	8	1	*	43	1
	2%	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*	*2%*	*1%*
No preference	**158**	59	51	30	8	3	110	12	57	60	30	1	4	117	5
	6%	*6%*	*5%*	**9%b**	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	**8%k**	*1%*	*9%*	*6%*	*3%*
Don't know	**30**	5	8	15	-	-	13	-	9	3	13	2	1	11	4
	1%	*1%*	*1%*	**5%abdfg**	-	-	*1%*	-	*1%*	*	**3%him**	**2%l**	*4%*	*1%*	**2%lm**
NET More than one type of communucation	**1261**	493	520	129	78	37	1013	115	524	481	173	62	15	1004	77
	49%	**50%c**	**52%c**	*39%*	*51%*	*54%*	**51%c**	**52%c**	*52%*	*50%*	*44%*	*51%*	*38%*	*51%*	*48%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	1216	90	1107	18	358	796	61	1200	6	6	1	1212	3
	48%	*45%*	**48%c**	*31%*	*46%*	**49%f**	*38%*	*48%*	*18%*	*45%*	*18%*	*48%*	*17%*
Phone call	643	62	567	14	216	363	64	616	14	4	2	633	8
	25%	*31%*	*25%*	*23%*	**28%e**	*22%*	**40%de**	*25%*	*38%*	*33%*	*36%*	*25%*	*49%*
Text message	773	59	697	17	250	469	54	756	8	9	-	773	-
	30%	*30%*	*30%*	*28%*	*32%*	*29%*	*34%*	*30%*	*23%*	*69%*	-	*31%*	-
Email/ online portal	1689	118	1547	24	493	1112	84	1656	17	8	1	1681	7
	66%	**60%c**	**67%c**	*40%*	*63%*	**69%df**	*53%*	*67%*	*47%*	*60%*	*18%*	*66%*	*45%*
Other	53	3	48	2	17	34	2	53	*	-	-	53	-
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*	-	-	*2%*	-
No preference	158	13	139	7	55	97	7	152	2	-	3	153	2
	6%	*6%*	*6%*	*11%*	*7%*	*6%*	*4%*	*6%*	*5%*	-	*46%*	*6%*	*16%*
Don't know	30	5	23	2	8	15	7	27	3	-	-	30	*
	1%	*3%*	*1%*	*3%*	*1%*	*1%*	**4%de**	*1%*	*7%*	-	-	*1%*	*1%*
NET More than one type of communucation	1261	90	1153	18	388	804	69	1238	9	10	1	1257	3
	49%	*45%*	**50%c**	*30%*	*50%*	*50%*	*43%*	*50%*	*26%*	*76%*	*18%*	*50%*	*20%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**1216**	221	431	200	363	-	221	-	211	-	220	-	200	-	179	-	185
	48%	*51%*	*49%*	*48%*	*44%*	-	**51%n**	-	*49%*	-	*49%*	-	*48%*	-	*42%*	-	*46%*
Phone call	**643**	97	251	98	198	-	97	-	113	-	138	-	98	-	118	-	80
	25%	*22%*	*29%*	*24%*	*24%*	-	*22%*	-	*26%*	-	**31%p**	-	*24%*	-	*27%*	-	*20%*
Text message	**773**	127	285	119	241	-	127	-	129	-	156	-	119	-	107	-	134
	30%	*29%*	*32%*	*29%*	*29%*	-	*29%*	-	*30%*	-	**35%n**	-	*29%*	-	*25%*	-	**34%n**
Email/ online portal	**1689**	286	599	282	521	-	286	-	307	-	293	-	282	-	266	-	255
	66%	*66%*	*68%*	*68%*	*63%*	-	*66%*	-	**71%n**	-	*66%*	-	*68%*	-	*62%*	-	*64%*
Other	**53**	13	10	10	20	-	13	-	9	-	1	-	10	-	13	-	6
	2%	*3%*	*1%*	*2%*	*2%*	-	**3%j**	-	*2%*	-	*	-	*2%*	-	**3%j**	-	*2%*
No preference	**158**	30	41	26	61	-	30	-	23	-	18	-	26	-	29	-	32
	6%	*7%*	*5%*	*6%*	*7%*	-	*7%*	-	*5%*	-	*4%*	-	*6%*	-	*7%*	-	*8%*
Don't know	**30**	7	6	8	9	-	7	-	2	-	4	-	8	-	4	-	5
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*1%*
NET More than one type of communucation	**1261**	222	452	227	359	-	222	-	220	-	232	-	227	-	175	-	184
	49%	**51%d**	**52%d**	**55%d**	*43%*	-	**51%n**	-	**51%n**	-	**52%n**	-	**55%n**	-	*41%*	-	*46%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**1112**	-	1112	513	594	122	151	237	159	197	147	99	273	396	443	246	1019	83	1165
	44%	-	*44%*	*42%*	*45%*	*39%*	*47%*	*44%*	*41%*	*46%*	*46%*	*40%*	*43%*	*43%*	*45%*	*44%*	**44%q**	*34%*	*45%*
Phone call	**567**	-	567	333	233	105	83	154	54	81	51	40	188	208	171	90	492	73	511
	22%	-	*22%*	**27%d**	*18%*	**33%hijk**	**26%hjk**	**29%hijk**	*14%*	*19%*	*16%*	*16%*	**30%mno**	**22%no**	*17%*	*16%*	*21%*	**30%p**	*20%*
Text message	**604**	-	604	326	275	95	99	145	97	93	40	36	193	242	168	75	539	60	553
	24%	-	*24%*	**27%d**	*21%*	**30%jk**	**31%ijk**	**27%jk**	**25%jk**	**22%j**	*13%*	*14%*	**30%no**	**26%no**	*17%*	*13%*	*24%*	*25%*	*21%*
Email/ online portal	**1725**	-	1725	801	919	157	204	336	293	311	242	183	361	629	735	425	1576	143	1774
	68%	-	*68%*	*66%*	*69%*	*50%*	**63%e**	**62%e**	**75%efg**	**73%efg**	**76%efg**	**74%efg**	*57%*	**68%l**	**74%lm**	**75%lm**	**69%q**	*58%*	*69%*
Other	**26**	-	26	22	4	5	3	7	2	7	*	2	8	9	9	2	25	2	26
	1%	-	*1%*	**2%d**	*	*2%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
No preference	**170**	-	170	61	108	21	26	38	17	34	15	19	47	55	68	34	155	16	169
	7%	-	*7%*	*5%*	**8%c**	*7%*	*8%*	*7%*	*4%*	*8%*	*5%*	*8%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*
Don't know	**41**	-	41	17	24	11	4	6	4	9	6	1	15	10	15	7	32	8	35
	2%	-	*2%*	*1%*	*2%*	**4%gk**	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*
NET More than one type of communucation	**1101**	-	1101	548	550	132	148	241	160	196	125	99	280	401	420	224	1004	93	1112
	43%	-	*43%*	*45%*	*41%*	*42%*	*46%*	*45%*	*41%*	*46%*	*40%*	*40%*	*44%*	*43%*	*43%*	*40%*	*44%*	*38%*	*43%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 11

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	1112	225	347	259	281	572	540	642	461	138	138	308	258	190	705	138	907
	44%	*44%*	*42%*	*44%*	*44%*	*43%*	*44%*	*42%*	*46%*	*44%*	*41%*	*45%*	*45%*	*41%*	*44%*	*44%*	*44%*
Phone call	567	160	161	124	122	321	246	364	189	53	62	144	140	135	346	53	486
	22%	**31%bcd**	*20%*	*21%*	*19%*	*24%*	*20%*	**24%h**	*19%*	*17%*	*19%*	*21%*	**24%l**	**29%ijkn**	*22%*	*17%*	**23%o**
Text message	604	146	174	142	141	320	283	417	179	49	80	162	140	147	381	49	533
	24%	**29%b**	*21%*	*24%*	*22%*	*24%*	*23%*	**28%h**	*18%*	*16%*	**24%l**	**23%l**	**24%l**	**32%iklm**	**24%l**	*16%*	**26%o**
Email/ online portal	1725	345	581	387	412	926	799	1005	700	196	230	481	395	320	1106	196	1442
	68%	*68%*	*70%*	*66%*	*65%*	*69%*	*66%*	*66%*	*70%*	*63%*	*69%*	*70%*	*69%*	*69%*	*69%*	*62%*	**69%o**
Other	26	7	8	5	6	15	11	14	13	6	4	3	6	5	13	6	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	170	14	58	41	57	72	98	90	75	28	31	51	33	13	116	28	129
	7%	*3%*	**7%a**	**7%a**	**9%a**	*5%*	**8%e**	*6%*	*8%*	**9%m**	**9%m**	**7%m**	*6%*	*3%*	**7%m**	*9%*	*6%*
Don't know	41	1	8	11	22	8	33	18	17	12	1	9	3	7	13	14	20
	2%	*	*1%*	**2%a**	**3%ab**	*1%*	**3%e**	*1%*	*2%*	**4%klm**	*	*1%*	*1%*	*2%*	*1%*	**5%p**	*1%*
NET More than one type of communucation	1101	255	346	231	269	601	500	660	426	126	140	298	254	227	692	126	928
	43%	**50%bc**	*42%*	*39%*	*43%*	*45%*	*41%*	*44%*	*43%*	*40%*	*42%*	*43%*	*44%*	*49%*	*43%*	*40%*	*44%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 11

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	1112	938	174	60	927	97	55	33	38	91	100	84	98	100	130	168	118	17	80
	44%	43%	48%	46%	43%	45%	44%	48%	40%	33%	49%i	46%i	43%	43%	38%	47%i	53%ln	49%	44%i
Phone call	567	507	60	22	487	43	20	16	20	76	59	35	35	58	91	75	38	8	36
	22%	23%b	17%	17%	23%f	20%	16%	23%	21%	27%lp	29%lp	20%	15%	25%	27%lp	21%	17%	23%	19%
Text message	604	534	69	27	523	41	26	13	25	105	59	50	45	42	87	73	37	8	34
	24%	24%	19%	20%	24%	19%	21%	19%	26%	38%lmnopr	29%pr	28%p	20%	18%	26%	20%	16%	23%	18%
Email/ online portal	1725	1483	242	87	1439	150	92	43	65	147	158	134	160	158	220	250	146	26	124
	68%	68%	67%	67%	67%	69%	74%dg	62%	69%l	53%	77%inp	75%i	70%i	68%i	65%i	70%i	65%i	76%i	68%i
Other	26	25	1	1	22	2	3	*	3	-	1	-	-	-	8	5	4	1	1
	1%	1%	*	1%	1%	1%	2%	*	3%klm	-	1%	-	-	-	2%	1%	2%	2%klm	1%
No preference	170	144	27	9	143	16	6	4	6	29	10	13	22	19	15	24	5	*	16
	7%	7%	7%	7%	7%	8%	5%	6%	7%p	10%p	5%	7%p	10%p	8%p	4%	7%	2%	1%	9%p
Don't know	41	32	9	5	36	4	1	*	1	9	1	3	6	3	7	3	3	*	4
	2%	1%	2%	4%	2%	2%	1%	*	1%	3%	*	2%	3%	1%	2%	1%	1%	*	2%
NET More than one type of communucation	1101	951	150	50	924	96	53	28	37	109	114	88	97	91	141	159	89	16	80
	43%	43%	42%	39%	43%	44%	42%	40%	39%	39%	55%hilmnp	49%	42%	39%	42%	44%	40%	48%	44%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 11

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**1112**	489	424	114	67	15	912	82	480	414	148	59	6	894	65
	44%	**50%bceg**	**42%e**	*35%*	**43%e**	*23%*	**46%ce**	*37%*	**47%j**	*43%*	*38%*	*49%*	*14%*	**45%j**	*40%*
Phone call	**567**	223	227	74	30	13	450	43	235	213	83	27	5	448	32
	22%	*23%*	*22%*	*23%*	*19%*	*19%*	*23%*	*19%*	*23%*	*22%*	*21%*	*22%*	*12%*	*23%*	*20%*
Text message	**604**	207	249	74	51	21	456	72	236	244	77	36	8	481	44
	24%	*21%*	*25%*	*23%*	**33%af**	*30%*	*23%*	**32%af**	*23%*	*25%*	*20%*	*29%*	*20%*	*24%*	*27%*
Email/ online portal	**1725**	669	706	189	107	47	1376	154	685	672	240	82	35	1358	117
	68%	**68%c**	**70%c**	*58%*	*69%*	*69%*	**69%c**	**69%c**	*68%*	**70%j**	*61%*	*68%*	*86%*	**69%j**	*73%*
Other	**26**	4	10	7	4	1	15	5	12	10	4	1	-	21	1
	1%	*	*1%*	**2%a**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
No preference	**170**	61	54	35	9	6	114	15	58	61	38	4	2	118	6
	7%	*6%*	*5%*	**11%abf**	*6%*	*9%*	*6%*	*7%*	*6%*	*6%*	**10%hm**	*3%*	*5%*	*6%*	*4%*
Don't know	**41**	9	6	17	1	4	15	5	17	1	17	2	-	18	2
	2%	*1%*	*1%*	**5%abf**	*1%*	**5%abf**	*1%*	*2%*	**2%i**	*	**4%him**	**2%i**	-	*1%*	**2%i**
NET More than one type of communucation	**1101**	429	449	119	75	25	879	100	445	426	153	55	15	871	70
	43%	*44%*	*45%*	*36%*	*49%*	*37%*	*44%*	*45%*	*44%*	*44%*	*39%*	*46%*	*36%*	*44%*	*43%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**1112**	76	1019	17	321	730	62	1096	4	10	1	1110	1
	44%	*38%*	*44%*	*29%*	*41%*	*45%*	*39%*	*44%*	*12%*	*75%*	*18%*	*44%*	*8%*
Phone call	**567**	57	499	11	200	318	49	542	14	4	2	561	4
	22%	*29%*	*22%*	*19%*	**26%e**	*20%*	**31%e**	*22%*	*40%*	*33%*	*36%*	*22%*	*27%*
Text message	**604**	53	539	12	184	373	47	595	3	1	1	599	3
	24%	*27%*	*23%*	*20%*	*24%*	*23%*	*30%*	*24%*	*9%*	*10%*	*18%*	*24%*	*21%*
Email/ online portal	**1725**	119	1577	29	505	1131	88	1701	13	8	1	1722	2
	68%	*60%*	**69%ac**	*48%*	*65%*	**70%f**	*56%*	*68%*	*37%*	*60%*	*18%*	*68%*	*14%*
Other	**26**	6	20	-	5	19	2	25	1	-	-	26	-
	1%	**3%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	*4%*	-	-	*1%*	-
No preference	**170**	12	148	11	58	107	5	156	6	1	3	163	5
	7%	*6%*	*6%*	**18%ab**	*7%*	*7%*	*3%*	*6%*	*18%*	*8%*	*46%*	*6%*	*29%*
Don't know	**41**	5	31	5	12	19	11	39	1	-	-	40	1
	2%	*3%*	*1%*	**8%b**	*1%*	*1%*	**7%de**	*2%*	*3%*	-	-	*2%*	*4%*
NET More than one type of communucation	**1101**	80	1004	17	333	706	62	1088	6	6	1	1100	1
	43%	*40%*	*44%*	*29%*	*43%*	*44%*	*39%*	*44%*	*16%*	*46%*	*18%*	*43%*	*4%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 11

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**1112**	190	417	172	334	-	190	-	201	-	216	-	172	-	182	-	152
	44%	*44%*	**48%d**	*42%*	*40%*	-	*44%*	-	*47%*	-	**48%p**	-	*42%*	-	*42%*	-	*38%*
Phone call	**567**	74	199	97	197	-	74	-	81	-	119	-	97	-	103	-	94
	22%	*17%*	*23%*	*23%*	**24%a**	-	*17%*	-	*19%*	-	**27%fh**	-	*23%*	-	*24%*	-	*24%*
Text message	**604**	85	225	96	197	-	85	-	98	-	128	-	96	-	89	-	108
	24%	*20%*	*26%*	*23%*	*24%*	-	*20%*	-	*23%*	-	**29%fn**	-	*23%*	-	*21%*	-	**27%f**
Email/ online portal	**1725**	281	614	283	547	-	281	-	317	-	297	-	283	-	272	-	275
	68%	*65%*	*70%*	*68%*	*66%*	-	*65%*	-	**74%fn**	-	*66%*	-	*68%*	-	*63%*	-	*69%*
Other	**26**	4	8	1	13	-	4	-	3	-	5	-	1	-	10	-	3
	1%	*1%*	*1%*	*	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	**2%l**	-	*1%*
No preference	**170**	32	41	38	59	-	32	-	27	-	15	-	38	-	28	-	32
	7%	*7%*	*5%*	**9%b**	*7%*	-	**7%j**	-	*6%*	-	*3%*	-	**9%j**	-	*6%*	-	**8%j**
Don't know	**41**	8	12	10	10	-	8	-	5	-	7	-	10	-	7	-	4
	2%	*2%*	*1%*	*3%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*
NET More than one type of communucation	**1101**	173	407	190	331	-	173	-	195	-	212	-	190	-	165	-	167
	43%	*40%*	**46%d**	*46%*	*40%*	-	*40%*	-	*45%*	-	**47%n**	-	*46%*	-	*38%*	-	*42%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**1395**	-	1395	643	747	129	154	285	222	277	184	144	283	508	605	328	1272	115	1446
	55%	-	*55%*	*53%*	*56%*	*41%*	*48%*	**53%e**	**57%e**	**65%efg**	**58%e**	**58%e**	*44%*	**55%l**	**61%lm**	**58%l**	*55%*	*47%*	*56%*
Phone call	**540**	-	540	323	217	98	72	145	52	83	45	46	170	196	173	90	471	67	522
	21%	-	*21%*	**26%d**	*16%*	**31%hijk**	**22%hj**	**27%hijk**	*13%*	*19%*	*14%*	*18%*	**27%no**	*21%*	*17%*	*16%*	*21%*	*27%*	*20%*
Text message	**517**	-	517	306	211	93	87	137	84	67	25	25	180	221	116	49	452	62	456
	20%	-	*20%*	**25%d**	*16%*	**30%ljk**	**27%ijk**	**25%ijk**	**22%jk**	**16%j**	*8%*	*10%*	**28%no**	**24%no**	*12%*	*9%*	*20%*	*25%*	*18%*
Email/ online portal	**1431**	-	1431	661	767	153	178	289	228	247	196	140	331	517	583	336	1311	116	1427
	56%	-	*56%*	*54%*	*58%*	*49%*	*55%*	*54%*	*58%*	*58%*	**62%e**	*57%*	*52%*	*56%*	**59%l**	**60%l**	**57%q**	*48%*	*55%*
Other	**28**	-	28	20	7	8	1	9	2	5	2	*	9	11	7	2	21	7	22
	1%	-	*1%*	**2%d**	*1%*	*3%*	*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*3%*	*1%*
No preference	**153**	-	153	57	94	12	27	35	20	31	12	16	39	55	59	28	147	6	173
	6%	-	*6%*	*5%*	*7%*	*4%*	*8%*	*7%*	*5%*	*7%*	*4%*	*7%*	*6%*	*6%*	*6%*	*5%*	*6%*	*2%*	*7%*
Don't know	**46**	-	46	23	22	15	3	6	4	10	6	1	18	10	18	7	34	8	45
	2%	-	*2%*	*2%*	*2%*	**5%fghk**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*
NET More than one type of communucation	**1072**	-	1072	545	525	130	125	253	156	202	118	88	256	409	407	206	968	100	1041
	42%	-	*42%*	*45%*	*40%*	*41%*	*39%*	**47%jk**	*40%*	**47%jk**	*37%*	*35%*	*40%*	**44%o**	*41%*	*37%*	*42%*	*41%*	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**1395**	279	449	310	357	728	668	794	588	171	192	387	314	240	894	172	1149
	55%	*55%*	*54%*	*53%*	*57%*	*54%*	*55%*	*52%*	**59%g**	*55%*	*57%*	*56%*	*55%*	*52%*	*56%*	*54%*	*55%*
Phone call	**540**	131	151	128	130	282	258	337	190	64	61	146	119	109	326	64	448
	21%	**26%b**	*18%*	*22%*	*21%*	*21%*	*21%*	*22%*	*19%*	*20%*	*18%*	*21%*	*21%*	*24%*	*20%*	*20%*	*21%*
Text message	**517**	150	147	98	123	296	221	375	134	37	66	137	105	148	308	37	460
	20%	**29%bcd**	*18%*	*17%*	*19%*	*22%*	*18%*	**25%h**	*13%*	*12%*	**20%l**	**20%l**	*18%*	**32%ijkln**	**19%l**	*12%*	**22%o**
Email/ online portal	**1431**	297	482	315	338	779	652	849	566	167	186	402	314	267	901	168	1181
	56%	*58%*	*58%*	*54%*	*53%*	*58%*	*53%*	*56%*	*57%*	*54%*	*56%*	*58%*	*55%*	*58%*	*56%*	*53%*	*57%*
Other	**28**	9	6	6	7	15	13	20	6	4	2	5	6	9	12	4	22
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
No preference	**153**	14	55	33	52	68	85	79	69	23	28	40	29	17	97	26	114
	6%	*3%*	**7%a**	*6%*	**8%a**	*5%*	*7%*	*5%*	*7%*	*8%*	**8%m**	*6%*	*5%*	*4%*	*6%*	*8%*	*5%*
Don't know	**46**	2	12	12	21	14	32	20	21	12	3	12	8	4	23	12	28
	2%	*	*1%*	*2%*	**3%a**	*1%*	**3%e**	*1%*	*2%*	**4%mn**	*1%*	*2%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1072**	260	343	208	260	603	469	656	402	117	132	304	232	227	668	117	906
	42%	**51%bcd**	*42%*	*36%*	*41%*	**45%f**	*38%*	*43%*	*40%*	*37%*	*39%*	*44%*	*40%*	**49%ijln**	*42%*	*37%*	*43%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	1395	1187	208	73	1158	125	75	38	53	112	109	107	123	137	162	198	155	20	104
	55%	*54%*	*58%*	*56%*	*54%*	*58%*	*60%*	*55%*	**56%i**	*41%*	*53%*	**60%i**	**53%i**	**59%i**	*48%*	**55%i**	**69%hijlnor**	**60%i**	**57%i**
Phone call	540	478	62	26	458	44	24	14	19	62	55	33	40	46	77	84	43	8	36
	21%	*22%*	*17%*	*20%*	*21%*	*20%*	*19%*	*20%*	*20%*	*22%*	*26%*	*18%*	*17%*	*20%*	*23%*	*23%*	*19%*	*25%*	*20%*
Text message	517	461	56	24	448	35	23	10	19	75	46	38	39	37	91	73	30	4	31
	20%	*21%*	*16%*	*18%*	**21%g**	*16%*	*19%*	*15%*	*20%*	**27%lmpr**	*23%*	*21%*	*17%*	*16%*	**27%lmpr**	*20%*	*13%*	*12%*	*17%*
Email/ online portal	1431	1241	191	70	1198	120	78	35	45	134	142	105	124	124	194	203	125	18	102
	56%	*57%*	*53%*	*54%*	*56%*	*56%*	**62%g**	*50%*	*48%*	*48%*	**69%hilmopr**	*58%*	*54%*	*53%*	*57%*	*57%*	*56%*	*54%*	*56%*
Other	28	25	3	3	26	1	1	*	1	8	2	3	2	1	3	5	1	1	*
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*	*1%*	*3%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*
No preference	153	131	22	8	126	16	7	4	10	31	12	11	17	12	14	14	5	*	15
	6%	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	**10%nop**	**11%nop**	*6%*	*6%*	**8%p**	*5%*	*4%*	*4%*	*2%*	*1%*	**8%p**
Don't know	46	35	11	4	41	2	*	2	1	10	2	2	7	4	6	6	4	*	2
	2%	*2%*	*3%*	*3%*	*2%*	*1%*	*	**3%f**	*1%*	*4%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*	*1%*
NET More than one type of communucation	1072	940	131	51	899	91	58	24	33	99	106	79	95	94	146	151	96	14	77
	42%	*43%*	*36%*	*39%*	**42%g**	*42%*	**47%g**	*34%*	*35%*	*36%*	**51%hi**	*44%*	*41%*	*40%*	*43%*	*42%*	*43%*	*41%*	*42%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**1395**	593	544	149	81	24	1137	106	593	525	179	72	18	1118	90
	55%	**61%bceg**	**54%e**	*46%*	*53%*	*36%*	**57%ceg**	*48%*	**58%j**	**54%j**	*46%*	*59%*	*44%*	**57%j**	*55%*
Phone call	**540**	217	216	60	33	13	434	46	231	190	77	31	6	421	37
	21%	*22%*	*21%*	*18%*	*21%*	*19%*	*22%*	*21%*	*23%*	*20%*	*20%*	*25%*	*15%*	*21%*	*23%*
Text message	**517**	201	197	58	36	24	398	60	202	212	68	27	8	413	35
	20%	*21%*	*19%*	*18%*	*24%*	**35%abcf**	*20%*	*27%*	*20%*	*22%*	*17%*	*22%*	*19%*	*21%*	*21%*
Email/ online portal	**1431**	551	574	159	97	45	1126	142	566	564	206	66	23	1130	89
	56%	*56%*	*57%*	*49%*	**63%c**	**66%c**	**57%c**	**64%c**	*56%*	*58%*	*53%*	*54%*	*56%*	*57%*	*55%*
Other	**28**	9	10	7	1	1	19	2	12	6	9	-	-	18	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
No preference	**153**	51	51	34	7	5	101	12	51	57	32	2	5	108	8
	6%	*5%*	*5%*	**10%abf**	*4%*	*8%*	*5%*	*5%*	*5%*	*6%*	*8%*	*2%*	*13%*	*5%*	*5%*
Don't know	**46**	13	10	15	1	3	23	4	18	5	15	3	1	24	4
	2%	*1%*	*1%*	**5%abf**	*1%*	*4%*	*1%*	*2%*	*2%*	*1%*	**4%im**	*2%*	*4%*	*1%*	*2%*
NET More than one type of communucation	**1072**	432	431	107	68	32	863	100	428	432	140	50	18	859	68
	42%	**44%c**	**43%c**	*33%*	*44%*	*48%*	**43%c**	**45%c**	*42%*	**45%j**	*36%*	*41%*	*43%*	**43%j**	*42%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**1395**	100	1275	20	418	905	73	1381	6	6	1	1392	2
	55%	*51%*	**56%c**	*34%*	*54%*	*56%*	*46%*	*56%*	*17%*	*45%*	*18%*	*55%*	*12%*
Phone call	**540**	67	465	8	204	288	48	515	8	8	2	531	7
	21%	**34%bc**	*20%*	*13%*	**26%e**	*18%*	**30%e**	*21%*	*21%*	*59%*	*36%*	*21%*	*45%*
Text message	**517**	49	460	8	165	304	48	498	13	4	-	515	2
	20%	*25%*	*20%*	*13%*	*21%*	*19%*	**30%e**	*20%*	*37%*	*32%*	-	*20%*	*13%*
Email/ online portal	**1431**	96	1309	26	431	931	69	1408	11	8	1	1427	3
	56%	*49%*	*57%*	*44%*	**55%f**	**58%f**	*43%*	*57%*	*31%*	*60%*	*18%*	*56%*	*18%*
Other	**28**	7	21	-	5	18	4	25	3	-	-	28	-
	1%	**3%b**	*1%*	-	*1%*	*1%*	*2%*	*1%*	*8%*	-	-	*1%*	-
No preference	**153**	14	127	12	47	99	7	143	2	1	3	147	4
	6%	*7%*	*6%*	**20%ab**	*6%*	*6%*	*5%*	*6%*	*7%*	*8%*	*46%*	*6%*	*25%*
Don't know	**46**	9	32	5	15	22	10	42	3	-	-	44	2
	2%	**4%b**	*1%*	**9%b**	*2%*	*1%*	**6%de**	*2%*	*8%*	-	-	*2%*	*11%*
NET More than one type of communucation	**1072**	89	968	15	345	669	58	1053	8	8	1	1068	3
	42%	**45%c**	*42%*	*25%*	*44%*	*41%*	*36%*	*42%*	*22%*	*57%*	*18%*	*42%*	*17%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 12

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**1395**	240	519	210	426	-	240	-	277	-	242	-	210	-	223	-	203
	55%	*55%*	**59%cd**	*51%*	*51%*	-	*55%*	-	**65%fjlnp**	-	*54%*	-	*51%*	-	*52%*	-	*51%*
Phone call	**540**	98	184	86	171	-	98	-	74	-	110	-	86	-	90	-	81
	21%	*23%*	*21%*	*21%*	*21%*	-	*23%*	-	*17%*	-	**25%h**	-	*21%*	-	*21%*	-	*20%*
Text message	**517**	67	197	79	174	-	67	-	96	-	101	-	79	-	81	-	93
	20%	*15%*	**23%a**	*19%*	*21%*	-	*15%*	-	*22%*	-	**23%f**	-	*19%*	-	*19%*	-	**23%f**
Email/ online portal	**1431**	239	514	231	447	-	239	-	260	-	254	-	231	-	218	-	229
	56%	*55%*	*59%*	*56%*	*54%*	-	*55%*	-	**60%n**	-	*57%*	-	*56%*	-	*51%*	-	*57%*
Other	**28**	*	7	1	19	-	*	-	2	-	6	-	1	-	15	-	4
	1%	*	*1%*	*	**2%ac**	-	*	-	*	-	*1%*	-	*	-	**4%fhl**	-	*1%*
No preference	**153**	33	45	28	48	-	33	-	25	-	19	-	28	-	28	-	19
	6%	*8%*	*5%*	*7%*	*6%*	-	*8%*	-	*6%*	-	*4%*	-	*7%*	-	*7%*	-	*5%*
Don't know	**46**	3	18	9	16	-	3	-	7	-	11	-	9	-	8	-	7
	2%	*1%*	*2%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*
NET More than one type of communucation	**1072**	172	404	169	327	-	172	-	213	-	191	-	169	-	168	-	159
	42%	*40%*	**46%d**	*41%*	*39%*	-	*40%*	-	**49%fnp**	-	*43%*	-	*41%*	-	*39%*	-	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**1090**	-	1090	506	579	109	150	238	165	196	139	93	259	403	428	232	990	92	1131
	43%	-	*43%*	*41%*	*44%*	*35%*	**47%e**	**44%e**	*42%*	**46%e**	*44%*	*38%*	*41%*	*43%*	*43%*	*41%*	*43%*	*38%*	*44%*
Phone call	**1441**	-	1441	694	741	159	156	281	223	256	202	163	315	505	621	365	1302	130	1531
	56%	-	*56%*	*57%*	*56%*	*51%*	*48%*	*52%*	*57%*	**60%ef**	**64%efg**	**66%efg**	*50%*	*54%*	**63%lm**	**65%lm**	*57%*	*53%*	*59%*
Text message	**1034**	-	1034	492	539	150	135	249	147	176	104	73	285	396	353	177	919	105	980
	40%	-	*40%*	*40%*	*41%*	**48%hjk**	**42%k**	**46%hjk**	*37%*	**41%k**	*33%*	*29%*	**45%no**	**43%no**	*36%*	*31%*	*40%*	*43%*	*38%*
Email/ online portal	**1240**	-	1240	616	621	145	168	272	200	216	135	104	313	473	454	239	1118	116	1199
	49%	-	*49%*	*50%*	*47%*	*46%*	*52%*	*51%*	*51%*	*51%*	*43%*	*42%*	*49%*	**51%o**	*46%*	*42%*	*49%*	*47%*	*47%*
Other	**47**	-	47	31	17	10	8	6	2	7	7	8	17	8	22	15	38	7	46
	2%	-	*2%*	*3%*	*1%*	**3%h**	*2%*	*1%*	*	*2%*	*2%*	**3%h**	**3%m**	*1%*	*2%*	**3%m**	*2%*	*3%*	*2%*
No preference	**196**	-	196	82	112	14	27	39	32	45	21	19	40	71	84	40	184	12	192
	8%	-	*8%*	*7%*	*8%*	*4%*	*8%*	*7%*	*8%*	**11%e**	*7%*	*8%*	*6%*	*8%*	*9%*	*7%*	*8%*	*5%*	*7%*
Don't know	**33**	-	33	23	10	6	5	6	6	9	*	*	12	12	9	*	25	6	29
	1%	-	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*	*	**2%o**	*1%*	*1%*	*	*1%*	*3%*	*1%*
NET More than one type of communucation	**1351**	-	1351	647	699	162	168	287	203	242	162	127	330	490	531	289	1216	126	1365
	53%	-	*53%*	*53%*	*53%*	*52%*	*52%*	*53%*	*52%*	*57%*	*51%*	*51%*	*52%*	*53%*	*54%*	*51%*	*53%*	*51%*	*53%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**1090**	215	336	256	282	551	539	631	444	139	146	305	231	191	681	140	885
	43%	*42%*	*41%*	*44%*	*45%*	*41%*	*44%*	*42%*	*44%*	*44%*	*43%*	*44%*	*40%*	*41%*	*43%*	*44%*	*42%*
Phone call	**1441**	304	457	336	344	761	680	799	614	169	188	385	327	263	900	169	1179
	56%	*60%*	*55%*	*57%*	*54%*	*57%*	*56%*	*53%*	**61%g**	*54%*	*56%*	*56%*	*57%*	*57%*	*56%*	*53%*	*57%*
Text message	**1034**	233	326	215	261	558	476	654	372	108	124	281	239	218	644	109	874
	40%	**46%c**	*39%*	*37%*	*41%*	*42%*	*39%*	**43%h**	*37%*	*35%*	*37%*	*41%*	*42%*	**47%ij**	*40%*	*34%*	*42%*
Email/ online portal	**1240**	291	402	268	279	693	547	781	447	127	160	334	279	262	774	128	1047
	49%	**57%bcd**	*49%*	*46%*	*44%*	**52%f**	*45%*	**52%h**	*45%*	*41%*	*48%*	*49%*	*49%*	**57%ikn**	**48%l**	*41%*	**50%o**
Other	**47**	8	14	13	12	22	25	23	20	10	4	15	16	3	35	10	37
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**3%m**	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*
No preference	**196**	18	76	38	63	95	101	101	90	34	29	49	53	16	131	37	149
	8%	*4%*	**9%a**	*6%*	**10%a**	*7%*	*8%*	*7%*	*9%*	**11%m**	**9%m**	*7%*	**9%m**	*4%*	**8%m**	**12%p**	*7%*
Don't know	**33**	*	14	8	11	14	19	23	8	7	3	8	5	9	16	7	25
	1%	*	**2%a**	**1%a**	**2%a**	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
NET More than one type of communucation	**1351**	302	428	304	316	731	620	788	546	154	167	374	311	256	853	155	1124
	53%	**59%bd**	*52%*	*52%*	*50%*	*55%*	*51%*	*52%*	*55%*	*49%*	*50%*	*54%*	*54%*	*56%*	*53%*	*49%*	*54%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**1090**	925	165	60	916	87	55	31	41	86	102	80	92	117	125	144	129	16	72
	43%	*42%*	*46%*	*46%*	*43%*	*40%*	*44%*	*44%*	*43%*	*31%*	**49%in**	**44%i**	*40%*	**50%in**	*37%*	*40%*	**58%hiklnor**	*47%*	*39%*
Phone call	**1441**	1219	222	79	1186	133	75	47	50	148	140	96	130	132	153	203	133	22	111
	56%	*56%*	*62%*	*61%*	*55%*	*62%*	*60%*	**67%d**	*53%*	*54%*	**68%hikn**	*54%*	*57%*	*57%*	*45%*	*57%*	**59%n**	**66%n**	**61%n**
Text message	**1034**	910	124	50	891	68	52	23	37	112	94	88	93	75	154	140	96	9	59
	40%	**41%b**	*34%*	*39%*	**42%eg**	*32%*	**42%e**	*33%*	*39%*	*40%*	**46%mr**	**49%mqr**	*40%*	*32%*	**45%mr**	*39%*	**43%r**	*28%*	*32%*
Email/ online portal	**1240**	1074	167	62	1051	99	64	26	40	123	102	91	114	109	181	172	119	13	86
	49%	*49%*	*46%*	*47%*	**49%g**	*46%*	**51%g**	*38%*	*42%*	*44%*	*50%*	*50%*	*50%*	*47%*	*53%*	*48%*	*53%*	*40%*	*47%*
Other	**47**	40	8	2	42	3	2	1	1	11	-	2	3	1	7	9	9	*	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%j**	-	*1%*	*1%*	*1%*	*2%*	*2%*	**4%j**	*	*2%*
No preference	**196**	168	28	8	170	15	6	5	10	30	8	18	22	16	31	22	12	2	13
	8%	*8%*	*8%*	*6%*	*8%*	*7%*	*5%*	*7%*	**10%j**	**11%j**	*4%*	*10%*	*9%*	*7%*	*9%*	*6%*	*5%*	*6%*	*7%*
Don't know	**33**	29	4	*	31	1	2	*	1	6	1	3	1	4	5	6	3	-	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	-	*
NET More than one type of communucation	**1351**	1163	188	70	1137	106	72	36	42	119	124	91	118	127	179	199	138	17	89
	53%	*53%*	*52%*	*54%*	*53%*	*49%*	*58%*	*52%*	*44%*	*43%*	**60%hir**	*50%*	*51%*	*54%*	*53%*	**55%i**	**61%hir**	*51%*	*49%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**1090**	476	422	110	60	19	899	79	495	389	136	61	5	884	66
	43%	**49%bceg**	*42%*	*34%*	*39%*	*28%*	**45%ceg**	*35%*	**49%ij**	*40%*	*35%*	**51%ij**	*12%*	**45%j**	*41%*
Phone call	**1441**	597	577	159	77	28	1174	105	582	571	194	74	14	1152	88
	56%	**61%ceg**	**57%ceg**	*49%*	*50%*	*41%*	**59%ceg**	*47%*	*57%*	**59%ij**	*49%*	*61%*	*33%*	**58%ij**	*54%*
Text message	**1034**	390	409	127	73	30	799	103	425	400	137	49	18	825	67
	40%	*40%*	*41%*	*39%*	*47%*	*45%*	*40%*	*46%*	*42%*	*41%*	*35%*	*41%*	*43%*	*42%*	*41%*
Email/ online portal	**1240**	465	508	152	75	39	972	114	513	474	172	63	16	987	79
	49%	*47%*	*50%*	*47%*	*48%*	*57%*	*49%*	*51%*	*51%*	*49%*	*44%*	*52%*	*39%*	*50%*	*49%*
Other	**47**	17	20	6	3	*	37	4	16	16	13	2	*	33	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*
No preference	**196**	63	69	42	10	4	132	15	57	69	50	6	7	126	12
	8%	*6%*	*7%*	**13%abf**	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	**13%him**	*5%*	*16%*	*6%*	*8%*
Don't know	**33**	10	3	13	3	1	13	4	17	2	9	3	-	19	3
	1%	*1%*	*	**4%abf**	**2%b**	*1%*	*1%*	**2%b**	**2%i**	*	**2%i**	**2%i**	-	*1%*	*2%*
NET More than one type of communucation	**1351**	545	542	147	78	34	1087	112	578	518	172	66	13	1095	78
	53%	**56%c**	**54%c**	*45%*	*50%*	*50%*	**55%c**	*50%*	**57%ij**	**54%ij**	*44%*	*54%*	*31%*	**55%ij**	*48%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**1090**	81	991	18	319	709	62	1075	5	8	1	1088	2
	43%	*41%*	*43%*	*30%*	*41%*	*44%*	*39%*	*43%*	*15%*	*58%*	*18%*	*43%*	*10%*
Phone call	**1441**	110	1305	26	434	904	103	1413	12	6	3	1431	8
	56%	*55%*	*57%*	*44%*	*56%*	*56%*	*65%*	*57%*	*33%*	*45%*	*54%*	*56%*	*49%*
Text message	**1034**	83	933	18	323	654	57	1019	9	5	-	1033	1
	40%	*42%*	*41%*	*30%*	*41%*	*40%*	*36%*	*41%*	*26%*	*35%*	-	*41%*	*8%*
Email/ online portal	**1240**	99	1119	22	375	801	64	1210	19	7	1	1236	3
	49%	*50%*	*49%*	*36%*	*48%*	*50%*	*40%*	*49%*	*55%*	*53%*	*18%*	*49%*	*22%*
Other	**47**	3	44	*	23	22	2	46	2	-	-	47	-
	2%	*2%*	*2%*	*	**3%e**	*1%*	*1%*	*2%*	*5%*	-	-	*2%*	-
No preference	**196**	13	172	11	55	129	12	187	1	*	3	188	5
	8%	*7%*	*7%*	**18%ab**	*7%*	*8%*	*8%*	*8%*	*3%*	*1%*	*46%*	*7%*	*33%*
Don't know	**33**	7	25	2	10	17	6	29	3	-	-	32	1
	1%	**3%b**	*1%*	*3%*	*1%*	*1%*	**4%e**	*1%*	*8%*	-	-	*1%*	*4%*
NET More than one type of communucation	**1351**	100	1227	24	405	867	80	1331	9	8	1	1349	2
	53%	*50%*	*53%*	*41%*	*52%*	*54%*	*50%*	*54%*	*26%*	*63%*	*18%*	*53%*	*10%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 13

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**1090**	180	402	172	335	-	180	-	204	-	198	-	172	-	175	-	160
	43%	*41%*	*46%*	*42%*	*40%*	-	*41%*	-	*47%*	-	*44%*	-	*42%*	-	*41%*	-	*40%*
Phone call	**1441**	251	516	223	451	-	251	-	260	-	256	-	223	-	228	-	224
	56%	*58%*	*59%*	*54%*	*54%*	-	*58%*	-	*60%*	-	*57%*	-	*54%*	-	*53%*	-	*56%*
Text message	**1034**	154	378	163	339	-	154	-	176	-	202	-	163	-	177	-	162
	40%	*35%*	**43%a**	*39%*	*41%*	-	*35%*	-	*41%*	-	**45%f**	-	*39%*	-	*41%*	-	*41%*
Email/ online portal	**1240**	216	448	180	397	-	216	-	226	-	221	-	180	-	211	-	186
	49%	*50%*	*51%*	*43%*	*48%*	-	*50%*	-	*53%*	-	*50%*	-	*43%*	-	*49%*	-	*47%*
Other	**47**	1	17	6	23	-	1	-	6	-	11	-	6	-	15	-	8
	2%	*	*2%*	*2%*	**3%a**	-	*	-	*1%*	-	**2%f**	-	*2%*	-	**4%f**	-	*2%*
No preference	**196**	36	57	38	65	-	36	-	28	-	28	-	38	-	34	-	31
	8%	*8%*	*6%*	*9%*	*8%*	-	*8%*	-	*7%*	-	*6%*	-	*9%*	-	*8%*	-	*8%*
Don't know	**33**	7	7	7	11	-	7	-	3	-	5	-	7	-	5	-	6
	1%	*2%*	*1%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*
NET More than one type of communucation	**1351**	225	496	206	424	-	225	-	244	-	253	-	206	-	216	-	208
	53%	*52%*	*57%*	*50%*	*51%*	-	*52%*	-	*57%*	-	*57%*	-	*50%*	-	*50%*	-	*52%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**824**	-	824	414	403	79	104	181	120	166	98	75	184	301	339	173	759	59	855
	32%	-	*32%*	*34%*	*30%*	*25%*	*32%*	**34%e**	*30%*	**39%e**	*31%*	*30%*	*29%*	*32%*	*34%*	*31%*	*33%*	*24%*	*33%*
Phone call	**444**	-	444	284	160	90	52	147	45	47	34	31	141	192	111	64	378	64	394
	17%	-	*17%*	**23%d**	*12%*	**29%fhijk**	*16%*	**27%fhijk**	*11%*	*11%*	*11%*	*12%*	**22%no**	**21%no**	*11%*	*11%*	*16%*	**26%p**	*15%*
Text message	**638**	-	638	330	305	118	97	159	109	91	35	30	215	267	156	65	559	76	606
	25%	-	*25%*	*27%*	*23%*	**38%hijk**	**30%ijk**	**30%ijk**	**28%jk**	**21%jk**	*11%*	*12%*	**34%no**	**29%no**	*16%*	*12%*	*24%*	*31%*	*24%*
Email/ online portal	**1520**	-	1520	712	802	177	195	339	239	267	178	125	372	578	570	303	1379	137	1563
	60%	-	*60%*	*58%*	*60%*	*56%*	*61%*	**63%k**	*61%*	**63%k**	*56%*	*50%*	*58%*	**62%o**	*58%*	*54%*	*60%*	*56%*	*61%*
Other	**24**	-	24	12	11	3	3	5	2	2	4	4	6	7	10	8	18	6	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**306**	-	306	122	183	23	38	56	49	59	38	45	60	105	141	83	284	22	309
	12%	-	*12%*	*10%*	**14%c**	*7%*	*12%*	*10%*	*12%*	**14%e**	*12%*	**18%efg**	*9%*	*11%*	**14%l**	**15%l**	*12%*	*9%*	*12%*
Don't know	**202**	-	202	92	110	13	12	14	35	45	49	33	25	50	127	82	181	14	206
	8%	-	*8%*	*8%*	*8%*	*4%*	*4%*	*3%*	**9%fg**	**11%efg**	**15%efg**	**13%efg**	*4%*	*5%*	**13%lm**	**14%lm**	*8%*	*6%*	*8%*
NET More than one type of communucation	**952**	-	952	498	450	130	115	239	139	174	84	72	245	378	330	156	851	97	939
	37%	-	*37%*	**41%d**	*34%*	**41%jk**	*36%*	**44%hjk**	*35%*	**41%jk**	*26%*	*29%*	**38%o**	**41%no**	*33%*	*28%*	*37%*	*40%*	*36%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	824	199	226	186	213	425	398	489	325	96	98	242	170	175	510	96	689
	32%	39%b	*27%*	*32%*	34%b	*32%*	*33%*	*32%*	*33%*	*31%*	*29%*	*35%*	*30%*	38%l	*32%*	*30%*	*33%*
Phone call	444	137	125	113	69	263	182	316	125	38	44	105	117	117	265	38	384
	17%	27%bcd	*15%*	19%d	*11%*	20%f	*15%*	21%h	*12%*	*12%*	*13%*	*15%*	20%ij	25%ijkn	*17%*	*12%*	18%o
Text message	638	180	179	150	129	359	279	472	164	54	57	160	142	189	360	54	550
	25%	35%bcd	*22%*	*26%*	*20%*	*27%*	*23%*	31%h	*16%*	*17%*	*17%*	*23%*	25%j	41%ijkln	*23%*	*17%*	26%o
Email/ online portal	1520	327	517	339	338	844	677	955	552	152	196	420	357	305	973	152	1290
	60%	64%d	63%d	*58%*	*53%*	63%f	*56%*	63%h	*55%*	*49%*	59%l	61%l	62%l	66%l	61%l	*48%*	62%o
Other	24	3	9	4	8	12	12	12	12	8	4	4	6	2	14	8	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	2%p	*1%*
No preference	306	27	116	72	91	143	163	141	157	50	58	87	64	20	208	51	233
	12%	*5%*	14%a	12%a	14%a	*11%*	*13%*	*9%*	16%g	16%m	17%lm	13%m	11%m	*4%*	13%m	16%p	*11%*
Don't know	202	14	56	47	84	70	132	74	118	45	30	52	34	9	116	48	129
	8%	*3%*	7%a	8%a	13%abc	*5%*	11%e	*5%*	12%g	14%klmn	9%m	8%m	6%m	*2%*	7%m	15%p	*6%*
NET More than one type of communucation	952	255	295	202	201	549	403	626	322	95	107	260	209	239	575	95	815
	37%	50%bcd	*36%*	*34%*	*32%*	41%f	*33%*	41%h	*32%*	*30%*	*32%*	*38%*	*36%*	52%ijkln	*36%*	*30%*	39%o

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**824**	691	132	59	684	74	44	22	31	84	65	56	74	89	102	95	85	13	61
	32%	*32%*	*37%*	**45%a**	*32%*	*34%*	*35%*	*31%*	*33%*	*30%*	*32%*	*31%*	*32%*	**38%o**	*30%*	*27%*	**38%o**	*38%*	*34%*
Phone call	**444**	390	55	23	388	27	17	13	12	53	36	29	35	43	75	67	36	6	20
	17%	*18%*	*15%*	*18%*	**18%e**	*12%*	*14%*	*19%*	*13%*	**19%r**	*18%*	*16%*	*15%*	*19%*	**22%r**	*19%*	*16%*	*19%*	*11%*
Text message	**638**	559	79	35	539	49	27	22	21	74	47	54	44	60	106	77	58	7	42
	25%	*26%*	*22%*	*27%*	*25%*	*23%*	*22%*	**31%ef**	*22%*	*27%*	*23%*	*30%*	*19%*	*26%*	**31%l**	*21%*	*26%*	*22%*	*23%*
Email/ online portal	**1520**	1311	210	77	1267	131	81	41	52	146	122	115	128	139	193	238	134	23	109
	60%	*60%*	*58%*	*59%*	*59%*	*61%*	*65%*	*59%*	*54%*	*53%*	*59%*	*64%*	*56%*	*59%*	*57%*	**66%l**	*60%*	*67%*	*60%*
Other	**24**	18	5	2	19	1	3	1	1	2	-	4	-	2	5	2	4	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*2%*	*	*2%*	**2%l**	*
No preference	**306**	262	44	14	261	26	12	7	14	48	30	20	32	24	31	42	20	2	24
	12%	*12%*	*12%*	*11%*	*12%*	*12%*	*9%*	*11%*	*15%*	**17%p**	*15%*	*11%*	*14%*	*10%*	*9%*	*12%*	*9%*	*7%*	*13%*
Don't know	**202**	171	31	10	173	17	6	6	7	24	17	17	31	20	16	20	22	1	15
	8%	*8%*	*8%*	*7%*	*8%*	*8%*	*4%*	*9%*	*7%*	*9%*	*8%*	*10%*	**13%no**	*9%*	*5%*	*6%*	*10%*	*4%*	*8%*
NET More than one type of communucation	**952**	821	131	55	808	77	43	25	29	97	78	80	77	98	129	135	86	13	63
	37%	*37%*	*36%*	*42%*	*38%*	*35%*	*34%*	*36%*	*30%*	*35%*	*38%*	**45%h**	*33%*	*42%*	*38%*	*38%*	*38%*	*40%*	*35%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	824	389	295	83	41	12	684	53	369	303	97	44	7	672	51
	32%	40%bcdefg	29%	25%	27%	18%	34%bceg	24%	36%j	31%	25%	37%	17%	34%j	31%
Phone call	444	177	177	58	19	12	354	32	191	165	63	22	*	356	23
	17%	18%	18%	18%	13%	18%	18%	14%	19%	17%	16%	18%	1%	18%	14%
Text message	638	233	259	72	49	24	492	73	266	264	76	23	6	531	29
	25%	24%	26%	22%	32%	36%	25%	33%acf	26%	27%j	19%	19%	15%	27%j	18%
Email/ online portal	1520	572	625	176	94	47	1197	141	622	583	206	78	21	1205	99
	60%	58%	62%	54%	61%	69%	60%	64%	61%j	60%	53%	65%	50%	61%j	61%
Other	24	7	12	5	-	-	19	-	6	12	5	1	-	18	1
	1%	1%	1%	1%	-	-	1%	-	1%	1%	1%	1%	-	1%	1%
No preference	306	111	114	44	22	9	224	32	112	120	52	9	7	232	16
	12%	11%	11%	13%	15%	14%	11%	14%	11%	12%	13%	7%	18%	12%	10%
Don't know	202	73	75	36	12	2	147	14	69	60	49	10	7	129	17
	8%	7%	7%	11%	8%	3%	7%	6%	7%	6%	13%him	8%	17%	7%	11%
NET More than one type of communucation	952	385	375	103	60	27	760	86	398	377	117	48	6	775	54
	37%	39%	37%	32%	39%	39%	38%	39%	39%j	39%j	30%	40%	14%	39%j	33%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	824	66	738	20	254	523	47	812	7	3	-	821	2
	32%	33%	32%	34%	33%	32%	29%	33%	18%	24%	-	32%	15%
Phone call	444	37	404	2	135	267	43	424	10	4	2	438	4
	17%	19%c	18%c	4%	17%	16%	27%de	17%	27%	32%	36%	17%	27%
Text message	638	52	580	7	188	408	42	619	16	3	-	637	1
	25%	26%	25%	12%	24%	25%	26%	25%	45%	20%	-	25%	5%
Email/ online portal	1520	93	1399	29	421	1016	83	1500	12	3	1	1514	5
	60%	47%	61%a	49%	54%	63%df	52%	60%	33%	21%	18%	60%	32%
Other	24	1	23	-	7	13	4	22	*	-	-	22	1
	1%	*	1%	-	1%	1%	2%	1%	*	-	-	1%	9%
No preference	306	21	273	12	97	195	14	297	3	3	3	302	1
	12%	11%	12%	20%	12%	12%	9%	12%	8%	21%	46%	12%	8%
Don't know	202	28	165	9	81	106	15	198	1	1	-	200	2
	8%	14%b	7%	14%	10%e	7%	9%	8%	3%	8%	-	8%	12%
NET More than one type of communucation	952	64	874	15	276	620	56	939	9	3	-	952	1
	37%	32%	38%	25%	35%	38%	35%	38%	26%	25%	-	38%	4%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 14

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**824**	112	294	151	267	-	112	-	153	-	141	-	151	-	146	-	122
	32%	*26%*	**34%a**	**36%a**	*32%*	-	*26%*	-	**36%f**	-	*32%*	-	**36%f**	-	*34%*	-	*30%*
Phone call	**444**	72	151	63	158	-	72	-	66	-	85	-	63	-	85	-	73
	17%	*17%*	*17%*	*15%*	*19%*	-	*17%*	-	*15%*	-	*19%*	-	*15%*	-	*20%*	-	*18%*
Text message	**638**	90	238	105	205	-	90	-	110	-	128	-	105	-	93	-	111
	25%	*21%*	*27%*	*25%*	*25%*	-	*21%*	-	*26%*	-	**29%f**	-	*25%*	-	*22%*	-	*28%*
Email/ online portal	**1520**	250	561	253	456	-	250	-	277	-	283	-	253	-	218	-	238
	60%	*58%*	**64%d**	*61%*	*55%*	-	*58%*	-	**65%n**	-	**63%n**	-	**61%n**	-	*51%*	-	**60%n**
Other	**24**	*	13	1	9	-	*	-	6	-	7	-	1	-	5	-	4
	1%	*	*1%*	*	*1%*	-	*	-	*1%*	-	*2%*	-	*	-	*1%*	-	*1%*
No preference	**306**	64	88	46	108	-	64	-	44	-	44	-	46	-	53	-	56
	12%	*15%*	*10%*	*11%*	*13%*	-	*15%*	-	*10%*	-	*10%*	-	*11%*	-	*12%*	-	*14%*
Don't know	**202**	47	61	35	59	-	47	-	28	-	32	-	35	-	35	-	24
	8%	*11%*	*7%*	*8%*	*7%*	-	*11%*	-	*7%*	-	*7%*	-	*8%*	-	*8%*	-	*6%*
NET More than one type of communucation	**952**	140	343	178	292	-	140	-	176	-	167	-	178	-	135	-	157
	37%	*32%*	*39%*	**43%ad**	*35%*	-	*32%*	-	**41%fn**	-	*37%*	-	**43%fn**	-	*31%*	-	*39%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**920**	-	920	440	477	91	127	187	144	173	123	77	217	331	372	199	839	71	936
	36%	-	*36%*	*36%*	*36%*	*29%*	**39%e**	*35%*	*37%*	**41%e**	*39%*	*31%*	*34%*	*36%*	*38%*	*35%*	*37%*	*29%*	*36%*
Phone call	**699**	-	699	399	300	121	84	180	70	103	69	71	205	251	243	140	600	96	692
	27%	-	*27%*	**33%d**	*23%*	**38%fhij**	*26%*	**34%hij**	*18%*	*24%*	*22%*	**29%h**	**32%no**	*27%*	*25%*	*25%*	*26%*	**39%p**	*27%*
Text message	**602**	-	602	335	266	83	88	149	94	95	53	41	171	242	189	94	535	61	575
	24%	-	*24%*	**27%d**	*20%*	**26%jk**	**27%jk**	**28%jk**	*24%*	*22%*	*17%*	*16%*	**27%no**	**26%no**	*19%*	*17%*	*23%*	*25%*	*22%*
Email/ online portal	**1538**	-	1538	703	830	135	156	298	267	291	225	166	291	565	681	390	1434	98	1611
	60%	-	*60%*	*58%*	*63%*	*43%*	*49%*	**55%e**	**68%efg**	**68%efg**	**71%efg**	**67%efg**	*46%*	**61%l**	**69%lm**	**69%lm**	**63%q**	*40%*	*63%*
Other	**32**	-	32	19	13	15	4	5	-	6	2	-	19	5	8	2	27	5	29
	1%	-	*1%*	*2%*	*1%*	**5%ghijk**	*1%*	*1%*	-	*1%*	*1%*	-	**3%mno**	*1%*	*1%*	*	*1%*	*2%*	*1%*
No preference	**231**	-	231	87	142	27	35	50	32	48	18	21	62	82	87	39	219	12	226
	9%	-	*9%*	*7%*	**11%c**	*9%*	*11%*	*9%*	*8%*	*11%*	*6%*	*8%*	*10%*	*9%*	*9%*	*7%*	*10%*	*5%*	*9%*
Don't know	**88**	-	88	41	44	17	21	21	6	11	5	8	38	27	23	13	76	12	80
	3%	-	*3%*	*3%*	*3%*	**5%hj**	**6%hij**	*4%*	*2%*	*2%*	*1%*	*3%*	**6%mno**	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*
NET More than one type of communucation	**1008**	-	1008	509	495	116	113	216	142	194	128	98	229	358	420	226	921	79	1037
	39%	-	*39%*	*42%*	*37%*	*37%*	*35%*	*40%*	*36%*	**46%fh**	*40%*	*40%*	*36%*	*39%*	**43%l**	*40%*	*40%*	*32%*	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 15

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**920**	190	277	209	245	466	454	550	360	113	113	264	184	181	561	113	751
	36%	*37%*	*34%*	*36%*	*39%*	*35%*	*37%*	*36%*	*36%*	*36%*	*34%*	*38%*	*32%*	*39%*	*35%*	*36%*	*36%*
Phone call	**699**	183	190	175	151	372	327	429	252	75	79	183	161	146	423	76	577
	27%	**36%bd**	*23%*	**30%b**	*24%*	*28%*	*27%*	*28%*	*25%*	*24%*	*24%*	*27%*	*28%*	*32%*	*26%*	*24%*	*28%*
Text message	**602**	156	181	130	136	337	266	401	195	47	65	183	136	144	385	47	534
	24%	**30%bcd**	*22%*	*22%*	*21%*	*25%*	*22%*	**27%h**	*19%*	*15%*	*20%*	**27%l**	**24%l**	**31%ijln**	**24%l**	*15%*	**26%o**
Email/ online portal	**1538**	303	527	334	373	830	707	874	645	173	211	433	354	270	998	173	1285
	60%	*59%*	*64%*	*57%*	*59%*	*62%*	*58%*	*58%*	**65%g**	*55%*	*63%*	*63%*	*62%*	*59%*	*62%*	*55%*	*62%*
Other	**32**	10	7	6	9	17	15	22	11	3	4	9	10	3	23	3	26
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
No preference	**231**	31	83	45	71	115	116	131	93	35	35	58	58	28	151	35	179
	9%	*6%*	*10%*	*8%*	**11%a**	*9%*	*10%*	*9%*	*9%*	*11%*	*10%*	*8%*	*10%*	*6%*	*9%*	*11%*	*9%*
Don't know	**88**	9	15	23	41	24	65	49	36	24	3	24	19	11	45	27	59
	3%	*2%*	*2%*	*4%*	**7%ab**	*2%*	**5%e**	*3%*	*4%*	**8%jklmn**	*1%*	*3%*	*3%*	*2%*	*3%*	**8%p**	*3%*
NET More than one type of communucation	**1008**	243	317	201	246	561	447	594	398	107	119	292	231	205	641	107	856
	39%	**48%bcd**	*38%*	*34%*	*39%*	**42%f**	*37%*	*39%*	*40%*	*34%*	*36%*	*42%*	*40%*	**44%l**	*40%*	*34%*	*41%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	920	777	143	48	768	79	45	28	29	75	85	62	90	90	113	114	109	14	65
	36%	*35%*	*40%*	*37%*	*36%*	*37%*	*36%*	*40%*	*31%*	*27%*	**41%i**	*35%*	**39%i**	*39%*	*33%*	*32%*	**49%hiknor**	*40%*	*36%*
Phone call	699	604	95	38	593	53	34	19	21	90	68	49	51	70	103	93	49	10	43
	27%	*28%*	*26%*	*29%*	*28%*	*24%*	*27%*	*27%*	*22%*	**33%p**	**33%p**	*27%*	*22%*	*30%*	*30%*	*26%*	*22%*	*28%*	*24%*
Text message	602	535	68	24	510	47	27	18	23	95	61	45	46	32	86	76	47	9	38
	24%	*24%*	*19%*	*19%*	*24%*	*22%*	*22%*	*26%*	**24%m**	**34%lmopr**	**29%m**	**25%m**	*20%*	*14%*	**25%m**	*21%*	*21%*	*27%*	*21%*
Email/ online portal	1538	1314	223	79	1276	141	80	40	66	138	145	120	134	126	183	222	142	24	118
	60%	*60%*	*62%*	*61%*	*60%*	*65%*	*64%*	*57%*	**69%lmn**	*50%*	**70%lmn**	**67%lmn**	*58%*	*54%*	*54%*	*62%*	**63%l**	**71%l**	**64%l**
Other	32	29	4	1	30	1	1	1	3	9	-	-	-	1	8	5	4	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%jkl**	**3%l**	-	-	-	*	*2%*	*1%*	*2%*	-	*1%*
No preference	231	205	26	11	193	22	10	6	6	35	15	14	28	22	26	32	14	2	20
	9%	*9%*	*7%*	*9%*	*9%*	*10%*	*8%*	*9%*	*6%*	*13%*	*7%*	*8%*	*12%*	*10%*	*8%*	*9%*	*6%*	*7%*	*11%*
Don't know	88	75	14	3	78	6	3	2	1	15	6	12	8	10	10	11	5	-	6
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*	*5%*	*3%*	*7%*	*3%*	*4%*	*3%*	*3%*	*2%*	-	*3%*
NET More than one type of communucation	1008	866	142	45	836	89	53	30	31	106	104	71	89	78	126	133	99	16	73
	39%	*39%*	*39%*	*35%*	*39%*	*41%*	*42%*	*42%*	*32%*	*38%*	**50%hmno**	*40%*	*39%*	*33%*	*37%*	*37%*	*44%*	*48%*	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 15

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**920**	390	369	92	55	11	759	66	403	338	132	40	2	741	42
	36%	**40%ceg**	**37%ce**	*28%*	**35%e**	*17%*	**38%ce**	*30%*	**40%n**	*35%*	*34%*	*33%*	*5%*	**37%n**	*26%*
Phone call	**699**	301	260	75	44	17	561	61	307	255	95	30	5	562	35
	27%	**31%c**	*26%*	*23%*	*29%*	*25%*	*28%*	*28%*	*30%*	*26%*	*24%*	*25%*	*13%*	*28%*	*22%*
Text message	**602**	208	260	73	40	20	468	60	231	262	71	28	8	492	36
	24%	*21%*	*26%*	*22%*	*26%*	*29%*	*24%*	*27%*	*23%*	**27%j**	*18%*	*23%*	*19%*	**25%j**	*22%*
Email/ online portal	**1538**	620	603	179	84	46	1223	131	628	580	216	72	33	1208	105
	60%	**63%c**	*60%*	*55%*	*55%*	*69%*	*62%*	*59%*	*62%*	*60%*	*55%*	*59%*	*81%*	*61%*	*65%*
Other	**32**	8	16	7	2	-	24	2	15	7	10	1	-	22	1
	1%	*1%*	*2%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
No preference	**231**	77	89	38	16	5	166	20	78	99	37	6	4	178	10
	9%	*8%*	*9%*	*12%*	*10%*	*7%*	*8%*	*9%*	*8%*	*10%*	*9%*	*5%*	*10%*	*9%*	*6%*
Don't know	**88**	24	27	22	6	6	51	13	32	20	22	10	1	52	11
	3%	*2%*	*3%*	**7%abf**	*4%*	**9%abf**	*3%*	*6%*	*3%*	*2%*	**6%im**	**8%him**	*3%*	*3%*	**7%im**
NET More than one type of communucation	**1008**	418	405	100	57	24	824	81	430	387	133	43	9	817	51
	39%	**43%c**	**40%c**	*31%*	*37%*	*35%*	**41%c**	*36%*	**42%jn**	*40%*	*34%*	*35%*	*21%*	*41%*	*32%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 15

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**920**	74	831	15	272	595	53	903	8	6	1	918	1
	36%	*38%*	*36%*	*25%*	*35%*	*37%*	*33%*	*36%*	*23%*	*47%*	*18%*	*36%*	*8%*
Phone call	**699**	71	610	18	224	419	56	681	9	*	2	691	6
	27%	**36%b**	*27%*	*30%*	*29%*	*26%*	*35%*	*27%*	*24%*	*4%*	*36%*	*27%*	*41%*
Text message	**602**	52	541	9	181	381	40	589	9	3	-	601	2
	24%	*26%*	*24%*	*16%*	*23%*	*24%*	*25%*	*24%*	*25%*	*22%*	-	*24%*	*10%*
Email/ online portal	**1538**	108	1406	24	456	1012	70	1522	11	3	1	1536	1
	60%	*54%*	**61%c**	*40%*	**58%f**	**63%f**	*44%*	*61%*	*31%*	*26%*	*18%*	*61%*	*4%*
Other	**32**	3	29	*	11	18	4	29	3	-	-	31	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*8%*	-	-	*1%*	*8%*
No preference	**231**	19	199	12	76	144	12	220	4	3	3	227	1
	9%	*10%*	*9%*	**21%b**	*10%*	*9%*	*7%*	*9%*	*11%*	*21%*	*46%*	*9%*	*9%*
Don't know	**88**	7	77	4	27	47	15	82	3	1	-	85	3
	3%	*4%*	*3%*	*7%*	*3%*	*3%*	**9%de**	*3%*	*8%*	*8%*	-	*3%*	*20%*
NET More than one type of communucation	**1008**	82	909	17	312	646	50	997	8	2	1	1007	-
	39%	*41%*	*40%*	*29%*	*40%*	*40%*	*31%*	*40%*	*22%*	*16%*	*18%*	*40%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 15

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**920**	154	331	134	302	-	154	-	167	-	164	-	134	-	180	-	122
	36%	*35%*	*38%*	*32%*	*36%*	-	*35%*	-	*39%*	-	*37%*	-	*32%*	-	**42%lp**	-	*31%*
Phone call	**699**	103	235	118	243	-	103	-	104	-	131	-	118	-	115	-	128
	27%	*24%*	*27%*	*28%*	*29%*	-	*24%*	-	*24%*	-	*29%*	-	*28%*	-	*27%*	-	**32%f**
Text message	**602**	88	235	97	183	-	88	-	98	-	137	-	97	-	85	-	97
	24%	*20%*	*27%*	*23%*	*22%*	-	*20%*	-	*23%*	-	**31%fn**	-	*23%*	-	*20%*	-	*24%*
Email/ online portal	**1538**	252	555	240	490	-	252	-	279	-	277	-	240	-	242	-	248
	60%	*58%*	*63%*	*58%*	*59%*	-	*58%*	-	*65%*	-	*62%*	-	*58%*	-	*56%*	-	*62%*
Other	**32**	2	16	3	12	-	2	-	6	-	10	-	3	-	8	-	3
	1%	*	*2%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
No preference	**231**	48	63	46	74	-	48	-	41	-	22	-	46	-	41	-	33
	9%	*11%*	*7%*	*11%*	*9%*	-	**11%j**	-	**10%j**	-	*5%*	-	**11%j**	-	**10%j**	-	*8%*
Don't know	**88**	23	26	16	23	-	23	-	8	-	18	-	16	-	10	-	12
	3%	*5%*	*3%*	*4%*	*3%*	-	**5%h**	-	*2%*	-	*4%*	-	*4%*	-	*2%*	-	*3%*
NET More than one type of communucation	**1008**	157	367	172	312	-	157	-	176	-	191	-	172	-	162	-	150
	39%	*36%*	*42%*	*41%*	*38%*	-	*36%*	-	*41%*	-	*43%*	-	*41%*	-	*38%*	-	*38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**835**	-	835	403	427	96	114	197	128	141	97	63	210	325	301	160	750	77	868
	33%	-	*33%*	*33%*	*32%*	*31%*	*35%*	**37%k**	*33%*	*33%*	*31%*	*26%*	*33%*	*35%*	*30%*	*28%*	*33%*	*31%*	*34%*
Phone call	**494**	-	494	298	194	90	77	150	57	59	33	27	167	207	120	60	422	70	449
	19%	-	*19%*	**24%d**	*15%*	**29%hijk**	**24%hijk**	**28%hijk**	*15%*	*14%*	*10%*	*11%*	**26%no**	**22%no**	*12%*	*11%*	*18%*	**29%p**	*17%*
Text message	**589**	-	589	314	273	99	90	160	94	83	35	27	189	255	145	63	522	64	537
	23%	-	*23%*	**26%d**	*21%*	**32%ljk**	**28%ijk**	**30%ijk**	**24%jk**	**19%jk**	*11%*	*11%*	**30%no**	**27%no**	*15%*	*11%*	*23%*	*26%*	*21%*
Email/ online portal	**1561**	-	1561	724	832	159	186	347	265	278	188	138	345	612	604	327	1429	126	1605
	61%	-	*61%*	*59%*	*63%*	*51%*	*58%*	**65%e**	**67%efk**	**65%e**	*60%*	*56%*	*54%*	**66%lo**	**61%l**	*58%*	**62%q**	*52%*	*62%*
Other	**29**	-	29	18	12	7	6	2	2	3	2	6	14	5	11	8	25	4	27
	1%	-	*1%*	*1%*	*1%*	**2%g**	*2%*	*	*1%*	*1%*	*1%*	*2%*	**2%m**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**256**	-	256	104	151	21	37	36	29	56	38	38	58	65	133	77	243	13	265
	10%	-	*10%*	*9%*	*11%*	*7%*	*12%*	*7%*	*7%*	**13%egh**	**12%g**	**15%egh**	*9%*	*7%*	**13%lm**	**14%m**	*11%*	*5%*	*10%*
Don't know	**196**	-	196	99	97	20	9	19	23	40	45	40	29	43	124	85	173	20	202
	8%	-	*8%*	*8%*	*7%*	*6%*	*3%*	*4%*	*6%*	**9%fg**	**14%efgh**	**16%efghi**	*4%*	*5%*	**13%lm**	**15%lm**	*8%*	*8%*	*8%*
NET More than one type of communucation	**935**	-	935	484	446	119	117	237	141	157	97	66	236	379	320	163	839	91	919
	37%	-	*37%*	**40%d**	*34%*	**38%k**	*36%*	**44%jk**	*36%*	**37%k**	*31%*	*27%*	**37%o**	**41%no**	*32%*	*29%*	*37%*	*37%*	*36%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**835**	172	253	177	234	425	410	502	328	110	99	226	186	159	511	110	682
	33%	*34%*	*31%*	*30%*	*37%*	*32%*	*34%*	*33%*	*33%*	*35%*	*30%*	*33%*	*32%*	*35%*	*32%*	*35%*	*33%*
Phone call	**494**	132	132	128	102	264	230	345	139	43	58	126	111	118	295	43	420
	19%	**26%bd**	*16%*	**22%b**	*16%*	*20%*	*19%*	**23%h**	*14%*	*14%*	*17%*	*18%*	*19%*	**26%ijkn**	*18%*	*14%*	**20%o**
Text message	**589**	155	168	123	143	323	267	406	176	47	67	150	130	161	348	48	516
	23%	**30%bcd**	*20%*	*21%*	*23%*	*24%*	*22%*	**27%h**	*18%*	*15%*	*20%*	*22%*	**23%l**	**35%ijkln**	**22%l**	*15%*	**25%o**
Email/ online portal	**1561**	299	542	335	384	842	720	949	596	177	211	425	361	293	998	177	1307
	61%	*59%*	**66%ac**	*57%*	*61%*	*63%*	*59%*	*63%*	*60%*	*56%*	*63%*	*62%*	*63%*	*64%*	*62%*	*56%*	*63%*
Other	**29**	8	13	2	6	21	8	19	10	3	4	8	9	2	21	3	24
	1%	*2%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*
No preference	**256**	41	89	59	67	130	126	123	128	43	36	64	70	26	169	43	196
	10%	*8%*	*11%*	*10%*	*11%*	*10%*	*10%*	*8%*	**13%g**	**14%m**	*11%*	*9%*	**12%m**	*6%*	**11%m**	*13%*	*9%*
Don't know	**196**	29	42	65	59	71	125	78	108	31	27	62	28	23	117	33	140
	8%	*6%*	*5%*	**11%ab**	**9%b**	*5%*	**10%e**	*5%*	**11%g**	**10%lm**	*8%*	**9%l**	*5%*	*5%*	*7%*	*11%*	*7%*
NET More than one type of communucation	**935**	218	290	193	234	508	427	590	333	100	112	252	207	214	571	100	795
	37%	**43%bc**	*35%*	*33%*	*37%*	*38%*	*35%*	**39%h**	*33%*	*32%*	*34%*	*37%*	*36%*	**46%ijkln**	*36%*	*32%*	*38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 16

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	835	717	118	41	693	71	45	27	30	83	73	60	80	75	101	97	95	14	56
	33%	*33%*	*33%*	*31%*	*32%*	*33%*	*36%*	*38%*	*31%*	*30%*	*36%*	*33%*	*35%*	*32%*	*30%*	*27%*	**42%inor**	*43%*	*31%*
Phone call	494	439	55	26	427	28	23	16	18	75	48	27	36	45	86	60	32	5	23
	19%	*20%*	*15%*	*20%*	**20%e**	*13%*	*19%*	**22%e**	*19%*	**27%klopr**	**23%r**	*15%*	*16%*	*19%*	**25%kpr**	*17%*	*14%*	*15%*	*12%*
Text message	589	524	65	27	507	41	26	16	19	106	52	48	40	38	83	83	38	7	34
	23%	**24%b**	*18%*	*21%*	*24%*	*19%*	*21%*	*23%*	*20%*	**38%hjlmnopqr**	*25%*	**27%m**	*18%*	*16%*	*24%*	*23%*	*17%*	*20%*	*18%*
Email/ online portal	1561	1357	204	66	1301	137	82	41	60	149	152	119	143	131	202	215	130	25	112
	61%	**62%c**	*57%*	*51%*	*61%*	*63%*	*66%*	*59%*	*63%*	*54%*	**73%imnopr**	*66%*	*62%*	*56%*	*60%*	*60%*	*58%*	**74%im**	*61%*
Other	29	25	4	*	26	1	2	*	1	2	-	2	5	3	5	3	5	-	1
	1%	*1%*	*1%*	*	*1%*	*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	-	*
No preference	256	209	47	22	215	25	8	8	12	33	13	15	23	19	26	46	27	1	24
	10%	*10%*	*13%*	**17%a**	*10%*	**12%f**	*6%*	*11%*	*12%*	*12%*	*6%*	*9%*	*10%*	*8%*	*8%*	*13%*	*12%*	*4%*	*13%*
Don't know	196	162	34	15	162	23	8	4	4	12	14	15	16	26	23	27	25	2	21
	8%	*7%*	*9%*	*12%*	*8%*	*10%*	*6%*	*5%*	*4%*	*4%*	*7%*	*8%*	*7%*	**11%l**	*7%*	*7%*	**11%l**	*6%*	**11%hl**
NET More than one type of communucation	935	826	109	38	788	75	46	26	28	112	91	69	83	70	128	117	90	15	60
	37%	**38%b**	*30%*	*29%*	*37%*	*35%*	*37%*	*37%*	*30%*	*40%*	**44%hmr**	*38%*	*36%*	*30%*	*38%*	*33%*	*40%*	*45%*	*33%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**835**	345	336	84	55	12	681	68	351	323	104	46	7	674	53
	33%	**35%ce**	*33%*	*26%*	*36%*	*18%*	**34%ce**	*30%*	**35%j**	*33%*	*27%*	*38%*	*17%*	**34%j**	*33%*
Phone call	**494**	202	189	68	23	11	390	34	219	167	78	20	7	385	27
	19%	*21%*	*19%*	*21%*	*15%*	*16%*	*20%*	*15%*	*22%*	*17%*	*20%*	*16%*	*17%*	*19%*	*17%*
Text message	**589**	209	235	78	46	21	444	66	211	260	72	35	10	470	45
	23%	*21%*	*23%*	*24%*	*30%*	*30%*	*22%*	**30%a**	*21%*	**27%hj**	*18%*	*29%*	*25%*	*24%*	*28%*
Email/ online portal	**1561**	586	643	177	100	50	1229	150	609	625	215	74	32	1234	107
	61%	*60%*	**64%c**	*54%*	*65%*	**74%c**	*62%*	**68%c**	*60%*	**65%j**	*55%*	*62%*	*79%*	**62%j**	*66%*
Other	**29**	10	13	5	-	1	23	1	11	7	9	3	-	18	3
	1%	*1%*	*1%*	*2%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
No preference	**256**	109	79	41	13	7	187	20	95	99	43	6	4	194	10
	10%	*11%*	*8%*	*13%*	*8%*	*11%*	*9%*	*9%*	*9%*	*10%*	*11%*	*5%*	*9%*	*10%*	*6%*
Don't know	**196**	72	79	32	4	6	151	10	83	50	43	13	2	133	15
	8%	*7%*	*8%*	**10%d**	*3%*	*9%*	*8%*	*5%*	**8%i**	*5%*	**11%im**	*11%*	*4%*	*7%*	*9%*
NET More than one type of communucation	**935**	359	390	99	54	29	750	83	362	392	119	44	15	754	59
	37%	*37%*	**39%c**	*30%*	*35%*	*43%*	*38%*	*38%*	*36%*	**41%j**	*30%*	*36%*	*36%*	**38%j**	*36%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 16

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**835**	68	752	16	242	546	48	826	3	5	-	834	2
	33%	*34%*	*33%*	*27%*	*31%*	*34%*	*30%*	*33%*	*8%*	*36%*	-	*33%*	*10%*
Phone call	**494**	49	435	10	167	280	47	476	7	3	2	486	6
	19%	*25%*	*19%*	*18%*	*21%*	*17%*	**30%e**	*19%*	*21%*	*26%*	*36%*	*19%*	*37%*
Text message	**589**	44	533	12	183	360	46	579	6	2	-	588	2
	23%	*22%*	*23%*	*21%*	*23%*	*22%*	*29%*	*23%*	*17%*	*17%*	-	*23%*	*11%*
Email/ online portal	**1561**	107	1430	24	465	1023	74	1543	11	4	1	1558	2
	61%	*54%*	**62%c**	*41%*	**60%f**	**63%f**	*46%*	*62%*	*32%*	*30%*	*18%*	*62%*	*10%*
Other	**29**	2	27	-	16	12	1	28	1	*	-	29	-
	1%	*1%*	*1%*	-	**2%e**	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	-
No preference	**256**	17	229	10	75	171	11	238	9	3	3	250	4
	10%	*9%*	*10%*	*17%*	*10%*	*11%*	*7%*	*10%*	*27%*	*21%*	*46%*	*10%*	*24%*
Don't know	**196**	17	172	7	59	120	17	191	3	1	-	194	1
	8%	*9%*	*7%*	*12%*	*8%*	*7%*	*11%*	*8%*	*7%*	*8%*	-	*8%*	*9%*
NET More than one type of communucation	**935**	60	858	17	283	606	46	927	3	5	-	935	-
	37%	*30%*	*37%*	*28%*	*36%*	*37%*	*29%*	*37%*	*8%*	*37%*	-	*37%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**835**	136	301	143	256	-	136	-	152	-	148	-	143	-	138	-	119
	33%	*31%*	*34%*	*34%*	*31%*	-	*31%*	-	*35%*	-	*33%*	-	*34%*	-	*32%*	-	*30%*
Phone call	**494**	74	175	86	159	-	74	-	74	-	101	-	86	-	75	-	84
	19%	*17%*	*20%*	*21%*	*19%*	-	*17%*	-	*17%*	-	*23%*	-	*21%*	-	*18%*	-	*21%*
Text message	**589**	73	223	88	205	-	73	-	98	-	125	-	88	-	100	-	106
	23%	*17%*	***25%a***	*21%*	***25%a***	-	*17%*	-	*23%*	-	***28%f***	-	*21%*	-	*23%*	-	***27%f***
Email/ online portal	**1561**	278	553	244	486	-	278	-	272	-	280	-	244	-	245	-	241
	61%	*64%*	*63%*	*59%*	*59%*	-	*64%*	-	*63%*	-	*63%*	-	*59%*	-	*57%*	-	*60%*
Other	**29**	2	12	5	10	-	2	-	5	-	8	-	5	-	7	-	4
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
No preference	**256**	48	84	42	82	-	48	-	54	-	30	-	42	-	42	-	40
	10%	*11%*	*10%*	*10%*	*10%*	-	*11%*	-	***13%j***	-	*7%*	-	*10%*	-	*10%*	-	*10%*
Don't know	**196**	38	71	31	56	-	38	-	31	-	40	-	31	-	26	-	29
	8%	*9%*	*8%*	*8%*	*7%*	-	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*6%*	-	*7%*
NET More than one type of communucation	**935**	144	344	163	285	-	144	-	174	-	169	-	163	-	142	-	143
	37%	*33%*	*39%*	*39%*	*34%*	-	*33%*	-	*41%*	-	*38%*	-	*39%*	-	*33%*	-	*36%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 17

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**949**	-	949	447	496	98	131	214	142	167	120	78	229	355	365	198	870	68	986
	37%	-	*37%*	*37%*	*37%*	*31%*	*41%*	*40%*	*36%*	*39%*	*38%*	*32%*	*36%*	*38%*	*37%*	*35%*	**38%q**	*28%*	*38%*
Phone call	**589**	-	589	339	249	102	85	140	69	80	60	53	187	209	193	113	519	66	574
	23%	-	*23%*	**28%d**	*19%*	**32%hijk**	**26%h**	**26%hi**	*18%*	*19%*	*19%*	*21%*	**29%mno**	*22%*	*20%*	*20%*	*23%*	*27%*	*22%*
Text message	**699**	-	699	374	324	106	109	179	108	101	49	48	215	286	198	97	619	71	652
	27%	-	*27%*	**31%d**	*24%*	**34%ljk**	**34%ijk**	**33%ijk**	**27%j**	**24%j**	*15%*	*20%*	**34%no**	**31%no**	*20%*	*17%*	*27%*	*29%*	*25%*
Email/ online portal	**1766**	-	1766	821	940	182	197	362	287	315	243	180	379	649	738	423	1621	139	1842
	69%	-	*69%*	*67%*	*71%*	*58%*	*61%*	**67%e**	**73%ef**	**74%ef**	**77%efg**	**73%ef**	*60%*	**70%l**	**75%l**	**75%l**	**71%q**	*57%*	*72%*
Other	**35**	-	35	27	9	13	7	8	2	5	-	-	20	10	5	-	21	14	24
	1%	-	*1%*	**2%d**	*1%*	**4%hjk**	*2%*	*1%*	*1%*	*1%*	-	-	**3%mno**	*1%*	*1%*	-	*1%*	**6%p**	*1%*
No preference	**168**	-	168	66	100	9	31	31	25	32	19	22	41	56	72	40	164	4	168
	7%	-	*7%*	*5%*	*8%*	*3%*	**10%e**	*6%*	*6%*	**7%e**	*6%*	**9%e**	*6%*	*6%*	*7%*	*7%*	**7%q**	*2%*	*7%*
Don't know	**39**	-	39	19	20	10	1	8	7	12	1	*	11	15	13	1	30	8	40
	2%	-	*2%*	*2%*	*2%*	**3%k**	*	*1%*	*2%*	**3%k**	*	*	*2%*	*2%*	*1%*	*	*1%*	*3%*	*2%*
NET More than one type of communucation	**1096**	-	1096	554	538	127	140	253	168	191	124	95	266	421	409	218	999	89	1128
	43%	-	*43%*	*45%*	*41%*	*40%*	*43%*	*47%*	*43%*	*45%*	*39%*	*38%*	*42%*	*45%*	*41%*	*39%*	*44%*	*36%*	*44%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 17

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**949**	198	274	214	263	473	476	546	396	126	121	266	188	177	575	126	762
	37%	*39%*	*33%*	*36%*	**42%b**	*35%*	*39%*	*36%*	*40%*	*40%*	*36%*	*39%*	*33%*	*38%*	*36%*	*40%*	*37%*
Phone call	**589**	140	151	163	135	291	298	349	222	59	65	164	135	112	365	59	486
	23%	**27%b**	*18%*	**28%b**	*21%*	*22%*	*24%*	*23%*	*22%*	*19%*	*19%*	*24%*	*24%*	*24%*	*23%*	*19%*	*23%*
Text message	**699**	175	210	150	163	385	313	467	225	66	76	187	158	175	421	66	602
	27%	**34%bcd**	*26%*	*26%*	*26%*	*29%*	*26%*	**31%h**	*23%*	*21%*	*23%*	*27%*	*28%*	**38%ijkln**	*26%*	*21%*	**29%o**
Email/ online portal	**1766**	356	607	386	418	963	804	1044	703	196	239	491	415	317	1144	197	1479
	69%	*70%*	**74%cd**	*66%*	*66%*	**72%f**	*66%*	*69%*	*70%*	*63%*	*71%*	**71%l**	**72%l**	*69%*	**72%l**	*62%*	**71%o**
Other	**35**	9	12	9	5	21	14	28	7	5	3	10	10	8	23	5	31
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
No preference	**168**	14	61	42	51	75	93	86	75	26	31	39	42	15	112	28	127
	7%	*3%*	**7%a**	**7%a**	**8%a**	*6%*	*8%*	*6%*	*8%*	**8%m**	**9%m**	*6%*	**7%m**	*3%*	**7%m**	*9%*	*6%*
Don't know	**39**	2	6	10	22	8	31	22	16	12	3	10	4	6	17	12	23
	2%	*	*1%*	*2%*	**3%ab**	*1%*	**3%e**	*1%*	*2%*	**4%ln**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1096**	252	347	232	266	599	498	656	426	125	127	307	246	225	680	125	914
	43%	**49%bc**	*42%*	*39%*	*42%*	*45%*	*41%*	*43%*	*43%*	*40%*	*38%*	*45%*	*43%*	**49%j**	*43%*	*39%*	*44%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 17

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	949	807	141	51	788	88	44	29	33	83	84	63	87	100	110	123	104	15	73
	37%	37%	39%	40%	37%	41%	35%	42%	35%	30%	41%	35%	38%	43%i	33%	34%	46%ino	44%	40%
Phone call	589	512	77	36	501	43	26	19	16	82	64	41	48	52	78	72	48	9	33
	23%	23%	21%	28%	23%	20%	21%	27%	17%	30%hr	31%hor	23%	21%	22%	23%	20%	21%	28%	18%
Text message	699	606	93	39	601	52	28	18	22	94	58	44	58	48	116	114	47	8	44
	27%	28%	26%	30%	28%	24%	22%	26%	24%	34%mp	28%	24%	25%	21%	34%mpr	32%p	21%	25%	24%
Email/ online portal	1766	1523	244	88	1456	163	98	49	65	147	158	125	158	161	219	262	162	27	136
	69%	69%	68%	68%	68%	76%d	78%dg	70%	68%l	53%	77%ln	69%l	69%l	69%l	65%	73%l	72%l	82%ln	75%l
Other	35	30	5	*	32	1	2	*	1	6	2	2	4	2	6	7	3	-	1
	1%	1%	2%	*	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	2%	-	1%
No preference	168	140	28	11	144	14	6	3	7	33	11	15	16	17	19	17	10	1	13
	7%	6%	8%	8%	7%	7%	5%	5%	8%	12%op	5%	8%	7%	7%	6%	5%	4%	3%	7%
Don't know	39	34	5	*	36	1	*	2	1	12	1	5	2	4	5	3	3	-	1
	2%	2%	1%	*	2%	1%	*	2%f	1%	4%	*	3%	1%	2%	2%	1%	1%	-	1%
NET More than one type of communucation	1096	943	153	62	908	99	57	32	31	105	107	73	93	98	144	155	102	19	80
	43%	43%	42%	48%	42%	46%	45%	46%	32%	38%	52%hi	40%	41%	42%	43%	43%	46%h	56%h	44%h

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	949	406	369	100	53	16	775	70	425	334	129	51	4	758	54
	37%	41%ceg	37%	31%	34%	24%	39%c	31%	42%ij	35%	33%	42%	9%	38%	34%
Phone call	589	240	238	71	26	12	478	38	261	219	75	22	8	480	30
	23%	24%	24%	22%	17%	18%	24%	17%	26%	23%	19%	18%	20%	24%	19%
Text message	699	247	300	81	51	19	547	70	275	294	79	35	13	569	48
	27%	25%	30%	25%	33%	29%	28%	32%	27%	30%j	20%	29%	31%	29%	29%
Email/ online portal	1766	683	713	190	118	57	1396	175	723	656	249	91	37	1378	128
	69%	70%c	71%c	58%	76%c	84%c	70%c	79%acf	71%j	68%	64%	75%	90%	70%	79%ij
Other	35	12	14	8	1	-	26	1	8	14	12	1	-	22	1
	1%	1%	1%	3%	1%	-	1%	*	1%	1%	3%hm	1%	-	1%	1%
No preference	168	56	60	32	11	3	116	14	51	77	30	3	1	128	5
	7%	6%	6%	10%f	7%	5%	6%	6%	5%	8%h	8%	3%	3%	6%	3%
Don't know	39	8	13	14	*	1	20	2	10	9	13	3	-	20	3
	2%	1%	1%	4%abf	*	2%	1%	1%	1%	1%	3%him	3%	-	1%	2%
NET More than one type of communucation	1096	432	457	109	67	28	889	95	460	425	139	52	14	885	66
	43%	44%c	45%c	33%	43%	42%	45%c	43%	45%j	44%j	36%	43%	34%	45%j	41%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 17

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**949**	81	850	18	292	604	53	939	5	2	-	946	3
	37%	*41%*	*37%*	*30%*	*37%*	*37%*	*33%*	*38%*	*14%*	*17%*	-	*37%*	*17%*
Phone call	**589**	62	512	14	195	345	49	569	10	*	2	579	8
	23%	**32%b**	*22%*	*24%*	*25%*	*21%*	**31%e**	*23%*	*28%*	*4%*	*36%*	*23%*	*48%*
Text message	**699**	56	629	15	212	443	44	678	12	5	-	696	3
	27%	*28%*	*27%*	*24%*	*27%*	*27%*	*28%*	*27%*	*35%*	*37%*	-	*27%*	*21%*
Email/ online portal	**1766**	107	1631	28	504	1182	81	1746	14	5	1	1765	*
	69%	*54%*	**71%ac**	*47%*	**65%f**	**73%df**	*51%*	*70%*	*40%*	*39%*	*18%*	*70%*	*1%*
Other	**35**	4	32	-	10	15	10	30	4	-	-	34	1
	1%	*2%*	*1%*	-	*1%*	*1%*	**6%de**	*1%*	*10%*	-	-	*1%*	*9%*
No preference	**168**	9	150	9	52	108	9	160	2	3	3	165	1
	7%	*5%*	*7%*	**15%ab**	*7%*	*7%*	*5%*	*6%*	*6%*	*21%*	*46%*	*6%*	*6%*
Don't know	**39**	9	28	2	18	15	6	35	1	2	-	38	1
	2%	**5%b**	*1%*	*3%*	**2%e**	*1%*	**4%e**	*1%*	*3%*	*15%*	-	*1%*	*9%*
NET More than one type of communucation	**1096**	81	998	18	330	713	54	1082	8	4	-	1095	2
	43%	*41%*	*43%*	*30%*	*42%*	*44%*	*34%*	*44%*	*23%*	*31%*	-	*43%*	*11%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 17

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**949**	161	342	143	302	-	161	-	161	-	181	-	143	-	172	-	129
	37%	*37%*	*39%*	*35%*	*36%*	-	*37%*	-	*38%*	-	*41%*	-	*35%*	-	*40%*	-	*32%*
Phone call	**589**	96	217	84	192	-	96	-	91	-	126	-	84	-	103	-	89
	23%	*22%*	*25%*	*20%*	*23%*	-	*22%*	-	*21%*	-	**28%i**	-	*20%*	-	*24%*	-	*22%*
Text message	**699**	104	251	112	233	-	104	-	115	-	136	-	112	-	107	-	126
	27%	*24%*	*29%*	*27%*	*28%*	-	*24%*	-	*27%*	-	*30%*	-	*27%*	-	*25%*	-	*32%*
Email/ online portal	**1766**	299	620	279	569	-	299	-	309	-	311	-	279	-	274	-	294
	69%	*69%*	*71%*	*67%*	*69%*	-	*69%*	-	*72%*	-	*70%*	-	*67%*	-	*64%*	-	**74%n**
Other	**35**	3	17	3	13	-	3	-	2	-	14	-	3	-	6	-	7
	1%	*1%*	*2%*	*1%*	*2%*	-	*1%*	-	*1%*	-	**3%h**	-	*1%*	-	*1%*	-	*2%*
No preference	**168**	39	44	33	51	-	39	-	30	-	15	-	33	-	26	-	25
	7%	**9%b**	*5%*	*8%*	*6%*	-	**9%j**	-	*7%*	-	*3%*	-	**8%j**	-	*6%*	-	*6%*
Don't know	**39**	1	19	10	9	-	1	-	8	-	10	-	10	-	7	-	2
	2%	*	*2%*	**3%a**	*1%*	-	*	-	*2%*	-	*2%*	-	**3%f**	-	*2%*	-	*
NET More than one type of communucation	**1096**	185	387	177	348	-	185	-	183	-	204	-	177	-	173	-	175
	43%	*43%*	*44%*	*43%*	*42%*	-	*43%*	-	*43%*	-	*46%*	-	*43%*	-	*40%*	-	*44%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**746**	-	746	355	386	68	109	163	115	129	93	69	177	278	291	162	681	58	747
	29%	-	*29%*	*29%*	*29%*	*22%*	**34%e**	**30%e**	*29%*	**30%e**	*29%*	*28%*	*28%*	*30%*	*29%*	*29%*	*30%*	*24%*	*29%*
Phone call	**644**	-	644	398	246	108	89	178	65	77	61	65	197	243	204	127	555	85	609
	25%	-	*25%*	**33%d**	*19%*	**34%hij**	**28%hi**	**33%hij**	*17%*	*18%*	*19%*	**26%h**	**31%no**	**26%n**	*21%*	*23%*	*24%*	**35%p**	*24%*
Text message	**1141**	-	1141	545	589	152	135	251	174	202	128	98	287	425	428	226	1022	109	1181
	45%	-	*45%*	*45%*	*44%*	*48%*	*42%*	*47%*	*44%*	*48%*	*41%*	*40%*	*45%*	*46%*	*43%*	*40%*	*45%*	*45%*	*46%*
Email/ online portal	**1617**	-	1617	771	842	180	199	323	292	279	204	139	379	614	623	344	1475	135	1660
	63%	-	*63%*	*63%*	*64%*	*57%*	*62%*	*60%*	**74%efgjk**	*66%*	*65%*	*56%*	*60%*	**66%l**	*63%*	*61%*	*64%*	*55%*	*64%*
Other	**27**	-	27	16	11	13	2	4	*	4	2	1	15	4	8	4	20	7	24
	1%	-	*1%*	*1%*	*1%*	**4%fghijk**	*1%*	*1%*	*	*1%*	*1%*	*	**2%mn**	*	*1%*	*1%*	*1%*	**3%p**	*1%*
No preference	**176**	-	176	75	99	13	35	34	25	36	20	13	48	58	70	33	162	14	173
	7%	-	*7%*	*6%*	*7%*	*4%*	**11%e**	*6%*	*6%*	*9%*	*6%*	*5%*	*8%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*
Don't know	**37**	-	37	20	16	4	3	6	5	7	3	10	6	11	20	13	33	3	45
	1%	-	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**4%fgj**	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
NET More than one type of communucation	**1176**	-	1176	606	565	154	144	257	187	204	126	103	298	444	433	229	1052	116	1204
	46%	-	*46%*	**50%d**	*43%*	*49%*	*45%*	*48%*	*48%*	*48%*	*40%*	*42%*	*47%*	**48%o**	*44%*	*41%*	*46%*	*47%*	*47%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**746**	146	236	169	195	382	364	434	304	92	83	225	149	141	457	92	607
	29%	*29%*	*29%*	*29%*	*31%*	*29%*	*30%*	*29%*	*30%*	*29%*	*25%*	**33%l**	*26%*	*31%*	*29%*	*29%*	*29%*
Phone call	**644**	171	163	173	137	334	310	402	225	77	62	169	152	145	382	77	532
	25%	**34%bd**	*20%*	**29%bd**	*22%*	*25%*	*25%*	*27%*	*23%*	*24%*	*18%*	*24%*	**26%j**	**31%jn**	*24%*	*24%*	*26%*
Text message	**1141**	248	350	257	286	598	543	696	432	110	150	308	255	233	713	110	956
	45%	*49%*	*42%*	*44%*	*45%*	*45%*	*45%*	*46%*	*43%*	*35%*	*45%*	**45%l**	**44%l**	**51%l**	**45%l**	*35%*	**46%o**
Email/ online portal	**1617**	347	524	364	382	871	746	1011	588	170	207	446	377	314	1030	171	1363
	63%	**68%d**	*64%*	*62%*	*60%*	*65%*	*61%*	**67%h**	*59%*	*54%*	*62%*	**65%l**	**66%l**	**68%l**	**64%l**	*54%*	**65%o**
Other	**27**	5	13	6	3	18	9	17	10	6	5	6	6	4	17	6	21
	1%	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**176**	15	68	42	52	83	93	96	76	30	30	37	56	10	123	32	133
	7%	*3%*	**8%a**	**7%a**	**8%a**	*6%*	*8%*	*6%*	*8%*	**10%m**	**9%m**	**5%m**	**10%km**	*2%*	**8%m**	*10%*	*6%*
Don't know	**37**	2	12	6	16	14	23	15	20	6	*	16	5	6	22	6	28
	1%	*	*1%*	*1%*	**3%a**	*1%*	*2%*	*1%*	*2%*	*2%*	*	**2%j**	*1%*	*1%*	*1%*	*2%*	*1%*
NET More than one type of communucation	**1176**	276	372	262	266	648	527	732	428	117	138	325	278	248	741	117	1000
	46%	**54%bcd**	*45%*	*45%*	*42%*	**49%f**	*43%*	**48%h**	*43%*	*37%*	*41%*	**47%l**	**48%l**	**54%ljn**	**46%l**	*37%*	**48%o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	746	641	105	43	626	59	39	22	29	61	64	53	69	83	80	105	82	12	47
	29%	29%	29%	33%	29%	27%	31%	32%	30%	22%	31%	30%	30%	36%in	23%	29%	36%inr	34%	26%
Phone call	644	567	77	31	547	49	30	18	18	94	51	40	47	61	104	87	44	8	41
	25%	26%	21%	24%	25%	23%	24%	26%	19%	34%hlpr	25%	22%	21%	26%	31%hp	24%	19%	25%	22%
Text message	1141	986	155	67	945	104	54	37	35	132	105	97	102	88	137	151	98	16	88
	45%	45%	43%	52%	44%	48%	44%	52%d	37%	48%	51%hm	54%hmn	44%	38%	41%	42%	44%	47%	48%
Email/ online portal	1617	1395	222	80	1342	144	84	47	63	145	138	122	144	136	226	214	155	22	122
	63%	64%	62%	62%	63%	67%	67%	67%	67%l	52%	67%l	68%l	62%	58%	67%l	60%	69%l	65%	67%l
Other	27	24	3	*	24	3	*	*	1	2	2	4	4	1	8	2	1	2	*
	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	2%	2%	*	2%	*	1%	7%jmopr	*
No preference	176	146	30	8	153	14	6	3	6	34	10	12	18	17	22	26	9	1	13
	7%	7%	8%	6%	7%	7%	4%	4%	7%	12%jp	5%	6%	8%	7%	6%	7%	4%	3%	7%
Don't know	37	30	6	1	31	2	2	2	1	5	4	1	5	5	2	6	4	*	1
	1%	1%	2%	1%	1%	1%	2%	3%	1%	2%	2%	*	2%	2%	*	2%	2%	1%	1%
NET More than one type of communucation	1176	1028	148	55	975	103	62	37	40	115	110	92	103	94	155	160	107	17	86
	46%	47%	41%	43%	45%	48%	49%	52%	42%	41%	53%m	51%	45%	40%	46%	45%	48%	49%	47%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	746	322	286	78	43	16	607	59	339	259	98	40	6	598	47
	29%	33%c	28%	24%	28%	24%	31%	27%	33%kl	27%	25%	33%	15%	30%	29%
Phone call	644	268	253	72	32	19	521	51	289	228	87	31	7	517	38
	25%	27%	25%	22%	21%	28%	26%	23%	29%	24%	22%	26%	17%	26%	24%
Text message	1141	432	458	131	81	34	890	115	451	452	159	55	18	903	74
	45%	44%	45%	40%	53%	50%	45%	52%c	45%	47%	41%	46%	45%	46%	45%
Email/ online portal	1617	627	655	179	96	56	1281	152	647	637	213	84	31	1284	115
	63%	64%c	65%c	55%	62%	83%abcdf	64%c	68%c	64%j	66%j	55%	69%j	75%	65%j	71%j
Other	27	12	12	3	-	-	24	-	13	9	4	-	-	23	-
	1%	1%	1%	1%	-	-	1%	-	1%	1%	1%	-	-	1%	-
No preference	176	62	52	39	13	3	114	17	61	60	40	6	2	120	8
	7%	6%	5%	12%abi	9%	5%	6%	7%	6%	6%	10%hm	5%	5%	6%	5%
Don't know	37	8	15	9	1	-	24	1	11	7	9	4	1	18	5
	1%	1%	2%	3%	1%	-	1%	*	1%	1%	2%	3%	4%	1%	3%lm
NET More than one type of communucation	1176	460	477	125	73	39	937	112	486	460	149	60	18	946	78
	46%	47%c	47%c	38%	47%	58%c	47%c	50%c	48%j	48%j	38%	50%	43%	48%j	48%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	746	57	675	14	213	484	49	737	3	4	-	744	2
	29%	29%	29%	23%	27%	30%	31%	30%	9%	32%	-	29%	10%
Phone call	644	55	576	13	209	397	39	620	12	3	2	635	7
	25%	28%	25%	22%	27%	25%	24%	25%	33%	26%	36%	25%	45%
Text message	1141	78	1042	20	329	756	55	1124	7	4	-	1135	5
	45%	40%	45%	33%	42%	47%f	35%	45%	21%	29%	-	45%	34%
Email/ online portal	1617	118	1475	24	473	1053	91	1592	16	6	1	1614	2
	63%	60%c	64%c	40%	61%	65%	57%	64%	46%	46%	18%	64%	13%
Other	27	5	22	*	8	16	3	26	1	-	-	27	-
	1%	2%	1%	*	1%	1%	2%	1%	3%	-	-	1%	-
No preference	176	11	156	10	54	112	10	167	3	-	3	170	4
	7%	6%	7%	16%ab	7%	7%	6%	7%	7%	-	46%	7%	24%
Don't know	37	7	28	2	14	17	6	34	1	-	-	35	2
	1%	3%b	1%	3%	2%	1%	4%e	1%	3%	-	-	1%	12%
NET More than one type of communucation	1176	81	1078	17	339	780	57	1164	5	3	-	1172	4
	46%	41%	47%c	29%	43%	48%f	36%	47%	14%	23%	-	46%	24%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 18

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**746**	120	284	108	234	-	120	-	140	-	144	-	108	-	132	-	103
	29%	*27%*	*32%*	*26%*	*28%*	-	*27%*	-	*33%*	-	*32%*	-	*26%*	-	*31%*	-	*26%*
Phone call	**644**	116	207	114	207	-	116	-	88	-	119	-	114	-	101	-	106
	25%	*27%*	*24%*	*27%*	*25%*	-	*27%*	-	*20%*	-	*27%*	-	*27%*	-	*24%*	-	*27%*
Text message	**1141**	191	406	177	366	-	191	-	177	-	229	-	177	-	173	-	194
	45%	*44%*	*46%*	*43%*	*44%*	-	*44%*	-	*41%*	-	***51%hn***	-	*43%*	-	*40%*	-	*49%*
Email/ online portal	**1617**	274	595	255	493	-	274	-	295	-	300	-	255	-	252	-	241
	63%	*63%*	***68%d***	*62%*	*59%*	-	*63%*	-	***69%n***	-	*67%*	-	*62%*	-	*59%*	-	*60%*
Other	**27**	1	16	5	5	-	1	-	6	-	10	-	5	-	5	-	-
	1%	*	*2%*	*1%*	*1%*	-	*	-	*1%*	-	***2%fp***	-	*1%*	-	*1%*	-	-
No preference	**176**	35	45	30	66	-	35	-	22	-	22	-	30	-	39	-	27
	7%	*8%*	*5%*	*7%*	*8%*	-	*8%*	-	*5%*	-	*5%*	-	*7%*	-	*9%*	-	*7%*
Don't know	**37**	4	10	7	16	-	4	-	3	-	7	-	7	-	7	-	9
	1%	*1%*	*1%*	*2%*	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*
NET More than one type of communucation	**1176**	204	427	199	347	-	204	-	205	-	222	-	199	-	166	-	181
	46%	*47%*	***49%d***	*48%*	*42%*	-	*47%*	-	***48%n***	-	***50%n***	-	***48%n***	-	*38%*	-	*45%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	1216	-	1216	562	649	109	147	243	178	241	158	139	257	421	538	297	1116	89	1286
	48%	-	48%	46%	49%	35%	46%e	45%e	45%e	57%efgh	50%e	56%egh	40%	45%	54%lm	53%lm	49%q	36%	50%
Your gas / electricity provider	1112	-	1112	513	594	122	151	237	159	197	147	99	273	396	443	246	1019	83	1165
	44%	-	44%	42%	45%	39%	47%	44%	41%	46%	46%	40%	43%	43%	45%	44%	44%q	34%	45%
Your local council or tax office	1395	-	1395	643	747	129	154	285	222	277	184	144	283	508	605	328	1272	115	1446
	55%	-	55%	53%	56%	41%	48%	53%e	57%e	65%efg	58%e	58%e	44%	55%l	61%lm	58%l	55%	47%	56%
Your GP / medical or healthcare professional	1090	-	1090	506	579	109	150	238	165	196	139	93	259	403	428	232	990	92	1131
	43%	-	43%	41%	44%	35%	47%e	44%e	42%	46%e	44%	38%	41%	43%	43%	41%	43%	38%	44%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	824	-	824	414	403	79	104	181	120	166	98	75	184	301	339	173	759	59	855
	32%	-	32%	34%	30%	25%	32%	34%e	30%	39%e	31%	30%	29%	32%	34%	31%	33%	24%	33%
Your landline phone provider	920	-	920	440	477	91	127	187	144	173	123	77	217	331	372	199	839	71	936
	36%	-	36%	36%	36%	29%	39%e	35%	37%	41%e	39%	31%	34%	36%	38%	35%	37%	29%	36%
Your paid TV provider	835	-	835	403	427	96	114	197	128	141	97	63	210	325	301	160	750	77	868
	33%	-	33%	33%	32%	31%	35%	37%k	33%	33%	31%	26%	33%	35%	30%	28%	33%	31%	34%
Your broadband provider	949	-	949	447	496	98	131	214	142	167	120	78	229	355	365	198	870	68	986
	37%	-	37%	37%	37%	31%	41%	40%	36%	39%	38%	32%	36%	38%	37%	35%	38%q	28%	38%
Your mobile phone provider	746	-	746	355	386	68	109	163	115	129	93	69	177	278	291	162	681	58	747
	29%	-	29%	29%	29%	22%	34%e	30%e	29%	30%e	29%	28%	28%	30%	29%	29%	30%	24%	29%
Would not be happy to receive Post from any organisation	775	-	775	373	400	110	95	162	132	108	98	69	205	294	275	168	686	83	746
	30%	-	30%	31%	30%	35%l	30%	30%	34%	25%	31%	28%	32%	32%	28%	30%	30%	34%	29%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 19

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**1216**	246	386	276	307	632	583	665	532	158	161	346	258	208	765	158	988
	48%	*48%*	*47%*	*47%*	*49%*	*47%*	*48%*	*44%*	**53%g**	*51%*	*48%*	*50%*	*45%*	*45%*	*48%*	*50%*	*47%*
Your gas / electricity provider	**1112**	225	347	259	281	572	540	642	461	138	138	308	258	190	705	138	907
	44%	*44%*	*42%*	*44%*	*44%*	*43%*	*44%*	*42%*	*46%*	*44%*	*41%*	*45%*	*45%*	*41%*	*44%*	*44%*	*44%*
Your local council or tax office	**1395**	279	449	310	357	728	668	794	588	171	192	387	314	240	894	172	1149
	55%	*55%*	*54%*	*53%*	*57%*	*54%*	*55%*	*52%*	**59%g**	*55%*	*57%*	*56%*	*55%*	*52%*	*56%*	*54%*	*55%*
Your GP / medical or healthcare professional	**1090**	215	336	256	282	551	539	631	444	139	146	305	231	191	681	140	885
	43%	*42%*	*41%*	*44%*	*45%*	*41%*	*44%*	*42%*	*44%*	*44%*	*43%*	*44%*	*40%*	*41%*	*43%*	*44%*	*42%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**824**	199	226	186	213	425	398	489	325	96	98	242	170	175	510	96	689
	32%	**39%b**	*27%*	*32%*	**34%b**	*32%*	*33%*	*32%*	*33%*	*31%*	*29%*	*35%*	*30%*	**38%l**	*32%*	*30%*	*33%*
Your landline phone provider	**920**	190	277	209	245	466	454	550	360	113	113	264	184	181	561	113	751
	36%	*37%*	*34%*	*36%*	*39%*	*35%*	*37%*	*36%*	*36%*	*36%*	*34%*	*38%*	*32%*	*39%*	*35%*	*36%*	*36%*
Your paid TV provider	**835**	172	253	177	234	425	410	502	328	110	99	226	186	159	511	110	682
	33%	*34%*	*31%*	*30%*	*37%*	*32%*	*34%*	*33%*	*33%*	*35%*	*30%*	*33%*	*32%*	*35%*	*32%*	*35%*	*33%*
Your broadband provider	**949**	198	274	214	263	473	476	546	396	126	121	266	188	177	575	126	762
	37%	*39%*	*33%*	*36%*	**42%b**	*35%*	*39%*	*36%*	*40%*	*40%*	*36%*	*39%*	*33%*	*38%*	*36%*	*40%*	*37%*
Your mobile phone provider	**746**	146	236	169	195	382	364	434	304	92	83	225	149	141	457	92	607
	29%	*29%*	*29%*	*29%*	*31%*	*29%*	*30%*	*29%*	*30%*	*29%*	*25%*	**33%l**	*26%*	*31%*	*29%*	*29%*	*29%*
Would not be happy to receive Post from any organisation	**775**	122	270	181	201	392	382	467	293	102	101	215	178	114	494	105	614
	30%	*24%*	**33%a**	*31%*	**32%a**	*29%*	*31%*	*31%*	*29%*	*33%*	*30%*	*31%*	*31%*	*25%*	*31%*	*33%*	*29%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 19

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

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	**1216** *48%*	1029 *47%*	186 *52%*	67 *51%*	1009 *47%*	105 *49%*	66 *53%*	35 *51%*	42 *44%*	119 *43%*	109 **53%n**	94 **52%n**	107 *47%*	123 **53%n**	126 *37%*	150 *42%*	137 **61%hilnor**	19 **56%n**	86 *47%*
Your gas / electricity provider	**1112** *44%*	938 *43%*	174 *48%*	60 *46%*	927 *43%*	97 *45%*	55 *44%*	33 *48%*	38 *40%*	91 *33%*	100 **49%l**	84 **46%l**	98 *43%*	100 *43%*	130 *38%*	168 **47%l**	118 **53%ln**	17 *49%*	80 **44%l**
Your local council or tax office	**1395** *55%*	1187 *54%*	208 *58%*	73 *56%*	1158 *54%*	125 *58%*	75 *60%*	38 *55%*	53 **56%l**	112 *41%*	109 *53%*	107 **60%l**	123 **53%l**	137 **59%l**	162 *48%*	198 **55%l**	155 **69%hijlnor**	20 **60%l**	104 **57%l**
Your GP / medical or healthcare professional	**1090** *43%*	925 *42%*	165 *46%*	60 *46%*	916 *43%*	87 *40%*	55 *44%*	31 *44%*	41 *43%*	86 *31%*	102 **49%ln**	80 **44%l**	92 *40%*	117 **50%ln**	125 *37%*	144 *40%*	129 **58%hiklnor**	16 *47%*	72 *39%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**824** *32%*	691 *32%*	132 *37%*	59 **45%a**	684 *32%*	74 *34%*	44 *35%*	22 *31%*	31 *33%*	84 *30%*	65 *32%*	56 *31%*	74 *32%*	89 **38%o**	102 *30%*	95 *27%*	85 **38%o**	13 *38%*	61 *34%*
Your landline phone provider	**920** *36%*	777 *35%*	143 *40%*	48 *37%*	768 *36%*	79 *37%*	45 *36%*	28 *40%*	29 *31%*	75 *27%*	85 **41%l**	62 *35%*	90 **39%l**	90 *39%*	113 *33%*	114 *32%*	109 **49%hiknor**	14 *40%*	65 *36%*
Your paid TV provider	**835** *33%*	717 *33%*	118 *33%*	41 *31%*	693 *32%*	71 *33%*	45 *36%*	27 *38%*	30 *31%*	83 *30%*	73 *36%*	60 *33%*	80 *35%*	75 *32%*	101 *30%*	97 *27%*	95 **42%lnor**	14 *43%*	56 *31%*
Your broadband provider	**949** *37%*	807 *37%*	141 *39%*	51 *40%*	788 *37%*	88 *41%*	44 *35%*	29 *42%*	33 *35%*	83 *30%*	84 *41%*	63 *35%*	87 *38%*	100 **43%l**	110 *33%*	123 *34%*	104 **46%lno**	15 *44%*	73 *40%*
Your mobile phone provider	**746** *29%*	641 *29%*	105 *29%*	43 *33%*	626 *29%*	59 *27%*	39 *31%*	22 *32%*	29 *30%*	61 *22%*	64 *31%*	53 *30%*	69 *30%*	83 **36%ln**	80 *23%*	105 *29%*	82 **36%lnr**	12 *34%*	47 *26%*
Would not be happy to receive Post from any organisation	**775** *30%*	672 *31%*	103 *28%*	41 *31%*	654 *31%*	65 *30%*	37 *30%*	18 *26%*	28 *29%*	106 **38%kp**	60 *29%*	44 *25%*	88 **38%kp**	64 *28%*	114 **34%p**	99 *27%*	51 *23%*	9 *26%*	56 *31%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 19

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

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	**1216**	527	478	123	68	15	1005	83	518	447	166	67	7	965	74
	48%	**54%bceg**	**47%ceg**	*38%*	**44%e**	*22%*	**51%ceg**	*37%*	**51%j**	*46%*	*43%*	*56%*	*16%*	*49%*	*46%*
Your gas / electricity provider	**1112**	489	424	114	67	15	912	82	480	414	148	59	6	894	65
	44%	**50%bceg**	**42%e**	*35%*	**43%e**	*23%*	**46%ce**	*37%*	**47%j**	*43%*	*38%*	*49%*	*14%*	**45%j**	*40%*
Your local council or tax office	**1395**	593	544	149	81	24	1137	106	593	525	179	72	18	1118	90
	55%	**61%bceg**	**54%e**	*46%*	*53%*	*36%*	**57%ceg**	*48%*	**58%j**	**54%j**	*46%*	*59%*	*44%*	**57%j**	*55%*
Your GP / medical or healthcare professional	**1090**	476	422	110	60	19	899	79	495	389	136	61	5	884	66
	43%	**49%bceg**	*42%*	*34%*	*39%*	*28%*	**45%ceg**	*35%*	**49%j**	*40%*	*35%*	**51%j**	*12%*	**45%j**	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**824**	389	295	83	41	12	684	53	369	303	97	44	7	672	51
	32%	**40%bcdefg**	*29%*	*25%*	*27%*	*18%*	**34%bceg**	*24%*	**36%j**	*31%*	*25%*	*37%*	*17%*	**34%j**	*31%*
Your landline phone provider	**920**	390	369	92	55	11	759	66	403	338	132	40	2	741	42
	36%	**40%ceg**	**37%ce**	*28%*	**35%e**	*17%*	**38%ce**	*30%*	**40%n**	*35%*	*34%*	*33%*	*5%*	**37%n**	*26%*
Your paid TV provider	**835**	345	336	84	55	12	681	68	351	323	104	46	7	674	53
	33%	**35%ce**	*33%*	*26%*	*36%*	*18%*	**34%ce**	*30%*	**35%j**	*33%*	*27%*	*38%*	*17%*	**34%j**	*33%*
Your broadband provider	**949**	406	369	100	53	16	775	70	425	334	129	51	4	758	54
	37%	**41%ceg**	*37%*	*31%*	*34%*	*24%*	**39%c**	*31%*	**42%ij**	*35%*	*33%*	*42%*	*9%*	*38%*	*34%*
Your mobile phone provider	**746**	322	286	78	43	16	607	59	339	259	98	40	6	598	47
	29%	**33%c**	*28%*	*24%*	*28%*	*24%*	*31%*	*27%*	**33%ij**	*27%*	*25%*	*33%*	*15%*	*30%*	*29%*
Would not be happy to receive Post from any organisation	**775**	244	310	136	48	25	553	73	278	291	148	27	19	569	46
	30%	*25%*	**31%a**	**42%abf**	*31%*	*37%*	*28%*	*33%*	*27%*	*30%*	**38%hkm**	*22%*	*47%*	*29%*	*29%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**1216**	90	1107	18	358	796	61	1200	6	6	1	1212	3
	48%	*45%*	**48%c**	*31%*	*46%*	**49%f**	*38%*	*48%*	*18%*	*45%*	*18%*	*48%*	*17%*
Your gas / electricity provider	**1112**	76	1019	17	321	730	62	1096	4	10	1	1110	1
	44%	*38%*	*44%*	*29%*	*41%*	*45%*	*39%*	*44%*	*12%*	*75%*	*18%*	*44%*	*8%*
Your local council or tax office	**1395**	100	1275	20	418	905	73	1381	6	6	1	1392	2
	55%	*51%*	**56%c**	*34%*	*54%*	*56%*	*46%*	*56%*	*17%*	*45%*	*18%*	*55%*	*12%*
Your GP / medical or healthcare professional	**1090**	81	991	18	319	709	62	1075	5	8	1	1088	2
	43%	*41%*	*43%*	*30%*	*41%*	*44%*	*39%*	*43%*	*15%*	*58%*	*18%*	*43%*	*10%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**824**	66	738	20	254	523	47	812	7	3	-	821	2
	32%	*33%*	*32%*	*34%*	*33%*	*32%*	*29%*	*33%*	*18%*	*24%*	-	*32%*	*15%*
Your landline phone provider	**920**	74	831	15	272	595	53	903	8	6	1	918	1
	36%	*38%*	*36%*	*25%*	*35%*	*37%*	*33%*	*36%*	*23%*	*47%*	*18%*	*36%*	*8%*
Your paid TV provider	**835**	68	752	16	242	546	48	826	3	5	-	834	2
	33%	*34%*	*33%*	*27%*	*31%*	*34%*	*30%*	*33%*	*8%*	*36%*	-	*33%*	*10%*
Your broadband provider	**949**	81	850	18	292	604	53	939	5	2	-	946	3
	37%	*41%*	*37%*	*30%*	*37%*	*37%*	*33%*	*38%*	*14%*	*17%*	-	*37%*	*17%*
Your mobile phone provider	**746**	57	675	14	213	484	49	737	3	4	-	744	2
	29%	*29%*	*29%*	*23%*	*27%*	*30%*	*31%*	*30%*	*9%*	*32%*	-	*29%*	*10%*
Would not be happy to receive Post from any organisation	**775**	61	686	28	230	495	50	741	19	3	5	763	7
	30%	*31%*	*30%*	**47%b**	*29%*	*31%*	*32%*	*30%*	*52%*	*25%*	*82%*	*30%*	*45%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 19

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**1216**	221	431	200	363	-	221	-	211	-	220	-	200	-	179	-	185
	48%	*51%*	*49%*	*48%*	*44%*	-	**51%n**	-	*49%*	-	*49%*	-	*48%*	-	*42%*	-	*46%*
Your gas / electricity provider	**1112**	190	417	172	334	-	190	-	201	-	216	-	172	-	182	-	152
	44%	*44%*	**48%d**	*42%*	*40%*	-	*44%*	-	*47%*	-	**48%p**	-	*42%*	-	*42%*	-	*38%*
Your local council or tax office	**1395**	240	519	210	426	-	240	-	277	-	242	-	210	-	223	-	203
	55%	*55%*	**59%cd**	*51%*	*51%*	-	*55%*	-	**65%fjlnp**	-	*54%*	-	*51%*	-	*52%*	-	*51%*
Your GP / medical or healthcare professional	**1090**	180	402	172	335	-	180	-	204	-	198	-	172	-	175	-	160
	43%	*41%*	*46%*	*42%*	*40%*	-	*41%*	-	*47%*	-	*44%*	-	*42%*	-	*41%*	-	*40%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**824**	112	294	151	267	-	112	-	153	-	141	-	151	-	146	-	122
	32%	*26%*	**34%a**	**36%a**	*32%*	-	*26%*	-	**36%f**	-	*32%*	-	**36%f**	-	*34%*	-	*30%*
Your landline phone provider	**920**	154	331	134	302	-	154	-	167	-	164	-	134	-	180	-	122
	36%	*35%*	*38%*	*32%*	*36%*	-	*35%*	-	*39%*	-	*37%*	-	*32%*	-	**42%lp**	-	*31%*
Your paid TV provider	**835**	136	301	143	256	-	136	-	152	-	148	-	143	-	138	-	119
	33%	*31%*	*34%*	*34%*	*31%*	-	*31%*	-	*35%*	-	*33%*	-	*34%*	-	*32%*	-	*30%*
Your broadband provider	**949**	161	342	143	302	-	161	-	161	-	181	-	143	-	172	-	129
	37%	*37%*	*39%*	*35%*	*36%*	-	*37%*	-	*38%*	-	*41%*	-	*35%*	-	*40%*	-	*32%*
Your mobile phone provider	**746**	120	284	108	234	-	120	-	140	-	144	-	108	-	132	-	103
	29%	*27%*	*32%*	*26%*	*28%*	-	*27%*	-	*33%*	-	*32%*	-	*26%*	-	*31%*	-	*26%*
Would not be happy to receive Post from any organisation	**775**	132	250	133	260	-	132	-	107	-	143	-	133	-	138	-	122
	30%	*30%*	*28%*	*32%*	*31%*	-	*30%*	-	*25%*	-	*32%*	-	*32%*	-	*32%*	-	*31%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	643 25%	-	643 25%	377 31%d	266 20%	116 37%hijk	110 34%hijk	170 32%hijk	58 15%	93 22%	49 15%	46 19%	226 35%mno	229 25%no	189 19%	95 17%	554 24%	85 35%p	631 25%
Your gas / electricity provider	567 22%	-	567 22%	333 27%d	233 18%	105 33%hijk	83 26%hjk	154 29%hijk	54 14%	81 19%	51 16%	40 16%	188 30%mno	208 22%no	171 17%	90 16%	492 21%	73 30%p	511 20%
Your local council or tax office	540 21%	-	540 21%	323 26%d	217 16%	98 31%hijk	72 22%hj	145 27%hijk	52 13%	83 19%	45 14%	46 18%	170 27%no	196 21%	173 17%	90 16%	471 21%	67 27%	522 20%
Your GP / medical or healthcare professional	1441 56%	-	1441 56%	694 57%	741 56%	159 51%	156 48%	281 52%	223 57%	256 60%ef	202 64%efg	163 66%efg	315 50%	505 54%	621 63%lm	365 65%lm	1302 57%	130 53%	1531 59%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	444 17%	-	444 17%	284 23%d	160 12%	90 29%hijk	52 16%	147 27%hijk	45 11%	47 11%	34 11%	31 12%	141 22%no	192 21%no	111 11%	64 11%	378 16%	64 26%p	394 15%
Your landline phone provider	699 27%	-	699 27%	399 33%d	300 23%	121 38%fhij	84 26%	180 34%hij	70 18%	103 24%	69 22%	71 29%h	205 32%no	251 27%	243 25%	140 25%	600 26%	96 39%p	692 27%
Your paid TV provider	494 19%	-	494 19%	298 24%d	194 15%	90 29%hijk	77 24%hijk	150 28%hijk	57 15%	59 14%	33 10%	27 11%	167 26%no	207 22%no	120 12%	60 11%	422 18%	70 29%p	449 17%
Your broadband provider	589 23%	-	589 23%	339 28%d	249 19%	102 32%hijk	85 26%h	140 26%hi	69 18%	80 19%	60 19%	53 21%	187 29%mno	209 22%	193 20%	113 20%	519 23%	66 27%	574 22%
Your mobile phone provider	644 25%	-	644 25%	398 33%d	246 19%	108 34%hij	89 28%hi	178 33%hij	65 17%	77 18%	61 19%	65 26%h	197 31%no	243 26%n	204 21%	127 23%	555 24%	85 35%p	609 24%
Would not be happy to receive Phone call from any organisation	820 32%	-	820 32%	355 29%	462 35%c	84 27%	108 33%	166 31%	149 38%c	147 34%	97 31%	70 28%	192 30%	315 34%	313 32%	166 30%	763 33%q	53 22%	796 31%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 20

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	643	172	174	143	155	345	298	405	222	64	72	160	153	142	386	64	538
	25%	34%bcd	21%	24%	25%	26%	24%	27%h	22%	20%	22%	23%	27%	31%ijkn	24%	20%	26%
Your gas / electricity provider	567	160	161	124	122	321	246	364	189	53	62	144	140	135	346	53	486
	22%	31%bcd	20%	21%	19%	24%	20%	24%h	19%	17%	19%	21%	24%l	29%ijkn	22%	17%	23%o
Your local council or tax office	540	131	151	128	130	282	258	337	190	64	61	146	119	109	326	64	448
	21%	26%b	18%	22%	21%	21%	21%	22%	19%	20%	18%	21%	21%	24%	20%	20%	21%
Your GP / medical or healthcare professional	1441	304	457	336	344	761	680	799	614	169	188	385	327	263	900	169	1179
	56%	60%	55%	57%	54%	57%	56%	53%	61%g	54%	56%	56%	57%	57%	56%	53%	57%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	444	137	125	113	69	263	182	316	125	38	44	105	117	117	265	38	384
	17%	27%bcd	15%	19%d	11%	20%f	15%	21%h	12%	12%	13%	15%	20%ij	25%ijkn	17%	12%	18%o
Your landline phone provider	699	183	190	175	151	372	327	429	252	75	79	183	161	146	423	76	577
	27%	36%bd	23%	30%b	24%	28%	27%	28%	25%	24%	24%	27%	28%	32%	26%	24%	28%
Your paid TV provider	494	132	132	128	102	264	230	345	139	43	58	126	111	118	295	43	420
	19%	26%bd	16%	22%b	16%	20%	19%	23%h	14%	14%	17%	18%	19%	26%ijkn	18%	14%	20%o
Your broadband provider	589	140	151	163	135	291	298	349	222	59	65	164	135	112	365	59	486
	23%	27%b	18%	28%b	21%	22%	24%	23%	22%	19%	19%	24%	24%	24%	23%	19%	23%
Your mobile phone provider	644	171	163	173	137	334	310	402	225	77	62	169	152	145	382	77	532
	25%	34%bd	20%	29%bd	22%	25%	25%	27%	23%	24%	18%	24%	26%j	31%ijn	24%	24%	26%
Would not be happy to receive Phone call from any organisation	820	119	292	179	230	412	409	505	308	121	114	221	182	121	517	123	647
	32%	23%	35%a	30%	36%a	31%	34%	33%	31%	39%m	34%	32%	32%	26%	32%	39%p	31%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 20

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

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	643 25%	562 26%	81 23%	30 23%	544 25%	50 23%	29 23%	21 29%	22 23%	86 31%op	58 28%	44 24%	51 22%	61 26%	114 34%lopr	65 18%	44 20%	9 27%	41 22%
Your gas / electricity provider	567 22%	507 23%b	60 17%	22 17%	487 23%f	43 20%	20 16%	16 23%	20 21%	76 27%lp	59 29%lp	35 20%	35 15%	58 25%	91 27%lp	75 21%	38 17%	8 23%	36 19%
Your local council or tax office	540 21%	478 22%	62 17%	26 20%	458 21%	44 20%	24 19%	14 20%	19 20%	62 22%	55 26%	33 18%	40 17%	46 20%	77 23%	84 23%	43 19%	8 25%	36 20%
Your GP / medical or healthcare professional	1441 56%	1219 56%	222 62%	79 61%	1186 55%	133 62%	75 60%	47 67%d	50 53%	148 54%	140 68%hikn	96 54%	130 57%	132 57%	153 45%	203 57%	133 59%n	22 66%n	111 61%n
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	444 17%	390 18%	55 15%	23 18%	388 18%e	27 12%	17 14%	13 19%	12 13%	53 19%r	36 18%	29 16%	35 15%	43 19%	75 22%r	67 19%	36 16%	6 19%	20 11%
Your landline phone provider	699 27%	604 28%	95 26%	38 29%	593 28%	53 24%	34 27%	19 27%	21 22%	90 33%p	68 33%p	49 27%	51 22%	70 30%	103 30%	93 26%	49 22%	10 28%	43 24%
Your paid TV provider	494 19%	439 20%	55 15%	26 20%	427 20%e	28 13%	23 19%	16 22%e	18 19%	75 27%klopr	48 23%r	27 15%	36 16%	45 19%	86 25%kpr	60 17%	32 14%	5 15%	23 12%
Your broadband provider	589 23%	512 23%	77 21%	36 28%	501 23%	43 20%	26 21%	19 27%	16 17%	82 30%hr	64 31%hor	41 23%	48 21%	52 22%	78 23%	72 20%	48 21%	9 28%	33 18%
Your mobile phone provider	644 25%	567 26%	77 21%	31 24%	547 25%	49 23%	30 24%	18 26%	18 19%	94 34%hlpr	51 25%	40 22%	47 21%	61 26%	104 31%hp	87 24%	44 19%	8 25%	41 22%
Would not be happy to receive Phone call from any organisation	820 32%	711 32%	109 30%	38 29%	704 33%	62 28%	37 30%	18 26%	36 38%	85 31%	55 26%	70 39%j	79 34%	74 32%	109 32%	123 34%	74 33%	9 25%	53 29%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	**643**	262	254	74	38	13	516	51	281	226	93	35	5	506	40
	25%	*27%*	*25%*	*23%*	*25%*	*19%*	*26%*	*23%*	*28%*	*23%*	*24%*	*29%*	*12%*	*26%*	*25%*
Your gas / electricity provider	**567**	223	227	74	30	13	450	43	235	213	83	27	5	448	32
	22%	*23%*	*22%*	*23%*	*19%*	*19%*	*23%*	*19%*	*23%*	*22%*	*21%*	*22%*	*12%*	*23%*	*20%*
Your local council or tax office	**540**	217	216	60	33	13	434	46	231	190	77	31	6	421	37
	21%	*22%*	*21%*	*18%*	*21%*	*19%*	*22%*	*21%*	*23%*	*20%*	*20%*	*25%*	*15%*	*21%*	*23%*
Your GP / medical or healthcare professional	**1441**	597	577	159	77	28	1174	105	582	571	194	74	14	1152	88
	56%	**61%ceg**	**57%cg**	*49%*	*50%*	*41%*	**59%ceg**	*47%*	*57%*	**59%j**	*49%*	*61%*	*33%*	**58%j**	*54%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**444**	177	177	58	19	12	354	32	191	165	63	22	*	356	23
	17%	*18%*	*18%*	*18%*	*13%*	*18%*	*18%*	*14%*	*19%*	*17%*	*16%*	*18%*	*1%*	*18%*	*14%*
Your landline phone provider	**699**	301	260	75	44	17	561	61	307	255	95	30	5	562	35
	27%	**31%c**	*26%*	*23%*	*29%*	*25%*	*28%*	*28%*	*30%*	*26%*	*24%*	*25%*	*13%*	*28%*	*22%*
Your paid TV provider	**494**	202	189	68	23	11	390	34	219	167	78	20	7	385	27
	19%	*21%*	*19%*	*21%*	*15%*	*16%*	*20%*	*15%*	*22%*	*17%*	*20%*	*16%*	*17%*	*19%*	*17%*
Your broadband provider	**589**	240	238	71	26	12	478	38	261	219	75	22	8	480	30
	23%	*24%*	*24%*	*22%*	*17%*	*18%*	*24%*	*17%*	*26%*	*23%*	*19%*	*18%*	*20%*	*24%*	*19%*
Your mobile phone provider	**644**	268	253	72	32	19	521	51	289	228	87	31	7	517	38
	25%	*27%*	*25%*	*22%*	*21%*	*28%*	*26%*	*23%*	*29%*	*24%*	*22%*	*26%*	*17%*	*26%*	*24%*
Would not be happy to receive Phone call from any organisation	**820**	264	322	132	59	30	586	90	307	298	150	32	20	605	53
	32%	*27%*	*32%*	**40%abf**	**38%a**	**45%af**	*29%*	**40%af**	*30%*	*31%*	**38%hm**	*27%*	*50%*	*31%*	*33%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 20

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**643**	62	567	14	216	363	64	616	14	4	2	633	8
	25%	*31%*	*25%*	*23%*	**28%e**	*22%*	**40%de**	*25%*	*38%*	*33%*	*36%*	*25%*	*49%*
Your gas / electricity provider	**567**	57	499	11	200	318	49	542	14	4	2	561	4
	22%	*29%*	*22%*	*19%*	**26%e**	*20%*	**31%e**	*22%*	*40%*	*33%*	*36%*	*22%*	*27%*
Your local council or tax office	**540**	67	465	8	204	288	48	515	8	8	2	531	7
	21%	**34%bc**	*20%*	*13%*	**26%e**	*18%*	**30%e**	*21%*	*21%*	*59%*	*36%*	*21%*	*45%*
Your GP / medical or healthcare professional	**1441**	110	1305	26	434	904	103	1413	12	6	3	1431	8
	56%	*55%*	*57%*	*44%*	*56%*	*56%*	*65%*	*57%*	*33%*	*45%*	*54%*	*56%*	*49%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**444**	37	404	2	135	267	43	424	10	4	2	438	4
	17%	**19%c**	**18%c**	*4%*	*17%*	*16%*	**27%de**	*17%*	*27%*	*32%*	*36%*	*17%*	*27%*
Your landline phone provider	**699**	71	610	18	224	419	56	681	9	*	2	691	6
	27%	**36%b**	*27%*	*30%*	*29%*	*26%*	*35%*	*27%*	*24%*	*4%*	*36%*	*27%*	*41%*
Your paid TV provider	**494**	49	435	10	167	280	47	476	7	3	2	486	6
	19%	*25%*	*19%*	*18%*	*21%*	*17%*	**30%e**	*19%*	*21%*	*26%*	*36%*	*19%*	*37%*
Your broadband provider	**589**	62	512	14	195	345	49	569	10	*	2	579	8
	23%	**32%b**	*22%*	*24%*	*25%*	*21%*	**31%e**	*23%*	*28%*	*4%*	*36%*	*23%*	*48%*
Your mobile phone provider	**644**	55	576	13	209	397	39	620	12	3	2	635	7
	25%	*28%*	*25%*	*22%*	*27%*	*25%*	*24%*	*25%*	*33%*	*26%*	*36%*	*25%*	*45%*
Would not be happy to receive Phone call from any organisation	**820**	52	741	28	224	559	37	804	9	3	3	815	2
	32%	*26%*	*32%*	**47%a**	*29%*	**35%df**	*23%*	*32%*	*24%*	*25%*	*46%*	*32%*	*14%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**643**	97	251	98	198	-	97	-	113	-	138	-	98	-	118	-	80
	25%	*22%*	*29%*	*24%*	*24%*	-	*22%*	-	*26%*	-	**31%fp**	-	*24%*	-	*27%*	-	*20%*
Your gas / electricity provider	**567**	74	199	97	197	-	74	-	81	-	119	-	97	-	103	-	94
	22%	*17%*	*23%*	*23%*	**24%a**	-	*17%*	-	*19%*	-	**27%fh**	-	*23%*	-	*24%*	-	*24%*
Your local council or tax office	**540**	98	184	86	171	-	98	-	74	-	110	-	86	-	90	-	81
	21%	*23%*	*21%*	*21%*	*21%*	-	*23%*	-	*17%*	-	**25%h**	-	*21%*	-	*21%*	-	*20%*
Your GP / medical or healthcare professional	**1441**	251	516	223	451	-	251	-	260	-	256	-	223	-	228	-	224
	56%	*58%*	*59%*	*54%*	*54%*	-	*58%*	-	*60%*	-	*57%*	-	*54%*	-	*53%*	-	*56%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**444**	72	151	63	158	-	72	-	66	-	85	-	63	-	85	-	73
	17%	*17%*	*17%*	*15%*	*19%*	-	*17%*	-	*15%*	-	*19%*	-	*15%*	-	*20%*	-	*18%*
Your landline phone provider	**699**	103	235	118	243	-	103	-	104	-	131	-	118	-	115	-	128
	27%	*24%*	*27%*	*28%*	*29%*	-	*24%*	-	*24%*	-	*29%*	-	*28%*	-	*27%*	-	**32%f**
Your paid TV provider	**494**	74	175	86	159	-	74	-	74	-	101	-	86	-	75	-	84
	19%	*17%*	*20%*	*21%*	*19%*	-	*17%*	-	*17%*	-	*23%*	-	*21%*	-	*18%*	-	*21%*
Your broadband provider	**589**	96	217	84	192	-	96	-	91	-	126	-	84	-	103	-	89
	23%	*22%*	*25%*	*20%*	*23%*	-	*22%*	-	*21%*	-	**28%l**	-	*20%*	-	*24%*	-	*22%*
Your mobile phone provider	**644**	116	207	114	207	-	116	-	88	-	119	-	114	-	101	-	106
	25%	*27%*	*24%*	*27%*	*25%*	-	*27%*	-	*20%*	-	*27%*	-	*27%*	-	*24%*	-	*27%*
Would not be happy to receive Phone call from any organisation	**820**	137	287	128	267	-	137	-	140	-	147	-	128	-	137	-	130
	32%	*32%*	*33%*	*31%*	*32%*	-	*32%*	-	*33%*	-	*33%*	-	*31%*	-	*32%*	-	*33%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**773**	-	773	417	353	126	103	205	129	116	49	45	229	334	210	94	680	86	766
	30%	-	*30%*	**34%d**	*27%*	**40%ijk**	**32%jk**	**38%ijk**	**33%jk**	**27%jk**	*15%*	*18%*	**36%no**	**36%no**	*21%*	*17%*	*30%*	*35%*	*30%*
Your gas / electricity provider	**604**	-	604	326	275	95	99	145	97	93	40	36	193	242	168	75	539	60	553
	24%	-	*24%*	**27%d**	*21%*	**30%jk**	**31%ijk**	**27%jk**	**25%jk**	**22%j**	*13%*	*14%*	**30%no**	**26%no**	*17%*	*13%*	*24%*	*25%*	*21%*
Your local council or tax office	**517**	-	517	306	211	93	87	137	84	67	25	25	180	221	116	49	452	62	456
	20%	-	*20%*	**25%d**	*16%*	**30%ijk**	**27%ijk**	**25%ijk**	**22%jk**	**16%j**	*8%*	*10%*	**28%no**	**24%no**	*12%*	*9%*	*20%*	*25%*	*18%*
Your GP / medical or healthcare professional	**1034**	-	1034	492	539	150	135	249	147	176	104	73	285	396	353	177	919	105	980
	40%	-	*40%*	*40%*	*41%*	**48%hijk**	**42%k**	**46%hjk**	*37%*	**41%k**	*33%*	*29%*	**45%no**	**43%no**	*36%*	*31%*	*40%*	*43%*	*38%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**638**	-	638	330	305	118	97	159	109	91	35	30	215	267	156	65	559	76	606
	25%	-	*25%*	*27%*	*23%*	**38%hijk**	**30%ijk**	**30%ijk**	**28%jk**	**21%jk**	*11%*	*12%*	**34%no**	**29%no**	*16%*	*12%*	*24%*	*31%*	*24%*
Your landline phone provider	**602**	-	602	335	266	83	88	149	94	95	53	41	171	242	189	94	535	61	575
	24%	-	*24%*	**27%d**	*20%*	**26%jk**	**27%jk**	**28%jk**	*24%*	*22%*	*17%*	*16%*	**27%no**	**26%no**	*19%*	*17%*	*23%*	*25%*	*22%*
Your paid TV provider	**589**	-	589	314	273	99	90	160	94	83	35	27	189	255	145	63	522	64	537
	23%	-	*23%*	**26%d**	*21%*	**32%ijk**	**28%ijk**	**30%ijk**	**24%jk**	**19%jk**	*11%*	*11%*	**30%no**	**27%no**	*15%*	*11%*	*23%*	*26%*	*21%*
Your broadband provider	**699**	-	699	374	324	106	109	179	108	101	49	48	215	286	198	97	619	71	652
	27%	-	*27%*	**31%d**	*24%*	**34%ijk**	**34%ijk**	**33%ijk**	**27%j**	**24%j**	*15%*	*20%*	**34%no**	**31%no**	*20%*	*17%*	*27%*	*29%*	*25%*
Your mobile phone provider	**1141**	-	1141	545	589	152	135	251	174	202	128	98	287	425	428	226	1022	109	1181
	45%	-	*45%*	*45%*	*44%*	*48%*	*42%*	*47%*	*44%*	*48%*	*41%*	*40%*	*45%*	*46%*	*43%*	*40%*	*45%*	*45%*	*46%*
Would not be happy to receive Text message from any organisation	**926**	-	926	437	486	62	102	154	160	173	154	122	164	313	449	276	854	67	944
	36%	-	*36%*	*36%*	*37%*	*20%*	**32%e**	**29%e**	**41%eg**	**41%eg**	**49%efg**	**49%efg**	*26%*	**34%l**	**45%lm**	**49%lm**	**37%q**	*27%*	*37%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**773**	193	225	176	180	417	356	522	246	60	104	204	175	187	483	61	676
	30%	**38%bcd**	*27%*	*30%*	*28%*	*31%*	*29%*	**34%h**	*25%*	*19%*	**31%i**	**30%i**	**30%i**	**40%ijkln**	**30%i**	*19%*	**32%o**
Your gas / electricity provider	**604**	146	174	142	141	320	283	417	179	49	80	162	140	147	381	49	533
	24%	**29%b**	*21%*	*24%*	*22%*	*24%*	*23%*	**28%h**	*18%*	*16%*	**24%i**	**23%i**	**24%i**	**32%ikln**	**24%i**	*16%*	**26%o**
Your local council or tax office	**517**	150	147	98	123	296	221	375	134	37	66	137	105	148	308	37	460
	20%	**29%bcd**	*18%*	*17%*	*19%*	*22%*	*18%*	**25%h**	*13%*	*12%*	**20%i**	**20%i**	*18%*	**32%ijkln**	**19%i**	*12%*	**22%o**
Your GP / medical or healthcare professional	**1034**	233	326	215	261	558	476	654	372	108	124	281	239	218	644	109	874
	40%	**46%c**	*39%*	*37%*	*41%*	*42%*	*39%*	**43%h**	*37%*	*35%*	*37%*	*41%*	*42%*	**47%ij**	*40%*	*34%*	*42%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**638**	180	179	150	129	359	279	472	164	54	57	160	142	189	360	54	550
	25%	**35%bcd**	*22%*	*26%*	*20%*	*27%*	*23%*	**31%h**	*16%*	*17%*	*17%*	*23%*	**25%j**	**41%ijkln**	*23%*	*17%*	**26%o**
Your landline phone provider	**602**	156	181	130	136	337	266	401	195	47	65	183	136	144	385	47	534
	24%	**30%bcd**	*22%*	*22%*	*21%*	*25%*	*22%*	**27%h**	*19%*	*15%*	*20%*	**27%i**	**24%i**	**31%ijln**	**24%i**	*15%*	**26%o**
Your paid TV provider	**589**	155	168	123	143	323	267	406	176	47	67	150	130	161	348	48	516
	23%	**30%bcd**	*20%*	*21%*	*23%*	*24%*	*22%*	**27%h**	*18%*	*15%*	*20%*	*22%*	**23%i**	**35%ijkln**	**22%i**	*15%*	**25%o**
Your broadband provider	**699**	175	210	150	163	385	313	467	225	66	76	187	158	175	421	66	602
	27%	**34%bcd**	*26%*	*26%*	*26%*	*29%*	*26%*	**31%h**	*23%*	*21%*	*23%*	*27%*	*28%*	**38%ijkln**	*26%*	*21%*	**29%o**
Your mobile phone provider	**1141**	248	350	257	286	598	543	696	432	110	150	308	255	233	713	110	956
	45%	*49%*	*42%*	*44%*	*45%*	*45%*	*45%*	*46%*	*43%*	*35%*	*45%*	**45%i**	**44%i**	**51%i**	**45%i**	*35%*	**46%o**
Would not be happy to receive Text message from any organisation	**926**	134	318	224	250	452	474	494	409	153	132	258	197	110	587	155	706
	36%	*26%*	**39%a**	**38%a**	**40%a**	*34%*	**39%e**	*33%*	**41%g**	**49%klmn**	**39%m**	**37%m**	**34%m**	*24%*	**37%m**	**49%p**	*34%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	773 30%	672 31%	100 28%	48 37%	657 31%	55 25%	38 31%	22 32%	28 29%	96 35%	62 30%	59 33%	69 30%	69 30%	126 37%opr	94 26%	55 25%	7 21%	48 26%
Your gas / electricity provider	604 24%	534 24%	69 19%	27 20%	523 24%	41 19%	26 21%	13 19%	25 26%	105 38%lmnopr	59 29%pr	50 28%p	45 20%	42 18%	87 26%	73 20%	37 16%	8 23%	34 18%
Your local council or tax office	517 20%	461 21%	56 16%	24 18%	448 21%g	35 16%	23 19%	10 15%	19 20%	75 27%mpr	46 23%	38 21%	39 17%	37 16%	91 27%lmpr	73 20%	30 13%	4 12%	31 17%
Your GP / medical or healthcare professional	1034 40%	910 41%b	124 34%	50 39%	891 42%eg	68 32%	52 42%e	23 33%	37 39%	112 40%	94 46%mr	88 49%mqr	93 40%	75 32%	154 45%mr	140 39%	96 43%r	9 28%	59 32%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	638 25%	559 26%	79 22%	35 27%	539 25%	49 23%	27 22%	22 31%ef	21 22%	74 27%	47 23%	54 30%	44 19%	60 26%	106 31%l	77 21%	58 26%	7 22%	42 23%
Your landline phone provider	602 24%	535 24%	68 19%	24 19%	510 24%	47 22%	27 22%	18 26%	23 24%m	95 34%lmopr	61 29%m	45 25%m	46 20%	32 14%	86 25%m	76 21%	47 21%	9 27%	38 21%
Your paid TV provider	589 23%	524 24%b	65 18%	27 21%	507 24%	41 19%	26 21%	16 23%	19 20%	106 38%hjlmnopq	52 25%	48 27%m	40 18%	38 16%	83 24%	83 23%	38 17%	7 20%	34 18%
Your broadband provider	699 27%	606 28%	93 26%	39 30%	601 28%	52 24%	28 22%	18 26%	22 24%	94 34%mp	58 28%	44 24%	58 25%	48 21%	116 34%mpr	114 32%p	47 21%	8 25%	44 24%
Your mobile phone provider	1141 45%	986 45%	155 43%	67 52%	945 44%	104 48%	54 44%	37 52%d	35 37%	132 48%	105 51%hm	97 54%hmn	102 44%	88 38%	137 41%	151 42%	98 44%	16 47%	88 48%
Would not be happy to receive Text message from any organisation	926 36%	777 35%	150 41%	42 32%	775 36%	84 39%	46 37%	21 30%	37 39%	94 34%	69 33%	57 32%	99 43%n	96 41%n	98 29%	144 40%	82 37%	14 43%	69 38%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	773 *30%*	273 *28%*	309 *31%*	101 *31%*	56 *36%*	33 **49%abcf**	581 *29%*	89 **40%abf**	286 *28%*	320 *33%*	106 *27%*	47 *39%*	12 *29%*	605 *31%*	59 *36%*
Your gas / electricity provider	604 *24%*	207 *21%*	249 *25%*	74 *23%*	51 **33%af**	21 *30%*	456 *23%*	72 **32%af**	236 *23%*	244 *25%*	77 *20%*	36 *29%*	8 *20%*	481 *24%*	44 *27%*
Your local council or tax office	517 *20%*	201 *21%*	197 *19%*	58 *18%*	36 *24%*	24 **35%abcf**	398 *20%*	60 *27%*	202 *20%*	212 *22%*	68 *17%*	27 *22%*	8 *19%*	413 *21%*	35 *21%*
Your GP / medical or healthcare professional	1034 *40%*	390 *40%*	409 *41%*	127 *39%*	73 *47%*	30 *45%*	799 *40%*	103 *46%*	425 *42%*	400 *41%*	137 *35%*	49 *41%*	18 *43%*	825 *42%*	67 *41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	638 *25%*	233 *24%*	259 *26%*	72 *22%*	49 *32%*	24 *36%*	492 *25%*	73 **33%acf**	266 *26%*	264 **27%j**	76 *19%*	23 *19%*	6 *15%*	531 **27%j**	29 *18%*
Your landline phone provider	602 *24%*	208 *21%*	260 *26%*	73 *22%*	40 *26%*	20 *29%*	468 *24%*	60 *27%*	231 *23%*	262 **27%j**	71 *18%*	28 *23%*	8 *19%*	492 **25%j**	36 *22%*
Your paid TV provider	589 *23%*	209 *21%*	235 *23%*	78 *24%*	46 *30%*	21 *30%*	444 *22%*	66 **30%a**	211 *21%*	260 **27%hj**	72 *18%*	35 *29%*	10 *25%*	470 *24%*	45 *28%*
Your broadband provider	699 *27%*	247 *25%*	300 *30%*	81 *25%*	51 *33%*	19 *29%*	547 *28%*	70 *32%*	275 *27%*	294 **30%j**	79 *20%*	35 *29%*	13 *31%*	569 **29%j**	48 *29%*
Your mobile phone provider	1141 *45%*	432 *44%*	458 *45%*	131 *40%*	81 *53%*	34 *50%*	890 *45%*	115 **52%c**	451 *45%*	452 *47%*	159 *41%*	55 *46%*	18 *45%*	903 *46%*	74 *45%*
Would not be happy to receive Text message from any organisation	926 *36%*	361 **37%deg**	358 **36%g**	140 **43%deg**	40 *26%*	14 *21%*	719 **36%g**	54 *24%*	354 *35%*	343 *36%*	156 *40%*	41 *34%*	16 *40%*	698 *35%*	57 *35%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**773**	59	697	17	250	469	54	756	8	9	-	773	-
	30%	*30%*	*30%*	*28%*	*32%*	*29%*	*34%*	*30%*	*23%*	*69%*	-	*31%*	-
Your gas / electricity provider	**604**	53	539	12	184	373	47	595	3	1	1	599	3
	24%	*27%*	*23%*	*20%*	*24%*	*23%*	*30%*	*24%*	*9%*	*10%*	*18%*	*24%*	*21%*
Your local council or tax office	**517**	49	460	8	165	304	48	498	13	4	-	515	2
	20%	*25%*	*20%*	*13%*	*21%*	*19%*	**30%e**	*20%*	*37%*	*32%*	-	*20%*	*13%*
Your GP / medical or healthcare professional	**1034**	83	933	18	323	654	57	1019	9	5	-	1033	1
	40%	*42%*	*41%*	*30%*	*41%*	*40%*	*36%*	*41%*	*26%*	*35%*	-	*41%*	*8%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**638**	52	580	7	188	408	42	619	16	3	-	637	1
	25%	*26%*	*25%*	*12%*	*24%*	*25%*	*26%*	*25%*	*45%*	*20%*	-	*25%*	*5%*
Your landline phone provider	**602**	52	541	9	181	381	40	589	9	3	-	601	2
	24%	*26%*	*24%*	*16%*	*23%*	*24%*	*25%*	*24%*	*25%*	*22%*	-	*24%*	*10%*
Your paid TV provider	**589**	44	533	12	183	360	46	579	6	2	-	588	2
	23%	*22%*	*23%*	*21%*	*23%*	*22%*	*29%*	*23%*	*17%*	*17%*	-	*23%*	*11%*
Your broadband provider	**699**	56	629	15	212	443	44	678	12	5	-	696	3
	27%	*28%*	*27%*	*24%*	*27%*	*27%*	*28%*	*27%*	*35%*	*37%*	-	*27%*	*21%*
Your mobile phone provider	**1141**	78	1042	20	329	756	55	1124	7	4	-	1135	5
	45%	*40%*	*45%*	*33%*	*42%*	**47%f**	*35%*	*45%*	*21%*	*29%*	-	*45%*	*34%*
Would not be happy to receive Text message from any organisation	**926**	69	828	29	256	609	61	905	6	3	5	914	8
	36%	*35%*	*36%*	*49%*	*33%*	*38%*	*38%*	*36%*	*17%*	*23%*	*82%*	*36%*	*49%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 21

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**773**	127	285	119	241	-	127	-	129	-	156	-	119	-	107	-	134
	30%	*29%*	*32%*	*29%*	*29%*	-	*29%*	-	*30%*	-	**35%n**	-	*29%*	-	*25%*	-	**34%n**
Your gas / electricity provider	**604**	85	225	96	197	-	85	-	98	-	128	-	96	-	89	-	108
	24%	*20%*	*26%*	*23%*	*24%*	-	*20%*	-	*23%*	-	**29%fn**	-	*23%*	-	*21%*	-	**27%f**
Your local council or tax office	**517**	67	197	79	174	-	67	-	96	-	101	-	79	-	81	-	93
	20%	*15%*	**23%a**	*19%*	*21%*	-	*15%*	-	*22%*	-	**23%f**	-	*19%*	-	*19%*	-	**23%f**
Your GP / medical or healthcare professional	**1034**	154	378	163	339	-	154	-	176	-	202	-	163	-	177	-	162
	40%	*35%*	**43%a**	*39%*	*41%*	-	*35%*	-	*41%*	-	**45%f**	-	*39%*	-	*41%*	-	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**638**	90	238	105	205	-	90	-	110	-	128	-	105	-	93	-	111
	25%	*21%*	*27%*	*25%*	*25%*	-	*21%*	-	*26%*	-	**29%f**	-	*25%*	-	*22%*	-	*28%*
Your landline phone provider	**602**	88	235	97	183	-	88	-	98	-	137	-	97	-	85	-	97
	24%	*20%*	*27%*	*23%*	*22%*	-	*20%*	-	*23%*	-	**31%fn**	-	*23%*	-	*20%*	-	*24%*
Your paid TV provider	**589**	73	223	88	205	-	73	-	98	-	125	-	88	-	100	-	106
	23%	*17%*	**25%a**	*21%*	**25%a**	-	*17%*	-	*23%*	-	**28%f**	-	*21%*	-	*23%*	-	**27%f**
Your broadband provider	**699**	104	251	112	233	-	104	-	115	-	136	-	112	-	107	-	126
	27%	*24%*	*29%*	*27%*	*28%*	-	*24%*	-	*27%*	-	*30%*	-	*27%*	-	*25%*	-	*32%*
Your mobile phone provider	**1141**	191	406	177	366	-	191	-	177	-	229	-	177	-	173	-	194
	45%	*44%*	*46%*	*43%*	*44%*	-	*44%*	-	*41%*	-	**51%hn**	-	*43%*	-	*40%*	-	*49%*
Would not be happy to receive Text message from any organisation	**926**	168	326	151	281	-	168	-	177	-	149	-	151	-	166	-	115
	36%	*39%*	*37%*	*37%*	*34%*	-	**39%p**	-	**41%p**	-	*33%*	-	*37%*	-	**39%p**	-	*29%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	1689 66%	- -	1689 66%	809 66%	875 66%	197 63%	189 59%	359 67%k	282 72%fk	302 71%fk	220 70%fk	141 57%	385 61%	641 69%l	663 67%l	361 64%	1536 67%	149 61%	1734 67%
Your gas / electricity provider	1725 68%	- -	1725 68%	801 66%	919 69%	157 50%	204 63%e	336 62%e	293 75%efg	311 73%efg	242 76%efg	183 74%efg	361 57%	629 68%l	735 74%lm	425 75%lm	1576 69%q	143 58%	1774 69%
Your local council or tax office	1431 56%	- -	1431 56%	661 54%	767 58%	153 49%	178 55%	289 54%	228 58%	247 58%	196 62%e	140 57%	331 52%	517 56%	583 59%l	336 60%l	1311 57%q	116 48%	1427 55%
Your GP / medical or healthcare professional	1240 49%	- -	1240 49%	616 50%	621 47%	145 46%	168 52%	272 51%	200 51%	216 51%	135 43%	104 42%	313 49%	473 51%o	454 46%	239 42%	1118 49%	116 47%	1199 47%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1520 60%	- -	1520 60%	712 58%	802 60%	177 56%	195 61%	339 63%k	239 61%	267 63%k	178 56%	125 50%	372 58%	578 62%o	570 58%	303 54%	1379 60%	137 56%	1563 61%
Your landline phone provider	1538 60%	- -	1538 60%	703 58%	830 63%	135 43%	156 49%	298 55%e	267 68%efg	291 68%efg	225 71%efg	166 67%efg	291 46%	565 61%l	681 69%lm	390 69%lm	1434 63%q	98 40%	1611 63%
Your paid TV provider	1561 61%	- -	1561 61%	724 59%	832 63%	159 51%	186 58%	347 65%e	265 67%efk	278 65%e	188 60%	138 56%	345 54%	612 66%lo	604 61%l	327 58%	1429 62%q	126 52%	1605 62%
Your broadband provider	1766 69%	- -	1766 69%	821 67%	940 71%	182 58%	197 61%	362 67%e	287 73%ef	315 74%ef	243 77%efg	180 73%ef	379 60%	649 70%l	738 75%l	423 75%l	1621 71%q	139 57%	1842 72%
Your mobile phone provider	1617 63%	- -	1617 63%	771 63%	842 64%	180 57%	199 62%	323 60%	292 74%efgijk	279 66%	204 65%	139 56%	379 60%	614 66%l	623 63%	344 61%	1475 64%	135 55%	1660 64%
Would not be happy to receive Email/ online portal from any organisation	380 15%	- -	380 15%	188 15%	190 14%	41 13%	62 19%	85 16%	57 15%	55 13%	44 14%	36 15%	103 16%	142 15%	135 14%	80 14%	336 15%	35 14%	337 13%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**1689**	345	560	375	409	905	784	1037	633	184	219	478	395	306	1092	185	1415
	66%	*68%*	*68%*	*64%*	*65%*	*68%*	*64%*	**68%h**	*63%*	*59%*	*66%*	**69%i**	**69%i**	*66%*	**68%i**	*59%*	**68%o**
Your gas / electricity provider	**1725**	345	581	387	412	926	799	1005	700	196	230	481	395	320	1106	196	1442
	68%	*68%*	*70%*	*66%*	*65%*	*69%*	*66%*	*66%*	*70%*	*63%*	*69%*	*70%*	*69%*	*69%*	*69%*	*62%*	**69%o**
Your local council or tax office	**1431**	297	482	315	338	779	652	849	566	167	186	402	314	267	901	168	1181
	56%	*58%*	*58%*	*54%*	*53%*	*58%*	*53%*	*56%*	*57%*	*54%*	*56%*	*58%*	*55%*	*58%*	*56%*	*53%*	*57%*
Your GP / medical or healthcare professional	**1240**	291	402	268	279	693	547	781	447	127	160	334	279	262	774	128	1047
	49%	**57%bcd**	*49%*	*46%*	*44%*	**52%f**	*45%*	**52%h**	*45%*	*41%*	*48%*	*49%*	*49%*	**57%ikn**	**48%i**	*41%*	**50%o**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1520**	327	517	339	338	844	677	955	552	152	196	420	357	305	973	152	1290
	60%	**64%d**	**63%d**	*58%*	*53%*	**63%f**	*56%*	**63%h**	*55%*	*49%*	**59%i**	**61%i**	**62%i**	**66%i**	**61%i**	*48%*	**62%o**
Your landline phone provider	**1538**	303	527	334	373	830	707	874	645	173	211	433	354	270	998	173	1285
	60%	*59%*	*64%*	*57%*	*59%*	*62%*	*58%*	*58%*	**65%g**	*55%*	*63%*	*63%*	*62%*	*59%*	*62%*	*55%*	*62%*
Your paid TV provider	**1561**	299	542	335	384	842	720	949	596	177	211	425	361	293	998	177	1307
	61%	*59%*	**66%ac**	*57%*	*61%*	*63%*	*59%*	*63%*	*60%*	*56%*	*63%*	*62%*	*63%*	*64%*	*62%*	*56%*	*63%*
Your broadband provider	**1766**	356	607	386	418	963	804	1044	703	196	239	491	415	317	1144	197	1479
	69%	*70%*	**74%cd**	*66%*	*66%*	**72%f**	*66%*	*69%*	*70%*	*63%*	*71%*	**71%i**	**72%i**	*69%*	**72%i**	*62%*	**71%o**
Your mobile phone provider	**1617**	347	524	364	382	871	746	1011	588	170	207	446	377	314	1030	171	1363
	63%	**68%d**	*64%*	*62%*	*60%*	*65%*	*61%*	**67%h**	*59%*	*54%*	*62%*	**65%i**	**66%i**	**68%i**	**64%i**	*54%*	**65%o**
Would not be happy to receive Email/ online portal from any organisation	**380**	50	119	98	113	169	211	211	155	69	57	97	79	41	233	71	278
	15%	*10%*	*14%*	**17%a**	**18%a**	*13%*	**17%e**	*14%*	*16%*	**22%klmn**	**17%m**	**14%m**	*14%*	*9%*	**15%m**	**23%p**	*13%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	1689 66%	1472 67%b	217 60%	82 64%	1403 65%	151 70%	90 72%	45 64%	64 68%i	142 51%	144 70%i	124 69%i	156 68%i	152 65%i	219 65%i	243 68%i	158 70%i	23 67%	128 70%i
Your gas / electricity provider	1725 68%	1483 68%	242 67%	87 67%	1439 67%	150 69%	92 74%dg	43 62%	65 69%i	147 53%	158 77%inp	134 75%i	160 70%i	158 68%i	220 65%i	250 70%i	146 65%i	26 76%i	124 68%i
Your local council or tax office	1431 56%	1241 57%	191 53%	70 54%	1198 56%	120 56%	78 62%g	35 50%	45 48%	134 48%	142 69%hilmopr	105 58%	124 54%	124 53%	194 57%	203 57%	125 56%	18 54%	102 56%
Your GP / medical or healthcare professional	1240 49%	1074 49%	167 46%	62 47%	1051 49%g	99 46%	64 51%g	26 38%	40 42%	123 44%	102 50%	91 50%	114 50%	109 47%	181 53%	172 48%	119 53%	13 40%	86 47%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1520 60%	1311 60%	210 58%	77 59%	1267 59%	131 61%	81 65%	41 59%	52 54%	146 53%	122 59%	115 64%	128 56%	139 59%	193 57%	238 66%i	134 60%	23 67%	109 60%
Your landline phone provider	1538 60%	1314 60%	223 62%	79 61%	1276 60%	141 65%	80 64%	40 57%	66 69%imn	138 50%	145 70%imn	120 67%imn	134 58%	126 54%	183 54%	222 62%	142 63%i	24 71%i	118 64%i
Your paid TV provider	1561 61%	1357 62%c	204 57%	66 51%	1301 61%	137 63%	82 66%	41 59%	60 63%	149 54%	152 73%imnopr	119 66%	143 62%	131 56%	202 60%	215 60%	130 58%	25 74%im	112 61%
Your broadband provider	1766 69%	1523 69%	244 68%	88 68%	1456 68%	163 76%d	98 78%dg	49 70%	65 68%i	147 53%	158 77%in	125 69%i	158 69%i	161 69%i	219 65%	262 73%i	162 72%i	27 82%in	136 75%i
Your mobile phone provider	1617 63%	1395 64%	222 62%	80 62%	1342 63%	144 67%	84 67%	47 67%	63 67%i	145 52%	138 67%i	122 68%i	144 62%	136 58%	226 67%i	214 60%	155 69%i	22 65%	122 67%i
Would not be happy to receive Email/ online portal from any organisation	380 15%	322 15%	59 16%	19 15%	331 15%f	28 13%	11 9%	11 16%f	10 11%	68 25%hjknopr	25 12%	22 12%	40 17%	42 18%	47 14%	44 12%	34 15%	3 10%	24 13%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	1689 66%	634 65%	683 68%c	195 60%	115 74%c	56 83%abcf	1318 66%	171 77%abcf	686 68%	646 67%	242 62%	75 62%	33 80%	1332 67%	108 66%
Your gas / electricity provider	1725 68%	669 68%c	706 70%c	189 58%	107 69%	47 69%	1376 69%c	154 69%c	685 68%	672 70%j	240 61%	82 68%	35 86%	1358 69%j	117 73%
Your local council or tax office	1431 56%	551 56%	574 57%	159 49%	97 63%c	45 66%c	1126 57%c	142 64%c	566 56%	564 58%	206 53%	66 54%	23 56%	1130 57%	89 55%
Your GP / medical or healthcare professional	1240 49%	465 47%	508 50%	152 47%	75 48%	39 57%	972 49%	114 51%	513 51%	474 49%	172 44%	63 52%	16 39%	987 50%	79 49%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1520 60%	572 58%	625 62%	176 54%	94 61%	47 69%	1197 60%	141 64%	622 61%j	583 60%	206 53%	78 65%	21 50%	1205 61%j	99 61%
Your landline phone provider	1538 60%	620 63%c	603 60%	179 55%	84 55%	46 69%	1223 62%	131 59%	628 62%	580 60%	216 55%	72 59%	33 81%	1208 61%	105 65%
Your paid TV provider	1561 61%	586 60%	643 64%c	177 54%	100 65%	50 74%c	1229 62%	150 68%c	609 60%	625 65%j	215 55%	74 62%	32 79%	1234 62%j	107 66%
Your broadband provider	1766 69%	683 70%c	713 71%c	190 58%	118 76%c	57 84%c	1396 70%c	175 79%acf	723 71%j	656 68%	249 64%	91 75%	37 90%	1378 70%	128 79%ij
Your mobile phone provider	1617 63%	627 64%c	655 65%c	179 55%	96 62%	56 83%abcdf	1281 64%c	152 68%c	647 64%j	637 66%j	213 55%	84 69%j	31 75%	1284 65%j	115 71%j
Would not be happy to receive Email/ online portal from any organisation	380 15%	143 15%	132 13%	75 23%abdefg	17 11%	4 5%	275 14%	20 9%	141 14%	132 14%	80 20%him	15 12%	3 9%	273 14%	18 11%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**1689**	118	1547	24	493	1112	84	1656	17	8	1	1681	7
	66%	**60%c**	**67%c**	*40%*	*63%*	**69%df**	*53%*	*67%*	*47%*	*60%*	*18%*	*66%*	*45%*
Your gas / electricity provider	**1725**	119	1577	29	505	1131	88	1701	13	8	1	1722	2
	68%	*60%*	**69%ac**	*48%*	*65%*	**70%f**	*56%*	*68%*	*37%*	*60%*	*18%*	*68%*	*14%*
Your local council or tax office	**1431**	96	1309	26	431	931	69	1408	11	8	1	1427	3
	56%	*49%*	*57%*	*44%*	**55%f**	**58%f**	*43%*	*57%*	*31%*	*60%*	*18%*	*56%*	*18%*
Your GP / medical or healthcare professional	**1240**	99	1119	22	375	801	64	1210	19	7	1	1236	3
	49%	*50%*	*49%*	*36%*	*48%*	*50%*	*40%*	*49%*	*55%*	*53%*	*18%*	*49%*	*22%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1520**	93	1399	29	421	1016	83	1500	12	3	1	1514	5
	60%	*47%*	**61%a**	*49%*	*54%*	**63%df**	*52%*	*60%*	*33%*	*21%*	*18%*	*60%*	*32%*
Your landline phone provider	**1538**	108	1406	24	456	1012	70	1522	11	3	1	1536	1
	60%	*54%*	**61%c**	*40%*	**58%f**	**63%f**	*44%*	*61%*	*31%*	*26%*	*18%*	*61%*	*4%*
Your paid TV provider	**1561**	107	1430	24	465	1023	74	1543	11	4	1	1558	2
	61%	*54%*	**62%c**	*41%*	**60%f**	**63%f**	*46%*	*62%*	*32%*	*30%*	*18%*	*62%*	*10%*
Your broadband provider	**1766**	107	1631	28	504	1182	81	1746	14	5	1	1765	*
	69%	*54%*	**71%ac**	*47%*	**65%f**	**73%df**	*51%*	*70%*	*40%*	*39%*	*18%*	*70%*	*1%*
Your mobile phone provider	**1617**	118	1475	24	473	1053	91	1592	16	6	1	1614	2
	63%	**60%c**	**64%c**	*40%*	*61%*	*65%*	*57%*	*64%*	*46%*	*46%*	*18%*	*64%*	*13%*
Would not be happy to receive Email/ online portal from any organisation	**380**	39	322	20	117	230	33	367	4	1	5	373	3
	15%	*19%*	*14%*	**33%b**	*15%*	*14%*	*21%*	*15%*	*12%*	*11%*	*82%*	*15%*	*19%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 22

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**1689**	286	599	282	521	-	286	-	307	-	293	-	282	-	266	-	255
	66%	*66%*	*68%*	*68%*	*63%*	-	*66%*	-	**71%n**	-	*66%*	-	*68%*	-	*62%*	-	*64%*
Your gas / electricity provider	**1725**	281	614	283	547	-	281	-	317	-	297	-	283	-	272	-	275
	68%	*65%*	*70%*	*68%*	*66%*	-	*65%*	-	**74%fn**	-	*66%*	-	*68%*	-	*63%*	-	*69%*
Your local council or tax office	**1431**	239	514	231	447	-	239	-	260	-	254	-	231	-	218	-	229
	56%	*55%*	*59%*	*56%*	*54%*	-	*55%*	-	**60%n**	-	*57%*	-	*56%*	-	*51%*	-	*57%*
Your GP / medical or healthcare professional	**1240**	216	448	180	397	-	216	-	226	-	221	-	180	-	211	-	186
	49%	*50%*	*51%*	*43%*	*48%*	-	*50%*	-	*53%*	-	*50%*	-	*43%*	-	*49%*	-	*47%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1520**	250	561	253	456	-	250	-	277	-	283	-	253	-	218	-	238
	60%	*58%*	**64%d**	*61%*	*55%*	-	*58%*	-	**65%n**	-	**63%n**	-	**61%n**	-	*51%*	-	**60%n**
Your landline phone provider	**1538**	252	555	240	490	-	252	-	279	-	277	-	240	-	242	-	248
	60%	*58%*	*63%*	*58%*	*59%*	-	*58%*	-	*65%*	-	*62%*	-	*58%*	-	*56%*	-	*62%*
Your paid TV provider	**1561**	278	553	244	486	-	278	-	272	-	280	-	244	-	245	-	241
	61%	*64%*	*63%*	*59%*	*59%*	-	*64%*	-	*63%*	-	*63%*	-	*59%*	-	*57%*	-	*60%*
Your broadband provider	**1766**	299	620	279	569	-	299	-	309	-	311	-	279	-	274	-	294
	69%	*69%*	*71%*	*67%*	*69%*	-	*69%*	-	*72%*	-	*70%*	-	*67%*	-	*64%*	-	**74%n**
Your mobile phone provider	**1617**	274	595	255	493	-	274	-	295	-	300	-	255	-	252	-	241
	63%	*63%*	**68%d**	*62%*	*59%*	-	*63%*	-	**69%n**	-	*67%*	-	*62%*	-	*59%*	-	*60%*
Would not be happy to receive Email/ online portal from any organisation	**380**	71	119	67	124	-	71	-	55	-	64	-	67	-	77	-	46
	15%	*16%*	*14%*	*16%*	*15%*	-	*16%*	-	*13%*	-	*14%*	-	*16%*	-	**18%p**	-	*12%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**53** *2%*	- -	53 *2%*	29 *2%*	24 *2%*	11 **3%hk**	7 *2%*	11 *2%*	2 *	11 *3%*	10 **3%h**	1 *	18 *3%*	13 *1%*	22 *2%*	11 *2%*	43 *2%*	10 *4%*	48 *2%*
Your gas / electricity provider	**26** *1%*	- -	26 *1%*	22 **2%d**	4 *	5 *2%*	3 *1%*	7 *1%*	2 *1%*	7 *2%*	* *	2 *1%*	8 *1%*	9 *1%*	9 *1%*	2 *	25 *1%*	2 *1%*	26 *1%*
Your local council or tax office	**28** *1%*	- -	28 *1%*	20 **2%d**	7 *1%*	8 *3%*	1 *	9 *2%*	2 *1%*	5 *1%*	2 *1%*	* *	9 *1%*	11 *1%*	7 *1%*	2 *	21 *1%*	7 *3%*	22 *1%*
Your GP / medical or healthcare professional	**47** *2%*	- -	47 *2%*	31 *3%*	17 *1%*	10 **3%h**	8 *2%*	6 *1%*	2 *	7 *2%*	7 *2%*	8 **3%h**	17 **3%m**	8 *1%*	22 *2%*	15 **3%m**	38 *2%*	7 *3%*	46 *2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**24** *1%*	- -	24 *1%*	12 *1%*	11 *1%*	3 *1%*	3 *1%*	5 *1%*	2 *	2 *	4 *1%*	4 *2%*	6 *1%*	7 *1%*	10 *1%*	8 *1%*	18 *1%*	6 *2%*	25 *1%*
Your landline phone provider	**32** *1%*	- -	32 *1%*	19 *2%*	13 *1%*	15 **5%ghijk**	4 *1%*	5 *1%*	- -	6 *1%*	2 *1%*	- -	19 **3%mno**	5 *1%*	8 *1%*	2 *	27 *1%*	5 *2%*	29 *1%*
Your paid TV provider	**29** *1%*	- -	29 *1%*	18 *1%*	12 *1%*	7 **2%g**	6 *2%*	2 *	2 *1%*	3 *1%*	2 *1%*	6 *2%*	14 **2%m**	5 *1%*	11 *1%*	8 *1%*	25 *1%*	4 *2%*	27 *1%*
Your broadband provider	**35** *1%*	- -	35 *1%*	27 **2%d**	9 *1%*	13 **4%hjk**	7 *2%*	8 *1%*	2 *1%*	5 *1%*	- -	- -	20 **3%mno**	10 *1%*	5 *1%*	- -	21 *1%*	14 **6%p**	24 *1%*
Your mobile phone provider	**27** *1%*	- -	27 *1%*	16 *1%*	11 *1%*	13 **4%fghijk**	2 *1%*	4 *1%*	* *	4 *1%*	2 *1%*	1 *	15 **2%mn**	4 *	8 *1%*	4 *1%*	20 *1%*	7 **3%p**	24 *1%*
Would not be happy to receive Other from any organisation	**2377** *93%*	- -	2377 *93%*	1115 *91%*	1252 **94%c**	272 *86%*	294 *91%*	507 **94%e**	382 **97%efk**	398 **94%e**	296 **94%e**	229 *92%*	565 *89%*	890 **96%l**	922 **93%l**	524 *93%*	2153 **94%q**	209 *85%*	2407 *94%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**53**	7	18	13	15	25	28	31	21	4	8	15	16	9	39	4	48
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
Your gas / electricity provider	**26**	7	8	5	6	15	11	14	13	6	4	3	6	5	13	6	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
Your local council or tax office	**28**	9	6	6	7	15	13	20	6	4	2	5	6	9	12	4	22
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Your GP / medical or healthcare professional	**47**	8	14	13	12	22	25	23	20	10	4	15	16	3	35	10	37
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	***3%m***	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**24**	3	9	4	8	12	12	12	12	8	4	4	6	2	14	8	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	***2%p***	*1%*
Your landline phone provider	**32**	10	7	6	9	17	15	22	11	3	4	9	10	3	23	3	26
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Your paid TV provider	**29**	8	13	2	6	21	8	19	10	3	4	8	9	2	21	3	24
	1%	*2%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*
Your broadband provider	**35**	9	12	9	5	21	14	28	7	5	3	10	10	8	23	5	31
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Your mobile phone provider	**27**	5	13	6	3	18	9	17	10	6	5	6	6	4	17	6	21
	1%	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Would not be happy to receive Other from any organisation	**2377**	481	766	542	588	1247	1130	1412	929	286	309	643	528	436	1481	289	1943
	93%	*94%*	*93%*	*92%*	*93%*	*93%*	*93%*	*93%*	*93%*	*91%*	*92%*	*93%*	*92%*	*95%*	*93%*	*91%*	*93%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 23

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

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	53 2%	48 2%	5 1%	3 3%	45 2%	6 3%	2 1%	1 1%	3 3%	8 3%	11 5%lo	3 2%	2 1%	4 2%	8 2%	4 1%	3 1%	3 9%klmnopr	3 1%
Your gas / electricity provider	26 1%	25 1%	1 *	1 1%	22 1%	2 1%	3 2%	* *	3 3%klm	- -	1 1%	- -	- -	- -	8 2%	5 1%	4 2%	1 2%klm	1 1%
Your local council or tax office	28 1%	25 1%	3 1%	3 2%	26 1%	1 *	1 1%	* *	1 1%	8 3%	2 1%	3 2%	2 1%	1 *	3 1%	5 1%	1 1%	1 2%	* *
Your GP / medical or healthcare professional	47 2%	40 2%	8 2%	2 2%	42 2%	3 1%	2 1%	1 1%	1 1%	11 4%j	- -	2 1%	3 1%	1 1%	7 2%	9 2%	9 4%j	* *	3 2%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	24 1%	18 1%	5 1%	2 1%	19 1%	1 *	3 2%	1 1%	1 1%	2 1%	- -	4 2%	- -	2 1%	5 2%	2 *	4 2%	1 2%jl	* *
Your landline phone provider	32 1%	29 1%	4 1%	1 1%	30 1%	1 *	1 1%	1 1%	3 3%jkl	9 3%j	- -	- -	- -	1 *	8 2%	5 1%	4 2%	- -	1 1%
Your paid TV provider	29 1%	25 1%	4 1%	* *	26 1%	1 *	2 2%	* 1%	1 1%	2 1%	- -	2 1%	5 2%	3 1%	5 2%	3 1%	5 2%	- -	1 *
Your broadband provider	35 1%	30 1%	5 2%	* *	32 2%	1 1%	2 1%	* 1%	1 1%	6 2%	2 1%	2 1%	4 2%	2 1%	6 2%	7 2%	3 2%	- -	1 1%
Your mobile phone provider	27 1%	24 1%	3 1%	* *	24 1%	3 1%	* *	* 1%	1 1%	2 1%	2 1%	4 2%	4 2%	1 *	8 2%	2 *	1 1%	2 7%jmopr	* *
Would not be happy to receive Other from any organisation	2377 93%	2042 93%	335 93%	122 94%	1989 93%	205 95%	116 93%	67 96%	87 92%	251 91%	192 93%	167 93%	219 95%	223 96%	313 92%	335 93%	202 90%	30 89%	175 96%p

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 23

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	**53**	26	20	5	1	*	46	2	25	18	8	1	*	43	1
	2%	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*	*2%*	*1%*
Your gas / electricity provider	**26**	4	10	7	4	1	15	5	12	10	4	1	-	21	1
	1%	*	*1%*	**2%a**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Your local council or tax office	**28**	9	10	7	1	1	19	2	12	6	9	-	-	18	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Your GP / medical or healthcare professional	**47**	17	20	6	3	*	37	4	16	16	13	2	*	33	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**24**	7	12	5	-	-	19	-	6	12	5	1	-	18	1
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Your landline phone provider	**32**	8	16	7	2	-	24	2	15	7	10	1	-	22	1
	1%	*1%*	*2%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
Your paid TV provider	**29**	10	13	5	-	1	23	1	11	7	9	3	-	18	3
	1%	*1%*	*1%*	*2%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
Your broadband provider	**35**	12	14	8	1	-	26	1	8	14	12	1	-	22	1
	1%	*1%*	*1%*	*3%*	*1%*	-	*1%*	*	*1%*	*1%*	**3%hm**	*1%*	-	*1%*	*1%*
Your mobile phone provider	**27**	12	12	3	-	-	24	-	13	9	4	-	-	23	-
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	-	-	*1%*	-
Would not be happy to receive Other from any organisation	**2377**	920	931	297	147	66	1851	212	947	905	350	112	41	1852	153
	93%	*94%*	*92%*	*91%*	*95%*	*97%*	*93%*	*96%*	*93%*	**94%j**	*89%*	*93%*	*99%*	**94%j**	*94%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	53 2%	3 2%	48 2%	2 3%	17 2%	34 2%	2 1%	53 2%	* *	- -	- -	53 2%	- -
Your gas / electricity provider	26 1%	6 3%b	20 1%	- -	5 1%	19 1%	2 1%	25 1%	1 4%	- -	- -	26 1%	- -
Your local council or tax office	28 1%	7 3%b	21 1%	- -	5 1%	18 1%	4 2%	25 1%	3 8%	- -	- -	28 1%	- -
Your GP / medical or healthcare professional	47 2%	3 2%	44 2%	* *	23 3%e	22 1%	2 1%	46 2%	2 5%	- -	- -	47 2%	- -
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	24 1%	1 *	23 1%	- -	7 1%	13 1%	4 2%	22 1%	* *	- -	- -	22 1%	1 9%
Your landline phone provider	32 1%	3 1%	29 1%	* *	11 1%	18 1%	4 2%	29 1%	3 8%	- -	- -	31 1%	1 8%
Your paid TV provider	29 1%	2 1%	27 1%	- -	16 2%e	12 1%	1 1%	28 1%	1 3%	* 1%	- -	29 1%	- -
Your broadband provider	35 1%	4 2%	32 1%	- -	10 1%	15 1%	10 6%de	30 1%	4 10%	- -	- -	34 1%	1 9%
Your mobile phone provider	27 1%	5 2%	22 1%	* *	8 1%	16 1%	3 2%	26 1%	1 3%	- -	- -	27 1%	- -
Would not be happy to receive Other from any organisation	2377 93%	181 91%	2138 93%	58 97%	720 92%	1516 94%	141 89%	2318 93%	27 77%	13 99%	6 100%	2358 93%	13 83%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 23

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**53**	13	10	10	20	-	13	-	9	-	1	-	10	-	13	-	6
	2%	*3%*	*1%*	*2%*	*2%*	-	**3%j**	-	*2%*	-	*	-	*2%*	-	**3%j**	-	*2%*
Your gas / electricity provider	**26**	4	8	1	13	-	4	-	3	-	5	-	1	-	10	-	3
	1%	*1%*	*1%*	*	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	**2%l**	-	*1%*
Your local council or tax office	**28**	*	7	1	19	-	*	-	2	-	6	-	1	-	15	-	4
	1%	*	*1%*	*	**2%ac**	-	*	-	*	-	*1%*	-	*	-	**4%fhl**	-	*1%*
Your GP / medical or healthcare professional	**47**	1	17	6	23	-	1	-	6	-	11	-	6	-	15	-	8
	2%	*	*2%*	*2%*	**3%a**	-	*	-	*1%*	-	**2%f**	-	*2%*	-	**4%f**	-	*2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**24**	*	13	1	9	-	*	-	6	-	7	-	1	-	5	-	4
	1%	*	*1%*	*	*1%*	-	*	-	*1%*	-	*2%*	-	*	-	*1%*	-	*1%*
Your landline phone provider	**32**	2	16	3	12	-	2	-	6	-	10	-	3	-	8	-	3
	1%	*	*2%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
Your paid TV provider	**29**	2	12	5	10	-	2	-	5	-	8	-	5	-	7	-	4
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
Your broadband provider	**35**	3	17	3	13	-	3	-	2	-	14	-	3	-	6	-	7
	1%	*1%*	*2%*	*1%*	*2%*	-	*1%*	-	*1%*	-	**3%fh**	-	*1%*	-	*1%*	-	*2%*
Your mobile phone provider	**27**	1	16	5	5	-	1	-	6	-	10	-	5	-	5	-	-
	1%	*	*2%*	*1%*	*1%*	-	*	-	*1%*	-	**2%fp**	-	*1%*	-	*1%*	-	-
Would not be happy to receive Other from any organisation	**2377**	414	820	393	750	-	414	-	404	-	416	-	393	-	382	-	369
	93%	**95%d**	*94%*	*95%*	*90%*	-	**95%n**	-	**94%n**	-	*93%*	-	**95%n**	-	*89%*	-	*92%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 24

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1284**	-	1284	631	649	144	147	275	179	266	179	94	291	454	539	273	1201	77	1284
Weighted Base	**1261**	-**	1261	642	615	159*	156*	293	187	232	139*	95*	315	480	466	234	1133	121*	1284
Effective Base	**719**	-	719	367	348	90	84	176	102	135	74	60	174	278	268	133	660	57	1284
Post	**395**	-	395	186	208	38	48	80	51	72	66	40	86	131	177	106	358	34	422
	31%	-	*31%*	*29%*	*34%*	*24%*	*31%*	*27%*	*27%*	*31%*	**47%efghi**	**42%eg**	*27%*	*27%*	**38%lm**	**45%lm**	*32%*	*28%*	*33%*
Phone call	**150**	-	150	84	67	34	20	46	13	29	2	7	54	59	37	9	125	24	129
	12%	-	*12%*	*13%*	*11%*	**22%hjk**	**13%j**	**16%hj**	*7%*	**12%j**	*1%*	*7%*	**17%no**	**12%o**	*8%*	*4%*	*11%*	*20%*	*10%*
Text message	**150**	-	150	85	65	36	31	40	17	8	8	11	67	56	27	19	127	23	132
	12%	-	*12%*	*13%*	*11%*	**23%hij**	**20%hij**	**14%l**	*9%*	*3%*	*6%*	**12%l**	**21%mno**	**12%n**	*6%*	*8%*	*11%*	*19%*	*10%*
Email/ online portal	**548**	-	548	279	265	47	56	125	105	121	57	37	102	230	215	94	508	38	585
	43%	-	*43%*	*44%*	*43%*	*29%*	*36%*	**43%e**	**56%efgjk**	**52%ef**	*41%*	*39%*	*32%*	**48%l**	**46%l**	*40%*	**45%q**	*31%*	*46%*
Other	**7**	-	7	2	5	-	2	-	-	-	5	-	2	-	5	5	7	-	3
	1%	-	*1%*	*	*1%*	-	*1%*	-	-	-	**4%ghl**	-	*	-	*1%*	**2%n**	*1%*	-	*
Don't know	**11**	-	11	6	5	4	-	3	1	3	1	-	4	3	4	1	8	3	13
	1%	-	*1%*	*1%*	*1%*	*2%*	-	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 24

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1284**	333	384	260	307	717	567	653	610	142	162	337	319	237	818	144	1073
Weighted Base	**1261**	291	395	282	293	686	575	768	474	133*	158*	348	289	257	794	134*	1063
Effective Base	**719**	160	220	150	193	380	339	394	326	88	95	188	166	136	449	89	592
Post	**395**	98	113	90	94	211	184	215	175	50	47	116	96	62	259	50	325
	31%	*34%*	*29%*	*32%*	*32%*	*31%*	*32%*	*28%*	**37%g**	**38%m**	*30%*	*33%*	*33%*	*24%*	*33%*	*37%*	*31%*
Phone call	**150**	33	46	42	29	79	71	110	38	14	7	42	38	36	88	14	123
	12%	*11%*	*12%*	*15%*	*10%*	*12%*	*12%*	**14%h**	*8%*	*11%*	*5%*	**12%j**	**13%j**	**14%j**	*11%*	*11%*	*12%*
Text message	**150**	42	36	43	28	78	72	113	37	10	23	30	42	41	95	10	138
	12%	*15%*	*9%*	*15%*	*10%*	*11%*	*12%*	**15%h**	*8%*	*7%*	*14%*	*9%*	*15%*	**16%k**	*12%*	*7%*	*13%*
Email/ online portal	**548**	115	196	102	135	311	237	324	211	58	80	149	108	117	337	59	461
	43%	*39%*	**50%c**	*36%*	*46%*	*45%*	*41%*	*42%*	*45%*	*44%*	**51%l**	*43%*	*37%*	*46%*	*42%*	*44%*	*43%*
Other	**7**	2	-	5	-	2	5	2	5	-	-	5	*	2	5	-	7
	1%	*1%*	-	**2%b**	-	*	*1%*	*	*1%*	-	-	*2%*	*	*1%*	*1%*	-	*1%*
Don't know	**11**	1	4	-	5	5	5	4	7	1	1	5	4	*	10	1	10
	1%	*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1284**	842	442	214	628	272	217	167	54	65	79	65	72	60	77	75	81	46	226
Weighted Base	**1261**	1090	171	70*	1052	106	69	34*	43*	121*	120*	91*	105*	110*	175*	167*	119*	20**	86
Effective Base	**719**	601	124	54	535	129	104	97	50	60	67	59	66	53	70	69	75	20	110
Post	**395**	337	58	24	328	32	23	12	14	26	34	27	37	46	50	60	34	7	25
	31%	*31%*	*34%*	*34%*	*31%*	*30%*	*33%*	*35%*	*33%*	*21%*	*28%*	*30%*	*35%*	**41%i**	*29%*	*36%*	*29%*	*36%*	*29%*
Phone call	**150**	137	13	10	128	16	4	3	3	21	11	13	7	11	30	19	14	5	11
	12%	*13%*	*8%*	*14%*	*12%*	**15%f**	*6%*	*10%*	*7%*	*17%*	*9%*	*15%*	*6%*	*10%*	*17%*	*11%*	*12%*	*24%*	*12%*
Text message	**150**	136	14	8	134	8	4	4	5	19	11	11	14	13	28	25	8	*	8
	12%	*12%*	*8%*	*11%*	*13%*	*7%*	*6%*	*13%*	*11%*	*15%*	*9%*	*12%*	*14%*	*12%*	*16%*	*15%*	*6%*	*1%*	*9%*
Email/ online portal	**548**	464	83	27	449	48	36	14	21	54	57	39	48	39	65	63	63	7	41
	43%	*43%*	*49%*	*38%*	*43%*	*46%*	*53%*	*42%*	*48%*	*45%*	*48%*	*43%*	*45%*	*36%*	*37%*	*37%*	*53%*	*35%*	*48%*
Other	**7**	7	*	*	7	*	-	-	-	2	5	-	-	-	-	-	-	-	*
	1%	*1%*	*	*	*1%*	*	-	-	-	*1%*	*4%*	-	-	-	-	-	-	-	*
Don't know	**11**	9	1	1	7	2	2	*	-	-	2	1	-	1	3	-	-	1	1
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	-	*2%*	*1%*	-	*1%*	*1%*	-	-	*5%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 24

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1284	511	532	128	80	29	1043	109	555	500	151	52	18	1055	70
Weighted Base	1261	493	520	129*	78*	37**	1013	115*	524	481	173*	62*	15**	1004	77*
Effective Base	719	288	294	73	43	18	583	61	307	272	91	35	8	579	44
Post	395	190	139	32	25	7	329	32	181	138	52	17	3	319	20
	31%	**39%bc**	*27%*	*25%*	*32%*	*19%*	*32%*	*28%*	*35%*	*29%*	*30%*	*28%*	*17%*	*32%*	*26%*
Phone call	150	44	74	17	10	6	118	16	58	65	18	9	1	123	10
	12%	*9%*	**14%a**	*13%*	*13%*	*15%*	*12%*	*14%*	*11%*	*13%*	*10%*	*14%*	*7%*	*12%*	*12%*
Text message	150	44	80	9	7	9	125	15	65	57	17	11	*	122	11
	12%	*9%*	**15%a**	*7%*	*9%*	*23%*	*12%*	*13%*	*12%*	*12%*	*10%*	*18%*	*	*12%*	*14%*
Email/ online portal	548	206	220	70	36	16	426	52	215	214	80	25	11	430	36
	43%	*42%*	*42%*	**55%f**	*46%*	*43%*	*42%*	*45%*	*41%*	*45%*	*46%*	*41%*	*72%*	*43%*	*47%*
Other	7	2	5	-	-	-	7	-	2	*	5	-	-	2	-
	1%	*	*1%*	-	-	-	*1%*	-	*	*	**3%him**	-	-	*	-
Don't know	11	7	3	1	-	-	10	-	2	7	1	-	1	9	1
	1%	*1%*	*	*	-	-	*1%*	-	*	*1%*	*1%*	-	*4%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 24

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1284**	110	1153	21	424	801	59	1262	9	10	1	1281	2
Weighted Base	**1261**	90*	1153	18**	388	804	69*	1238	9**	10**	1**	1257	3**
Effective Base	**719**	64	646	11	232	449	39	704	6	6	1	716	2
Post	**395**	25	364	6	116	260	20	390	1	3	-	394	1
	31%	*28%*	*32%*	*35%*	*30%*	*32%*	*28%*	*31%*	*15%*	*30%*	-	*31%*	*36%*
Phone call	**150**	18	129	3	52	83	16	141	6	1	-	148	2
	12%	**20%b**	*11%*	*18%*	*13%*	*10%*	**22%e**	*11%*	*62%*	*10%*	-	*12%*	*64%*
Text message	**150**	8	142	-	47	92	12	146	2	3	-	150	-
	12%	*9%*	*12%*	-	*12%*	*11%*	*17%*	*12%*	*23%*	*26%*	-	*12%*	-
Email/ online portal	**548**	37	503	8	166	360	22	543	-	3	1	547	-
	43%	*41%*	*44%*	*46%*	*43%*	*45%*	*32%*	*44%*	-	*34%*	*100%*	*44%*	-
Other	**7**	2	5	-	7	*	-	7	-	-	-	7	-
	1%	*2%*	*	-	**2%e**	*	-	*1%*	-	-	-	*1%*	-
Don't know	**11**	-	10	*	2	8	*	11	-	-	-	11	-
	1%	-	*1%*	*2%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 24

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

Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1284**	211	445	221	407	-	211	-	233	-	212	-	221	-	189	-	218
Weighted Base	**1261**	222	452	227	359	-**	222	-**	220	-**	232	-**	227	-**	175	-**	184
Effective Base	**719**	125	252	115	232	-	125	-	131	-	122	-	115	-	107	-	125
Post	**395**	63	127	76	129	-	63	-	56	-	71	-	76	-	62	-	67
	31%	*28%*	*28%*	*34%*	*36%*	-	*28%*	-	*25%*	-	*31%*	-	*34%*	-	*35%*	-	*37%*
Phone call	**150**	22	60	20	47	-	22	-	30	-	31	-	20	-	22	-	26
	12%	*10%*	*13%*	*9%*	*13%*	-	*10%*	-	*14%*	-	*13%*	-	*9%*	-	*13%*	-	*14%*
Text message	**150**	29	46	31	44	-	29	-	21	-	25	-	31	-	27	-	17
	12%	*13%*	*10%*	*14%*	*12%*	-	*13%*	-	*9%*	-	*11%*	-	*14%*	-	*16%*	-	*9%*
Email/ online portal	**548**	103	213	96	136	-	103	-	109	-	103	-	96	-	64	-	72
	43%	*46%*	***47%d***	*42%*	*38%*	-	*46%*	-	***50%n***	-	*44%*	-	*42%*	-	*36%*	-	*39%*
Other	**7**	5	-	-	2	-	5	-	-	-	-	-	-	-	-	-	2
	1%	***2%b***	-	-	*	-	*2%*	-	-	-	-	-	-	-	-	-	*1%*
Don't know	**11**	-	7	4	1	-	-	-	4	-	2	-	4	-	-	-	1
	1%	-	*1%*	*2%*	*	-	-	-	*2%*	-	*1%*	-	*2%*	-	-	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1112**	-	1112	542	567	122	130	229	154	227	155	95	252	383	477	250	1046	60	1112
Weighted Base	**1101**	-**	1101	548	550	132*	148*	241	160*	196	125*	99*	280	401	420	224	1004	93*	1112
Effective Base	**626**	-	626	311	312	76	80	146	83	115	70	58	155	228	243	127	579	45	1112
Post	**320**	-	320	150	166	32	55	59	33	41	66	34	87	92	140	99	292	27	339
	29%	-	*29%*	*27%*	*30%*	*25%*	**37%hi**	*25%*	*21%*	*21%*	**53%eghik**	*34%*	*31%*	*23%*	**33%m**	**44%lmn**	*29%*	*29%*	*30%*
Phone call	**120**	-	120	76	44	20	18	51	14	8	2	6	39	65	16	9	102	16	100
	11%	-	*11%*	**14%d**	*8%*	**16%ij**	**12%ij**	**21%hijk**	*9%*	*4%*	*2%*	*6%*	**14%no**	**16%no**	*4%*	*4%*	*10%*	*17%*	*9%*
Text message	**96**	-	96	61	35	29	17	24	12	9	3	3	46	36	15	6	76	20	72
	9%	-	*9%*	**11%d**	*6%*	**22%ghijk**	**11%j**	**10%j**	*8%*	*5%*	*2%*	*3%*	**16%mno**	**9%no**	*4%*	*2%*	*8%*	**22%p**	*6%*
Email/ online portal	**558**	-	558	258	300	49	57	108	100	136	53	54	107	207	244	108	526	30	587
	51%	-	*51%*	*47%*	*55%*	*37%*	*39%*	*45%*	**62%efgj**	**69%efgj**	*43%*	**55%e**	*38%*	**52%l**	**58%l**	*48%*	**52%q**	*32%*	*53%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**8**	-	8	4	4	*	1	-	1	3	1	1	2	1	5	3	7	-	14
	1%	-	*1%*	*1%*	*1%*	*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1112**	280	334	210	288	614	498	557	538	131	147	284	277	198	708	132	923
Weighted Base	**1101**	255	346	231	269	601	500	660	426	126*	140*	298	254	227	692	126*	928
Effective Base	**626**	136	189	125	180	325	302	335	294	83	85	166	142	117	392	83	515
Post	**320**	78	88	85	68	166	154	166	154	35	38	90	74	67	202	35	269
	29%	*31%*	*25%*	**37%bd**	*25%*	*28%*	*31%*	*25%*	**36%g**	*28%*	*27%*	*30%*	*29%*	*29%*	*29%*	*28%*	*29%*
Phone call	**120**	39	30	30	21	68	52	88	28	13	6	27	27	38	59	13	97
	11%	**15%d**	*9%*	*13%*	*8%*	*11%*	*10%*	**13%h**	*7%*	*10%*	*4%*	*9%*	*10%*	**17%jn**	*9%*	*10%*	*10%*
Text message	**96**	35	14	20	27	49	48	73	24	9	10	27	23	25	60	9	86
	9%	**14%b**	*4%*	*9%*	**10%b**	*8%*	*10%*	**11%h**	*6%*	*7%*	*7%*	*9%*	*9%*	*11%*	*9%*	*7%*	*9%*
Email/ online portal	**558**	103	208	95	152	311	246	331	215	70	86	150	127	97	363	70	467
	51%	*40%*	**60%ac**	*41%*	**56%ac**	*52%*	*49%*	*50%*	*50%*	*55%*	**61%m**	*50%*	*50%*	*43%*	*52%*	*55%*	*50%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**8**	*	6	*	1	7	1	3	5	*	1	3	4	*	7	*	7
	1%	*	*2%*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1112	719	393	178	553	242	187	130	48	57	77	63	64	49	63	69	63	40	202
Weighted Base	1101	951	150	50*	924	96	53*	28*	37*	109*	114*	88*	97*	91*	141*	159*	89*	16**	80*
Effective Base	626	520	113	45	470	119	85	68	44	52	70	57	58	43	57	64	59	20	99
Post	320	271	49	14	263	28	16	13	9	17	31	19	23	25	45	65	30	9	18
	29%	*28%*	*32%*	*27%*	*28%*	*29%*	*31%*	**45%de**	*23%*	*16%*	*28%*	*22%*	*24%*	*27%*	*32%*	**41%iklr**	**33%i**	*56%*	*23%*
Phone call	120	104	16	11	106	10	2	2	6	19	15	4	11	10	20	15	6	3	7
	11%	*11%*	*11%*	**22%a**	*11%*	*10%*	*4%*	*8%*	**17%k**	**17%k**	*13%*	*4%*	*11%*	*11%*	*14%*	*9%*	*7%*	*16%*	*9%*
Text message	96	87	10	1	86	3	5	2	3	11	6	12	4	7	19	16	8	-	3
	9%	*9%*	*6%*	*1%*	**9%e**	*3%*	**10%e**	*6%*	*8%*	*10%*	*5%*	**14%r**	*4%*	*8%*	*13%*	*10%*	*8%*	-	*4%*
Email/ online portal	558	482	76	25	464	55	28	11	19	62	57	52	59	48	57	63	45	5	51
	51%	*51%*	*50%*	*49%*	*50%*	**57%g**	*53%*	*40%*	*51%*	*57%*	*50%*	**59%o**	**61%no**	*53%*	*41%*	*40%*	*50%*	*28%*	**63%no**
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	8	7	1	*	6	*	1	*	-	-	4	1	-	-	-	-	1	-	*
	1%	*1%*	*	*1%*	*1%*	*	*2%*	*1%*	-	-	*3%*	*1%*	-	-	-	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1112	463	437	115	73	20	900	93	484	432	128	47	14	916	61
Weighted Base	1101	429	449	119*	75*	25**	879	100*	445	426	153*	55*	15**	871	70*
Effective Base	626	252	254	65	41	13	506	53	259	238	82	33	9	497	42
Post	320	133	136	27	19	2	270	21	152	103	47	13	*	255	14
	29%	*31%*	*30%*	*23%*	*26%*	*8%*	*31%*	*21%*	**34%i**	*24%*	*31%*	*24%*	*1%*	*29%*	*19%*
Phone call	120	45	52	15	6	3	97	8	51	50	14	4	-	101	4
	11%	*10%*	*12%*	*12%*	*8%*	*10%*	*11%*	*8%*	*11%*	*12%*	*9%*	*8%*	-	*12%*	*6%*
Text message	96	20	42	12	16	6	62	21	36	43	8	7	1	79	8
	9%	*5%*	**9%a**	*10%*	**21%abf**	*22%*	*7%*	**21%abf**	*8%*	*10%*	*5%*	*13%*	*5%*	*9%*	*11%*
Email/ online portal	558	224	218	65	34	15	443	49	205	226	83	30	13	430	43
	51%	*52%*	*49%*	*55%*	*45%*	*60%*	*50%*	*49%*	*46%*	*53%*	*54%*	*54%*	*84%*	*49%*	*61%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	8	7	*	*	-	-	7	-	2	4	-	-	1	6	1
	1%	*2%*	*	*	-	-	*1%*	-	*	*1%*	-	-	*10%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1112**	89	1006	17	356	699	57	1097	6	7	1	1110	1
Weighted Base	**1101**	80*	1004	17**	333	706	62*	1088	6**	6**	1**	1100	1**
Effective Base	**626**	53	565	9	196	394	37	617	4	3	1	624	1
Post	**320**	19	295	6	104	197	20	315	2	2	-	320	-
	29%	*24%*	*29%*	*35%*	*31%*	*28%*	*31%*	*29%*	*41%*	*39%*	-	*29%*	-
Phone call	**120**	19	101	*	43	64	13	115	2	3	-	119	1
	11%	**24%b**	*10%*	*1%*	*13%*	*9%*	**21%e**	*11%*	*29%*	*49%*	-	*11%*	*100%*
Text message	**96**	8	89	-	28	58	11	96	-	*	-	96	-
	9%	*9%*	*9%*	-	*8%*	*8%*	**18%e**	*9%*	-	*4%*	-	*9%*	-
Email/ online portal	**558**	34	513	11	157	382	18	554	2	1	1	557	-
	51%	*43%*	*51%*	*61%*	**47%f**	**54%f**	*29%*	*51%*	*30%*	*8%*	*100%*	*51%*	-
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**8**	*	7	*	1	6	*	8	-	-	-	8	-
	1%	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 25

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

Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1112**	182	394	188	348	-	182	-	201	-	193	-	188	-	170	-	178
Weighted Base	**1101**	173	407	190*	331	-**	173	-**	195	-**	212	-**	190*	-**	165*	-**	167
Effective Base	**626**	107	224	93	206	-	107	-	115	-	110	-	93	-	98	-	108
Post	**320**	49	119	54	98	-	49	-	52	-	67	-	54	-	51	-	46
	29%	*28%*	*29%*	*28%*	*29%*	-	*28%*	-	*27%*	-	*31%*	-	*28%*	-	*31%*	-	*28%*
Phone call	**120**	4	50	17	49	-	4	-	21	-	28	-	17	-	22	-	28
	11%	*2%*	**12%a**	**9%a**	**15%a**	-	*2%*	-	**11%f**	-	**13%f**	-	**9%f**	-	**13%f**	-	**17%f**
Text message	**96**	12	42	20	23	-	12	-	14	-	28	-	20	-	11	-	12
	9%	*7%*	*10%*	*10%*	*7%*	-	*7%*	-	*7%*	-	*13%*	-	*10%*	-	*7%*	-	*7%*
Email/ online portal	**558**	107	192	98	160	-	107	-	105	-	87	-	98	-	81	-	79
	51%	**62%bd**	*47%*	*52%*	*48%*	-	**62%jp**	-	*54%*	-	*41%*	-	*52%*	-	*49%*	-	*48%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**8**	1	4	1	2	-	1	-	3	-	1	-	1	-	*	-	2
	1%	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1041**	-	1041	509	531	113	108	232	142	216	146	84	221	374	446	230	974	62	1041
Weighted Base	**1072**	-**	1072	545	525	130*	125*	253	156*	202	118*	88*	256	409	407	206	968	100*	1041
Effective Base	**609**	-	609	309	299	74	66	147	81	120	71	53	139	228	243	124	560	49	1041
Post	**420**	-	420	201	217	30	58	88	42	77	76	49	88	130	202	125	390	29	430
	39%	-	*39%*	*37%*	*41%*	*23%*	**46%eh**	*35%*	*27%*	**38%e**	**65%efghi**	**56%eghi**	*35%*	*32%*	**50%lm**	**61%lmn**	*40%*	*29%*	*41%*
Phone call	**112**	-	112	65	47	24	9	40	11	13	5	10	34	51	28	14	90	22	93
	10%	-	*10%*	*12%*	*9%*	**19%hij**	*7%*	**16%ij**	*7%*	*7%*	*4%*	*11%*	**13%n**	**12%n**	*7%*	*7%*	*9%*	**22%p**	*9%*
Text message	**99**	-	99	73	26	29	16	32	14	6	3	*	45	45	9	3	85	14	66
	9%	-	*9%*	**13%d**	*5%*	**22%hijk**	**13%ijk**	**12%ijk**	**9%k**	*3%*	*2%*	*	**18%no**	**11%no**	*2%*	*1%*	*9%*	*14%*	*6%*
Email/ online portal	**433**	-	433	201	231	45	41	93	88	103	33	29	86	182	165	62	396	34	440
	40%	-	*40%*	*37%*	*44%*	*34%*	*33%*	*37%*	**57%efgjk**	**51%efgjk**	*28%*	*33%*	*33%*	**44%lo**	*41%*	*30%*	*41%*	*34%*	*42%*
Other	**1**	-	1	1	-	1	1	-	-	-	-	-	1	-	-	-	1	-	2
	*	-	*	*	-	*	*	-	-	-	-	-	*	-	-	-	*	-	*
Don't know	**6**	-	6	3	3	2	*	1	1	2	1	-	2	1	3	1	6	-	10
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	-	*1%*	*	*1%*	*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1041**	281	310	188	262	591	450	538	486	119	130	282	247	194	659	120	868
Weighted Base	**1072**	260	343	208	260	603	469	656	402	117*	132*	304	232	227	668	117*	906
Effective Base	**609**	144	187	117	163	331	279	341	267	72	77	174	136	118	387	72	510
Post	**420**	104	130	87	100	234	187	215	203	43	52	139	88	72	280	43	356
	39%	*40%*	*38%*	*42%*	*38%*	*39%*	*40%*	*33%*	**51%g**	*37%*	*39%*	**46%m**	*38%*	*32%*	**42%m**	*37%*	*39%*
Phone call	**112**	29	33	31	20	61	51	81	29	10	18	20	23	32	62	10	94
	10%	*11%*	*9%*	*15%*	*8%*	*10%*	*11%*	**12%h**	*7%*	*8%*	*14%*	*7%*	*10%*	**14%k**	*9%*	*8%*	*10%*
Text message	**99**	39	23	17	21	62	37	85	14	8	11	29	21	31	61	8	91
	9%	**15%b**	*7%*	*8%*	*8%*	*10%*	*8%*	**13%h**	*3%*	*7%*	*8%*	*10%*	*9%*	*14%*	*9%*	*7%*	*10%*
Email/ online portal	**433**	87	153	73	119	240	193	271	154	56	50	114	96	92	260	56	358
	40%	*34%*	**44%a**	*35%*	**46%a**	*40%*	*41%*	*41%*	*38%*	*48%*	*38%*	*37%*	*42%*	*40%*	*39%*	*48%*	*40%*
Other	**1**	1	-	1	-	1	1	1	-	-	-	1	-	1	1	-	1
	*	*	-	*	-	*	*	*	-	-	-	*	-	*	*	-	*
Don't know	**6**	1	4	-	1	5	1	3	2	*	2	1	3	*	6	*	6
	1%	*	*1%*	-	*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1041**	698	343	151	529	223	174	115	42	52	69	55	61	54	64	66	66	38	185
Weighted Base	**1072**	940	131	51*	899	91	58*	24*	33*	99*	106*	79*	95*	94*	146*	151*	96*	14**	77*
Effective Base	**609**	516	100	38	459	107	87	67	39	48	62	50	55	50	60	61	61	17	90
Post	**420**	364	56	22	352	35	21	13	14	22	34	25	40	40	59	79	39	7	28
	39%	*39%*	*43%*	*44%*	*39%*	*38%*	*36%*	**57%def**	*41%*	*23%*	*32%*	*32%*	**42%i**	**42%i**	*40%*	**52%ijk**	**41%i**	*50%*	*36%*
Phone call	**112**	101	11	8	99	8	3	2	2	24	17	7	5	5	14	12	12	2	6
	10%	*11%*	*9%*	*15%*	*11%*	*9%*	*5%*	*7%*	*5%*	**25%hklmnor**	*16%*	*9%*	*6%*	*6%*	*10%*	*8%*	*12%*	*14%*	*8%*
Text message	**99**	88	12	6	92	4	3	1	1	16	5	8	6	4	25	21	6	1	3
	9%	*9%*	*9%*	*12%*	*10%*	*4%*	*6%*	*3%*	*4%*	**16%r**	*5%*	*10%*	*6%*	*4%*	**17%lmr**	*14%*	*6%*	*5%*	*4%*
Email/ online portal	**433**	381	52	15	354	44	28	7	16	36	48	38	44	45	48	39	39	4	39
	40%	*40%*	*39%*	*29%*	*39%*	**48%g**	**48%g**	*32%*	**49%o**	*37%*	**46%o**	**48%o**	**46%o**	**48%o**	*33%*	*26%*	*41%*	*31%*	**51%no**
Other	**1**	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	*	-	-	-	**1%d**	**1%d**	-	-	-	-	-	-	-	-	-	-	-	*1%*
Don't know	**6**	6	*	*	3	*	3	*	-	-	2	1	-	-	-	-	-	-	*
	1%	*1%*	*	*	*	*	**4%de**	*1%*	-	-	*2%*	*1%*	-	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1041**	422	428	98	67	24	850	91	430	422	123	45	16	852	61
Weighted Base	**1072**	432	431	107*	68*	32**	863	100*	428	432	140*	50*	18**	859	68*
Effective Base	**609**	248	245	57	42	17	493	59	242	243	81	31	9	486	40
Post	**420**	186	168	39	19	9	354	27	170	168	53	21	5	338	26
	39%	***43%g***	*39%*	*37%*	*27%*	*27%*	***41%g***	*27%*	*40%*	*39%*	*38%*	*42%*	*28%*	*39%*	*38%*
Phone call	**112**	47	48	10	6	1	96	6	52	41	12	6	1	93	7
	10%	*11%*	*11%*	*9%*	*8%*	*2%*	*11%*	*6%*	*12%*	*10%*	*8%*	*12%*	*6%*	*11%*	*10%*
Text message	**99**	35	45	3	8	8	80	16	42	42	11	3	*	84	3
	9%	*8%*	*10%*	*3%*	*11%*	*25%*	*9%*	***16%c***	*10%*	*10%*	*8%*	*6%*	*	*10%*	*5%*
Email/ online portal	**433**	159	169	54	36	15	328	51	161	175	64	20	12	336	32
	40%	*37%*	*39%*	*50%*	***53%a***	*46%*	*38%*	*51%*	*38%*	*41%*	*46%*	*40%*	*66%*	*39%*	*47%*
Other	**1**	-	1	1	-	-	1	-	1	1	-	-	-	1	-
	*	-	*	*1%*	-	-	*	-	*	*	-	-	-	*	-
Don't know	**6**	5	1	*	-	*	6	*	2	4	-	-	-	6	-
	1%	*1%*	*	*	-	*	*1%*	*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1041**	88	934	19	351	640	50	1025	6	7	1	1038	2
Weighted Base	**1072**	89*	968	15**	345	669	58*	1053	8**	8**	1**	1068	3**
Effective Base	**609**	57	545	9	206	372	32	598	5	4	1	607	2
Post	**420**	25	392	3	132	275	14	414	2	3	1	419	-
	39%	*29%*	*41%*	*21%*	*38%*	*41%*	*23%*	*39%*	*28%*	*38%*	*100%*	*39%*	-
Phone call	**112**	17	94	1	51	56	5	109	-	-	-	109	3
	10%	**20%b**	*10%*	*5%*	**15%e**	*8%*	*9%*	*10%*	-	-	-	*10%*	*100%*
Text message	**99**	14	82	3	34	51	14	94	2	4	-	99	-
	9%	*16%*	*9%*	*20%*	*10%*	*8%*	**24%de**	*9%*	*20%*	*55%*	-	*9%*	-
Email/ online portal	**433**	32	392	8	126	283	24	428	4	1	-	433	-
	40%	*36%*	*41%*	*52%*	*37%*	*42%*	*41%*	*41%*	*50%*	*7%*	-	*40%*	-
Other	**1**	-	1	-	1	1	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Don't know	**6**	-	6	*	*	5	1	6	*	-	-	6	-
	1%	-	*1%*	*2%*	*	*1%*	**2%d**	*1%*	*1%*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 26

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

Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1041**	165	381	161	334	-	165	-	197	-	184	-	161	-	167	-	167
Weighted Base	**1072**	172	404	169*	327	-**	172	-**	213	-**	191	-**	169*	-**	168*	-**	159*
Effective Base	**609**	102	223	89	197	-	102	-	116	-	106	-	89	-	98	-	99
Post	**420**	66	156	58	140	-	66	-	82	-	74	-	58	-	76	-	64
	39%	*39%*	*39%*	*34%*	*43%*	-	*39%*	-	*39%*	-	*39%*	-	*34%*	-	*45%*	-	*40%*
Phone call	**112**	13	42	18	39	-	13	-	21	-	21	-	18	-	17	-	23
	10%	*7%*	*10%*	*11%*	*12%*	-	*7%*	-	*10%*	-	*11%*	-	*11%*	-	*10%*	-	*14%*
Text message	**99**	7	48	19	26	-	7	-	14	-	34	-	19	-	15	-	11
	9%	*4%*	***12%a***	*11%*	*8%*	-	*4%*	-	*7%*	-	***18%fhp***	-	*11%*	-	*9%*	-	*7%*
Email/ online portal	**433**	84	153	74	121	-	84	-	93	-	61	-	74	-	60	-	61
	40%	***49%d***	*38%*	*44%*	*37%*	-	***49%j***	-	*44%*	-	*32%*	-	*44%*	-	*36%*	-	*38%*
Other	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-
Don't know	**6**	1	4	1	*	-	1	-	3	-	2	-	1	-	-	-	*
	1%	*1%*	*1%*	*	*	-	*1%*	-	*1%*	-	*1%*	-	*	-	-	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1365**	-	1365	645	716	151	145	275	193	279	210	112	296	468	601	322	1281	75	1365
Weighted Base	**1351**	-**	1351	647	699	162*	168*	287	203	242	162*	127*	330	490	531	289	1216	126*	1365
Effective Base	**768**	-	768	371	394	92	88	175	108	145	88	75	180	282	307	162	712	56	1365
Post	**257**	-	257	110	146	23	31	50	35	43	35	38	54	85	117	74	234	22	277
	19%	-	*19%*	*17%*	*21%*	*14%*	*19%*	*18%*	*17%*	*18%*	*22%*	**30%eghl**	*16%*	*17%*	*22%*	**26%lm**	*19%*	*18%*	*20%*
Phone call	**479**	-	479	235	243	61	43	102	61	83	71	58	104	162	213	130	423	54	536
	35%	-	*35%*	*36%*	*35%*	*37%*	*26%*	*35%*	*30%*	*34%*	**44%fh**	**46%fh**	*31%*	*33%*	*40%*	**45%lm**	*35%*	*43%*	*39%*
Text message	**248**	-	248	133	114	43	42	55	34	45	16	13	85	89	74	29	219	24	198
	18%	-	*18%*	*21%*	*16%*	**26%jk**	**25%jk**	*19%*	*17%*	*18%*	*10%*	*10%*	**26%no**	**18%o**	*14%*	*10%*	*18%*	*19%*	*15%*
Email/ online portal	**352**	-	352	159	189	34	51	79	72	65	35	16	85	151	116	51	324	25	338
	26%	-	*26%*	*25%*	*27%*	*21%*	**30%k**	**27%k**	**36%ejk**	**27%k**	*21%*	*12%*	*26%*	**31%no**	*22%*	*17%*	*27%*	*20%*	*25%*
Other	**7**	-	7	7	*	-	-	-	-	3	3	-	-	-	7	3	7	-	5
	1%	-	*1%*	*1%*	*	-	-	-	-	*1%*	*2%*	-	-	-	*1%*	*1%*	*1%*	-	*
Don't know	**9**	-	9	2	7	2	1	1	1	2	1	2	3	2	5	3	9	-	11
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 27

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1365**	362	407	270	326	769	596	671	676	163	169	353	333	244	855	165	1122
Weighted Base	**1351**	302	428	304	316	731	620	788	546	154	167*	374	311	256	853	155	1124
Effective Base	**768**	170	236	161	206	406	363	402	370	100	99	205	178	136	482	101	627
Post	**257**	68	75	54	60	142	114	139	116	30	27	77	66	44	171	30	215
	19%	*22%*	*17%*	*18%*	*19%*	*19%*	*18%*	*18%*	*21%*	*19%*	*16%*	*21%*	*21%*	*17%*	*20%*	*19%*	*19%*
Phone call	**479**	105	134	127	112	240	239	239	236	52	62	130	113	86	305	52	396
	35%	*35%*	*31%*	**42%b**	*35%*	*33%*	*39%*	*30%*	**43%g**	*34%*	*37%*	*35%*	*36%*	*33%*	*36%*	*34%*	*35%*
Text message	**248**	54	82	54	58	136	112	167	77	27	30	57	56	58	143	28	206
	18%	*18%*	*19%*	*18%*	*18%*	*19%*	*18%*	**21%h**	*14%*	*18%*	*18%*	*15%*	*18%*	*23%*	*17%*	*18%*	*18%*
Email/ online portal	**352**	75	127	67	82	202	150	236	109	42	45	104	73	69	223	42	296
	26%	*25%*	*30%*	*22%*	*26%*	*28%*	*24%*	**30%h**	*20%*	*27%*	*27%*	*28%*	*23%*	*27%*	*26%*	*27%*	*26%*
Other	**7**	-	5	*	2	5	2	4	3	*	1	2	-	-	3	*	3
	1%	-	*1%*	*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	-	*	*	*
Don't know	**9**	1	5	2	2	5	4	3	5	2	1	4	3	*	7	2	8
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 27

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1365	885	480	222	677	282	239	167	54	65	84	67	77	69	78	89	94	47	235
Weighted Base	1351	1163	188	70*	1137	106	72	36*	42*	119*	124*	91*	118*	127*	179*	199*	138*	17**	89
Effective Base	768	638	139	58	580	131	111	95	50	60	76	61	67	61	71	82	87	24	107
Post	257	215	42	12	206	24	19	8	10	16	17	7	20	32	40	39	26	7	17
	19%	*18%*	*22%*	*18%*	*18%*	*23%*	**26%d**	*21%*	**23%k**	*13%*	*14%*	*8%*	*17%*	**25%k**	**22%k**	*20%*	*19%*	*43%*	*19%*
Phone call	479	394	85	33	391	45	24	19	14	29	52	34	45	50	49	67	51	4	41
	35%	*34%*	**45%a**	**48%a**	*34%*	*43%*	*33%*	**53%d**	*33%*	*24%*	**42%l**	*37%*	*38%*	*39%*	*27%*	*34%*	*37%*	*26%*	**46%lr**
Text message	248	227	21	11	227	11	6	4	6	33	20	20	14	13	50	49	20	2	9
	18%	**19%b**	*11%*	*15%*	**20%eJg**	*11%*	*8%*	*10%*	*14%*	**26%lmr**	*16%*	*22%*	*12%*	*10%*	**26%lmpr**	**25%mr**	*15%*	*11%*	*10%*
Email/ online portal	352	313	39	12	300	24	22	5	13	38	33	28	39	32	40	41	36	3	22
	26%	*27%*	*21%*	*17%*	**26%g**	*23%*	**30%g**	*15%*	*31%*	*32%*	*26%*	*31%*	*33%*	*25%*	*22%*	*20%*	*26%*	*17%*	*24%*
Other	7	7	*	*	7	*	*	-	-	2	-	-	-	-	-	3	1	-	*
	1%	*1%*	*	*	*1%*	*	*	-	-	*2%*	-	-	-	-	-	*2%*	*1%*	-	*
Don't know	9	8	1	1	7	1	2	*	-	1	2	1	-	-	-	-	3	1	*
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	-	*1%*	*2%*	*1%*	-	-	-	-	*2%*	*3%*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 27

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1365	554	554	144	82	25	1108	107	600	532	158	54	15	1132	69
Weighted Base	1351	545	542	147*	78*	34**	1087	112*	578	518	172*	66*	13**	1095	78*
Effective Base	768	311	308	83	47	17	619	63	332	290	97	37	9	622	46
Post	257	129	84	24	16	2	214	17	127	81	29	18	-	208	18
	19%	**24%b**	*16%*	*16%*	*20%*	*5%*	*20%*	*15%*	**22%i**	*16%*	*17%*	*27%*	-	*19%*	*23%*
Phone call	479	201	201	44	22	10	402	31	211	182	60	21	4	393	25
	35%	*37%*	*37%*	*30%*	*28%*	*28%*	*37%*	*28%*	*36%*	*35%*	*35%*	*31%*	*33%*	*36%*	*32%*
Text message	248	71	115	35	20	6	186	26	91	108	37	11	*	199	11
	18%	*13%*	**21%a**	**23%a**	**26%a**	*18%*	*17%*	**24%a**	*16%*	*21%*	*21%*	*17%*	*3%*	*18%*	*14%*
Email/ online portal	352	134	141	41	19	16	275	36	146	136	44	16	8	281	24
	26%	*25%*	*26%*	*28%*	*25%*	*49%*	*25%*	*32%*	*25%*	*26%*	*26%*	*25%*	*64%*	*26%*	*31%*
Other	7	2	*	5	-	-	2	-	-	5	1	-	-	5	-
	1%	*	*	**3%abf**	-	-	*	-	-	*1%*	*1%*	-	-	*	-
Don't know	9	8	-	-	1	-	8	1	4	5	1	-	-	9	-
	1%	**1%b**	-	-	**2%b**	-	*1%*	*1%*	*1%*	*1%*	*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1365**	116	1222	27	445	851	69	1346	9	7	1	1362	2
Weighted Base	**1351**	100*	1227	24**	405	867	80*	1331	9**	8**	1**	1349	2**
Effective Base	**768**	68	689	14	250	476	45	756	6	4	1	767	1
Post	**257**	23	229	5	76	166	15	253	1	2	-	257	-
	19%	*23%*	*19%*	*21%*	*19%*	*19%*	*19%*	*19%*	*16%*	*22%*	-	*19%*	-
Phone call	**479**	43	428	7	155	295	29	467	5	4	1	476	2
	35%	*43%*	*35%*	*30%*	*38%*	*34%*	*36%*	*35%*	*58%*	*47%*	*100%*	*35%*	*100%*
Text message	**248**	11	229	8	83	149	16	244	1	2	-	248	-
	18%	*11%*	*19%*	*34%*	*20%*	*17%*	*20%*	*18%*	*16%*	*25%*	-	*18%*	-
Email/ online portal	**352**	23	325	3	88	244	20	350	1	1	-	352	-
	26%	*23%*	*27%*	*13%*	*22%*	*28%*	*25%*	*26%*	*10%*	*6%*	-	*26%*	-
Other	**7**	-	7	-	-	7	-	7	-	-	-	7	-
	1%	-	*1%*	-	-	*1%*	-	*1%*	-	-	-	*1%*	-
Don't know	**9**	-	9	*	3	6	*	9	-	-	-	9	-
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 27

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

Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1365**	214	482	220	449	-	214	-	244	-	238	-	220	-	217	-	232
Weighted Base	**1351**	225	496	206	424	-**	225	-**	244	-**	253	-**	206	-**	216	-**	208
Effective Base	**768**	135	267	111	258	-	135	-	133	-	134	-	111	-	122	-	138
Post	**257**	36	91	48	81	-	36	-	42	-	48	-	48	-	43	-	38
	19%	*16%*	*18%*	*23%*	*19%*	-	*16%*	-	*17%*	-	*19%*	-	*23%*	-	*20%*	-	*18%*
Phone call	**479**	79	171	78	151	-	79	-	85	-	86	-	78	-	73	-	78
	35%	*35%*	*34%*	*38%*	*36%*	-	*35%*	-	*35%*	-	*34%*	-	*38%*	-	*34%*	-	*37%*
Text message	**248**	36	98	22	93	-	36	-	39	-	59	-	22	-	48	-	45
	18%	*16%*	**20%c**	*11%*	**22%c**	-	*16%*	-	*16%*	-	**23%l**	-	*11%*	-	**22%l**	-	**21%l**
Email/ online portal	**352**	73	132	57	90	-	73	-	74	-	58	-	57	-	45	-	45
	26%	**32%d**	*27%*	*28%*	*21%*	-	**32%n**	-	*30%*	-	*23%*	-	*28%*	-	*21%*	-	*22%*
Other	**7**	-	*	-	7	-	-	-	-	-	*	-	-	-	5	-	1
	1%	-	*	-	**2%b**	-	-	-	-	-	*	-	-	-	*2%*	-	*1%*
Don't know	**9**	1	6	1	2	-	1	-	4	-	2	-	1	-	2	-	1
	1%	*	*1%*	*	*1%*	-	*	-	*2%*	-	*1%*	-	*	-	*1%*	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**939**	-	939	475	460	117	98	223	131	195	117	58	215	354	370	175	876	58	939
Weighted Base	**952**	-**	952	498	450	130*	115*	239	139*	174	84*	72*	245	378	330	156*	851	97*	939
Effective Base	**532**	-	532	277	252	72	60	143	70	101	46	42	132	212	188	88	489	43	939
Post	**217**	-	217	107	110	21	27	44	25	40	34	25	48	69	100	60	207	9	209
	23%	-	*23%*	*21%*	*24%*	*16%*	*23%*	*18%*	*18%*	*23%*	**41%eghi**	**35%egh**	*20%*	*18%*	**30%lm**	**38%lm**	**24%q**	*9%*	*22%*
Phone call	**116**	-	116	84	32	26	18	40	12	9	5	8	43	52	21	12	93	22	91
	12%	-	*12%*	**17%d**	*7%*	**20%ij**	**15%i**	**17%i**	*8%*	*5%*	*6%*	*11%*	**18%no**	**14%n**	*6%*	*8%*	*11%*	**22%p**	*10%*
Text message	**129**	-	129	76	53	27	20	33	21	17	7	3	48	55	26	10	109	20	119
	14%	-	*14%*	*15%*	*12%*	**21%ik**	**18%k**	*14%*	*15%*	*10%*	*8%*	*4%*	**20%no**	**15%no**	*8%*	*6%*	*13%*	*20%*	*13%*
Email/ online portal	**471**	-	471	223	244	51	50	119	79	101	37	34	100	198	172	71	424	45	490
	49%	-	*49%*	*45%*	**54%c**	*39%*	*43%*	*50%*	**57%e**	**58%e**	*44%*	*47%*	*41%*	**53%l**	*52%*	*46%*	*50%*	*46%*	*52%*
Other	**2**	-	2	1	1	1	-	-	-	1	*	-	1	-	1	*	2	*	7
	*	-	*	*	*	*1%*	-	-	-	*	*	-	*1%*	-	*	*	*	*	*1%*
Don't know	**18**	-	18	8	9	4	*	2	2	7	1	2	4	4	10	3	15	2	23
	2%	-	*2%*	*2%*	*2%*	*3%*	*	*1%*	*1%*	*4%*	*1%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**939**	279	278	169	213	557	382	523	412	100	116	251	216	205	583	100	797
Weighted Base	**952**	255	295	202	201	549	403	626	322	95*	107*	260	209	239	575	95*	815
Effective Base	**532**	138	160	105	133	298	235	318	223	65	65	142	116	122	322	65	445
Post	**217**	64	48	66	38	112	105	122	95	22	29	57	50	48	136	22	184
	23%	*25%*	*16%*	**33%bd**	*19%*	*20%*	*26%*	*19%*	**29%g**	*24%*	*27%*	*22%*	*24%*	*20%*	*24%*	*24%*	*23%*
Phone call	**116**	35	42	29	10	77	39	90	26	8	10	23	34	36	67	8	103
	12%	**14%d**	**14%d**	**15%d**	*5%*	*14%*	*10%*	**14%h**	*8%*	*8%*	*9%*	*9%*	*16%*	*15%*	*12%*	*8%*	*13%*
Text message	**129**	38	44	27	20	82	47	93	36	13	13	27	21	47	62	13	109
	14%	*15%*	*15%*	*13%*	*10%*	*15%*	*12%*	*15%*	*11%*	*13%*	*12%*	*11%*	*10%*	**20%kln**	*11%*	*13%*	*13%*
Email/ online portal	**471**	116	154	78	123	270	201	311	157	50	51	147	95	107	293	50	401
	49%	*45%*	**52%c**	*38%*	**61%ac**	*49%*	*50%*	*50%*	*49%*	*53%*	*47%*	*57%*	*46%*	*45%*	*51%*	*53%*	*49%*
Other	**2**	-	1	*	1	1	1	1	1	*	1	-	1	-	2	*	2
	*	-	*	*	*	*	*	*	*	*	*1%*	-	*1%*	-	*	*	*
Don't know	**18**	1	6	1	10	7	11	10	8	2	3	6	7	-	16	2	16
	2%	*1%*	*2%*	*1%*	**5%a**	*1%*	*3%*	*2%*	*2%*	*2%*	**3%m**	*2%*	**3%m**	-	*3%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**939**	616	323	155	472	195	144	128	36	50	52	58	49	52	56	59	60	30	165
Weighted Base	**952**	821	131*	55*	808	77*	43*	25*	29*	97*	78*	80*	77*	98*	129*	135*	86*	13**	63*
Effective Base	**532**	445	92	39	406	95	68	77	33	47	47	53	45	45	51	55	56	15	80
Post	**217**	182	35	16	187	17	9	5	7	11	18	14	25	26	23	44	18	5	11
	23%	*22%*	*26%*	*30%*	*23%*	*22%*	*21%*	*19%*	*23%*	*12%*	*23%*	*17%*	**32%l**	*27%*	*18%*	**33%l**	*22%*	*39%*	*18%*
Phone call	**116**	103	13	9	104	6	4	2	3	12	9	8	7	11	24	22	8	1	6
	12%	*13%*	*10%*	*16%*	*13%*	*8%*	*9%*	*8%*	*9%*	*13%*	*11%*	*10%*	*9%*	*12%*	*19%*	*17%*	*9%*	*6%*	*9%*
Text message	**129**	120	10	6	109	8	6	6	2	26	9	9	4	7	23	19	11	2	6
	14%	*15%*	*7%*	*10%*	*14%*	*10%*	*15%*	**22%de**	*7%*	**27%hlmn**	*12%*	*11%*	*5%*	*7%*	*17%*	*14%*	*13%*	*13%*	*10%*
Email/ online portal	**471**	399	71	22	393	44	21	12	18	46	39	47	39	52	59	48	46	6	38
	49%	*49%*	*55%*	*41%*	*49%*	*57%*	*50%*	*49%*	**61%o**	*48%*	*50%*	**58%o**	*51%*	*53%*	*46%*	*35%*	*54%*	*42%*	**61%o**
Other	**2**	2	*	*	1	*	1	*	-	-	1	-	-	-	-	-	-	-	*
	*******	***	***	*1%*	***	***	**2%d**	*1%*	-	-	*1%*	-	-	-	-	-	-	-	***
Don't know	**18**	16	2	1	14	2	2	*	-	1	2	2	2	1	-	2	3	-	2
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*1%*	-	*1%*	*3%*	*3%*	*3%*	*1%*	-	*2%*	*3%*	-	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**939**	398	371	90	57	19	769	76	419	372	99	37	7	791	44
Weighted Base	**952**	385	375	103*	60*	27**	760	86*	398	377	117*	48**	6**	775	54**
Effective Base	**532**	220	213	53	32	13	433	45	225	208	65	26	4	433	30
Post	**217**	105	78	18	13	1	183	14	100	65	32	17	-	166	17
	23%	*27%*	*21%*	*18%*	*22%*	*4%*	*24%*	*16%*	**25%i**	*17%*	*27%*	*36%*	-	*21%*	*32%*
Phone call	**116**	38	52	11	12	3	90	15	38	58	16	4	-	96	4
	12%	*10%*	*14%*	*11%*	*21%*	*11%*	*12%*	*18%*	*10%*	*15%*	*14%*	*9%*	-	*12%*	*8%*
Text message	**129**	43	51	17	9	8	95	18	54	56	12	6	*	110	6
	14%	*11%*	*14%*	*16%*	*16%*	*31%*	*12%*	*21%*	*14%*	*15%*	*10%*	*11%*	*1%*	*14%*	*10%*
Email/ online portal	**471**	186	192	55	23	12	379	36	194	192	57	20	4	386	24
	49%	*48%*	*51%*	*54%*	*39%*	*46%*	*50%*	*41%*	*49%*	*51%*	*49%*	*41%*	*80%*	*50%*	*45%*
Other	**2**	1	*	*	-	1	1	1	*	1	-	-	1	1	1
	*	*	*	*	-	*4%*	*	*1%*	*	*	-	-	*19%*	*	*2%*
Don't know	**18**	11	2	2	2	1	13	3	11	6	-	1	-	16	1
	2%	**3%b**	*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	-	*3%*	-	*2%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**939**	73	848	18	297	590	52	925	9	4	-	938	1
Weighted Base	**952**	64*	874	15**	276	620	56*	939	9**	3**	-**	952	1**
Effective Base	**532**	43	483	8	169	332	34	523	6	3	-	532	1
Post	**217**	13	201	2	66	141	10	213	1	3	-	217	-
	23%	*21%*	*23%*	*16%*	*24%*	*23%*	*18%*	*23%*	*15%*	*78%*	-	*23%*	-
Phone call	**116**	21	94	1	41	64	11	110	5	*	-	115	1
	12%	***33%b***	*11%*	*8%*	*15%*	*10%*	*20%*	*12%*	*55%*	*7%*	-	*12%*	*100%*
Text message	**129**	6	120	3	37	81	12	128	1	-	-	129	-
	14%	*10%*	*14%*	*20%*	*13%*	*13%*	*21%*	*14%*	*12%*	-	-	*14%*	-
Email/ online portal	**471**	23	440	8	127	322	22	468	2	1	-	471	-
	49%	*36%*	*50%*	*53%*	*46%*	*52%*	*39%*	*50%*	*18%*	*15%*	-	*49%*	-
Other	**2**	-	2	-	1	*	1	2	-	-	-	2	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-
Don't know	**18**	-	17	*	5	12	1	18	*	-	-	18	-
	2%	-	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	-	-	*2%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 28

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

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**939**	137	341	168	293	-	137	-	187	-	154	-	168	-	132	-	161
Weighted Base	**952**	140*	343	178*	292	-**	140*	-**	176	-**	167*	-**	178*	-**	135*	-**	157*
Effective Base	**532**	82	191	89	171	-	82	-	108	-	85	-	89	-	75	-	97
Post	**217**	30	73	44	69	-	30	-	37	-	36	-	44	-	32	-	37
	23%	*22%*	*21%*	*25%*	*24%*	-	*22%*	-	*21%*	-	*22%*	-	*25%*	-	*24%*	-	*24%*
Phone call	**116**	10	39	26	41	-	10	-	17	-	22	-	26	-	16	-	25
	12%	*7%*	*11%*	*14%*	*14%*	-	*7%*	-	*10%*	-	*13%*	-	*14%*	-	*12%*	-	*16%*
Text message	**129**	26	43	27	33	-	26	-	20	-	23	-	27	-	21	-	12
	14%	*19%*	*13%*	*15%*	*11%*	-	***19%p***	-	*11%*	-	*14%*	-	*15%*	-	*16%*	-	*7%*
Email/ online portal	**471**	72	178	79	142	-	72	-	98	-	81	-	79	-	61	-	81
	49%	*51%*	*52%*	*44%*	*49%*	-	*51%*	-	*55%*	-	*49%*	-	*44%*	-	*45%*	-	*52%*
Other	**2**	*	*	1	1	-	*	-	-	-	*	-	1	-	1	-	*
	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*1%*	-	*
Don't know	**18**	1	9	2	6	-	1	-	5	-	4	-	2	-	4	-	2
	2%	*1%*	*3%*	*1%*	*2%*	-	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*3%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1037**	-	1037	516	518	108	100	204	148	230	155	92	208	352	477	247	980	50	1037
Weighted Base	**1008**	-**	1008	509	495	116*	113*	216	142*	194	128*	98*	229	358	420	226	921	79*	1037
Effective Base	**573**	-	573	294	277	66	59	128	77	118	71	56	125	204	244	127	537	36	1037
Post	**251**	-	251	112	135	27	29	61	20	36	49	29	56	81	114	78	228	23	261
	25%	-	*25%*	*22%*	*27%*	*24%*	*26%*	**28%h**	*14%*	*18%*	**38%hi**	**30%h**	*25%*	*23%*	*27%*	**34%m**	*25%*	*29%*	*25%*
Phone call	**134**	-	134	90	44	26	18	49	8	16	8	9	44	56	33	17	119	15	147
	13%	-	*13%*	**18%d**	*9%*	**23%hij**	**16%h**	**23%hijk**	*5%*	*8%*	*6%*	*10%*	**19%no**	**16%no**	*8%*	*7%*	*13%*	*18%*	*14%*
Text message	**91**	-	91	56	35	23	19	15	13	13	6	2	43	28	21	8	74	13	77
	9%	-	*9%*	*11%*	*7%*	**20%gijk**	**17%gijk**	*7%*	*9%*	*7%*	*5%*	*2%*	**19%mno**	*8%*	*5%*	*3%*	*8%*	*16%*	*7%*
Email/ online portal	**524**	-	524	247	277	39	46	89	101	127	65	57	85	190	248	121	492	29	540
	52%	-	*52%*	*49%*	*56%*	*33%*	*41%*	*41%*	**71%efgj**	**65%efgj**	**51%e**	**58%eg**	*37%*	**53%l**	**59%l**	**54%l**	*53%*	*37%*	*52%*
Other	*	-	*	-	*	-	*	-	-	*	-	-	*	-	*	-	*	-	2
	*	-	*	-	*	-	*	-	-	*	-	-	*	-	*	-	*	-	*
Don't know	**8**	-	8	4	5	*	-	2	1	2	1	1	*	3	5	2	8	-	10
	1%	-	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 29

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1037**	268	308	198	263	576	461	510	510	118	129	287	246	185	662	118	863
Weighted Base	**1008**	243	317	201	246	561	447	594	398	107*	119*	292	231	205	641	107*	856
Effective Base	**573**	130	176	112	159	306	269	300	276	72	73	159	128	109	359	72	475
Post	**251**	61	65	62	63	126	125	129	121	28	25	88	49	43	162	28	205
	25%	*25%*	*20%*	**31%b**	*26%*	*23%*	*28%*	*22%*	**30%g**	*26%*	*21%*	*30%*	*21%*	*21%*	*25%*	*26%*	*24%*
Phone call	**134**	41	39	32	21	81	53	95	38	13	18	32	37	30	87	13	119
	13%	**17%d**	*12%*	*16%*	*9%*	*14%*	*12%*	**16%h**	*10%*	*12%*	*15%*	*11%*	*16%*	*15%*	*14%*	*12%*	*14%*
Text message	**91**	25	19	21	26	44	47	66	25	5	14	24	17	27	54	5	81
	9%	*10%*	*6%*	*11%*	*10%*	*8%*	*11%*	**11%h**	*6%*	*5%*	*12%*	*8%*	*7%*	*13%*	*8%*	*5%*	*10%*
Email/ online portal	**524**	116	189	86	133	304	219	300	210	60	61	147	123	104	332	60	444
	52%	*48%*	**59%ac**	*43%*	*54%*	*54%*	*49%*	*51%*	*53%*	*56%*	*52%*	*50%*	*54%*	*51%*	*52%*	*56%*	*52%*
Other	*	-	-	*	*	-	*	*	-	-	-	*	*	-	*	-	*
	*	-	-	*	*	-	*	*	-	-	-	*	*	-	*	-	*
Don't know	**8**	*	6	-	2	6	2	3	5	2	1	2	4	*	6	2	7
	1%	*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 29

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1037**	660	377	166	495	217	188	137	38	56	69	50	57	43	56	59	67	38	179
Weighted Base	**1008**	866	142	45*	836	89	53*	30*	31*	106*	104*	71*	89*	78*	126*	133*	99*	16**	73*
Effective Base	**573**	475	104	39	424	104	83	71	35	51	62	45	49	37	51	55	62	19	84
Post	**251**	215	36	10	208	20	13	10	6	15	20	16	19	27	40	40	25	9	11
	25%	*25%*	*26%*	*21%*	*25%*	*23%*	*25%*	*34%*	*19%*	*14%*	*19%*	*22%*	*21%*	**35%ir**	**32%ir**	**30%r**	*25%*	*55%*	*15%*
Phone call	**134**	120	13	6	110	11	8	4	5	16	15	8	13	5	20	19	9	2	9
	13%	*14%*	*9%*	*13%*	*13%*	*12%*	*16%*	*15%*	*17%*	*15%*	*14%*	*12%*	*15%*	*6%*	*16%*	*14%*	*9%*	*13%*	*12%*
Text message	**91**	82	9	3	81	2	5	2	2	20	9	9	3	4	15	13	7	*	1
	9%	*9%*	*6%*	*6%*	**10%e**	*2%*	**10%e**	**8%e**	*7%*	**19%ir**	*9%*	**12%r**	*3%*	*5%*	**12%r**	*10%*	*7%*	*2%*	*2%*
Email/ online portal	**524**	443	81	26	430	56	25	12	17	55	55	38	54	42	51	61	57	5	51
	52%	*51%*	*57%*	*56%*	*51%*	**63%dfg**	*47%*	*42%*	*57%*	*52%*	*53%*	*53%*	**61%n**	*54%*	*40%*	*46%*	*58%*	*29%*	**71%ijno**
Other	*	-	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	*	-	*	*	-	*	-	*d	-	-	-	-	-	-	-	-	-	-	*
Don't know	**8**	6	2	2	6	*	2	*	-	-	5	1	-	-	-	-	-	-	*
	1%	*1%*	*1%*	**4%a**	*1%*	*	**3%d**	*1%*	-	-	*5%*	*1%*	-	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 29

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1037	449	408	99	58	20	857	78	455	406	126	35	9	861	44
Weighted Base	1008	418	405	100*	57*	24**	824	81*	430	387	133*	43**	9**	817	51**
Effective Base	573	245	226	56	32	12	471	44	247	216	78	24	6	462	29
Post	251	120	93	21	15	2	213	17	139	81	19	9	-	220	9
	25%	*29%*	*23%*	*21%*	*26%*	*10%*	*26%*	*21%*	**32%ijl**	*21%*	*14%*	*22%*	-	**27%j**	*18%*
Phone call	134	57	55	9	10	3	112	13	58	57	16	2	1	115	3
	13%	*14%*	*14%*	*9%*	*17%*	*14%*	*14%*	*16%*	*13%*	*15%*	*12%*	*5%*	*7%*	*14%*	*5%*
Text message	91	24	45	8	4	9	69	13	35	39	9	7	*	74	7
	9%	*6%*	**11%a**	*8%*	*7%*	*38%*	*8%*	**16%a**	*8%*	*10%*	*7%*	*16%*	*1%*	*9%*	*14%*
Email/ online portal	524	210	212	62	29	9	422	38	195	206	89	24	6	401	31
	52%	*50%*	*52%*	*62%*	*50%*	*38%*	*51%*	*47%*	*45%*	*53%*	**67%him**	*57%*	*74%*	*49%*	*60%*
Other	*	-	-	*	-	-	-	-	-	*	*	-	-	*	-
	*	-	-	*	-	-	-	-	-	*	*	-	-	*	-
Don't know	8	8	*	-	-	-	8	-	3	4	-	-	1	7	1
	1%	**2%b**	*	-	-	-	*1%*	-	*1%*	*1%*	-	-	*17%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 29

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1037**	95	924	18	346	635	56	1022	9	5	1	1036	-
Weighted Base	**1008**	82*	909	17**	312	646	50*	997	8**	2**	1**	1007	-**
Effective Base	**573**	54	511	9	183	359	31	566	5	3	1	573	-
Post	**251**	17	231	3	92	149	10	250	*	1	-	251	-
	25%	*21%*	*25%*	*16%*	*30%*	*23%*	*20%*	*25%*	*2%*	*52%*	-	*25%*	-
Phone call	**134**	23	109	2	50	70	13	129	4	*	-	134	-
	13%	**29%b**	*12%*	*10%*	*16%*	*11%*	**27%e**	*13%*	*57%*	*11%*	-	*13%*	-
Text message	**91**	9	79	3	22	55	14	89	2	*	-	91	-
	9%	*11%*	*9%*	*15%*	*7%*	*8%*	**29%de**	*9%*	*21%*	*13%*	-	*9%*	-
Email/ online portal	**524**	32	482	10	146	366	12	521	1	1	1	523	-
	52%	*39%*	*53%*	*56%*	**47%f**	**57%df**	*24%*	*52%*	*19%*	*24%*	*100%*	*52%*	-
Other	*	-	*	-	-	*	*	*	*	-	-	*	-
	*	-	*	-	-	*	*	*	*1%*	-	-	*	-
Don't know	**8**	-	8	*	2	6	*	8	-	-	-	8	-
	1%	-	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 29

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

Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1037**	168	362	178	329	-	168	-	183	-	179	-	178	-	162	-	167
Weighted Base	**1008**	157*	367	172*	312	-**	157*	-**	176*	-**	191*	-**	172*	-**	162*	-**	150
Effective Base	**573**	97	196	87	199	-	97	-	99	-	97	-	87	-	99	-	100
Post	**251**	30	87	52	82	-	30	-	34	-	53	-	52	-	38	-	44
	25%	*19%*	*24%*	*30%*	*26%*	-	*19%*	-	*20%*	-	*28%*	-	*30%*	-	*24%*	-	*29%*
Phone call	**134**	11	56	16	50	-	11	-	28	-	28	-	16	-	23	-	27
	13%	*7%*	*15%*	*9%*	**16%a**	-	*7%*	-	*16%*	-	*14%*	-	*9%*	-	*14%*	-	**18%f**
Text message	**91**	14	33	19	24	-	14	-	8	-	26	-	19	-	14	-	10
	9%	*9%*	*9%*	*11%*	*8%*	-	*9%*	-	*4%*	-	**13%h**	-	*11%*	-	*9%*	-	*7%*
Email/ online portal	**524**	101	186	85	152	-	101	-	102	-	83	-	85	-	86	-	66
	52%	**64%bcd**	*51%*	*49%*	*49%*	-	**64%jlp**	-	**58%jlp**	-	*44%*	-	*49%*	-	*53%*	-	*44%*
Other	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	*
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	*
Don't know	**8**	-	4	1	3	-	-	-	3	-	2	-	1	-	-	-	3
	1%	-	*1%*	*	*1%*	-	-	-	*2%*	-	*1%*	-	*	-	-	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**919**	-	919	457	458	107	111	210	130	178	117	66	218	340	361	183	858	56	919
Weighted Base	**935**	-**	935	484	446	119*	117*	237	141*	157*	97*	66*	236	379	320	163*	839	91*	919
Effective Base	**532**	-	532	273	256	70	65	141	71	95	54	40	134	210	188	94	488	43	919
Post	**209**	-	209	94	111	24	28	51	24	19	38	26	52	74	83	64	187	22	216
	22%	-	*22%*	*19%*	*25%*	*20%*	*24%*	*21%*	*17%*	*12%*	**39%eghi**	**39%eghi**	*22%*	*20%*	*26%*	**39%lmn**	*22%*	*24%*	*24%*
Phone call	**105**	-	105	69	36	24	14	44	9	9	3	1	39	53	13	4	83	22	90
	11%	-	*11%*	**14%d**	*8%*	**20%hijk**	*12%*	**18%hijk**	*6%*	*6%*	*3%*	*2%*	**16%no**	**14%no**	*4%*	*3%*	*10%*	**24%p**	*10%*
Text message	**101**	-	101	71	30	20	26	27	14	7	3	4	46	41	14	7	85	15	79
	11%	-	*11%*	**15%d**	*7%*	**17%ij**	**22%ijk**	*11%*	*10%*	*4%*	*3%*	*7%*	**19%mno**	**11%n**	*4%*	*5%*	*10%*	*16%*	*9%*
Email/ online portal	**508**	-	508	243	263	50	49	114	94	116	52	32	99	209	201	85	473	33	516
	54%	-	*54%*	*50%*	**59%c**	*42%*	*42%*	*48%*	**67%efg**	**74%efgjk**	*54%*	*49%*	*42%*	**55%l**	**63%l**	*52%*	**56%q**	*36%*	*56%*
Other	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	1
	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*
Don't know	**12**	-	12	6	6	*	*	1	1	6	1	2	1	2	9	3	12	-	17
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	*	*4%*	*1%*	*3%*	*	*1%*	*3%*	*2%*	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**919**	228	274	179	238	502	417	480	425	103	114	253	217	176	584	104	772
Weighted Base	**935**	218	290	193	234	508	427	590	333	100*	112*	252	207	214	571	100*	795
Effective Base	**532**	118	155	111	152	273	261	303	233	66	67	145	120	107	332	66	444
Post	**209**	47	64	50	49	111	99	113	95	21	26	68	38	39	131	21	172
	22%	*22%*	*22%*	*26%*	*21%*	*22%*	*23%*	*19%*	**28%g**	*21%*	*23%*	*27%*	*18%*	*18%*	*23%*	*21%*	*22%*
Phone call	**105**	33	31	20	20	64	40	82	22	10	7	21	31	31	59	10	91
	11%	*15%*	*11%*	*10%*	*9%*	*13%*	*9%*	**14%h**	*7%*	*10%*	*7%*	*8%*	*15%*	*14%*	*10%*	*10%*	*11%*
Text message	**101**	34	24	20	22	58	43	74	25	7	8	33	15	34	56	7	90
	11%	*16%*	*8%*	*10%*	*10%*	*11%*	*10%*	*13%*	*8%*	*7%*	*7%*	*13%*	*7%*	**16%l**	*10%*	*7%*	*11%*
Email/ online portal	**508**	102	164	101	141	266	242	315	186	61	71	125	119	110	315	61	432
	54%	*47%*	*57%*	*53%*	**60%a**	*52%*	*57%*	*53%*	*56%*	*61%*	*63%*	*49%*	*58%*	*51%*	*55%*	*61%*	*54%*
Other	*	-	-	*	-	-	*	*	-	-	-	-	*	-	*	-	*
	*	-	-	*	-	-	*	*	-	-	-	-	*	-	*	-	*
Don't know	**12**	2	7	1	2	9	3	6	6	1	1	5	4	*	10	1	10
	1%	*1%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*2%*	*	*2%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	919	631	288	125	466	180	145	128	36	59	62	49	53	40	56	51	60	33	147
Weighted Base	935	826	109*	38**	788	75*	46*	26*	28*	112*	91*	69*	83*	70*	128*	117*	90*	15**	60*
Effective Base	532	458	78	28	403	88	78	74	33	55	56	44	46	37	51	48	56	17	71
Post	209	187	22	7	180	14	9	7	7	17	11	15	24	11	27	35	33	7	6
	22%	23%	20%	19%	23%	18%	20%	26%	26%r	15%	12%	21%	29%jr	16%	21%	30%jr	36%ijmr	48%	11%
Phone call	105	97	8	6	92	6	3	3	5	12	12	4	7	7	25	13	7	1	5
	11%	12%	7%	15%	12%	8%	7%	12%	18%	10%	14%	5%	8%	10%	20%	11%	8%	5%	8%
Text message	101	88	13	8	90	5	4	2	1	17	7	9	3	6	20	20	6	1	4
	11%	11%	12%	21%	11%	7%	9%	7%	3%	15%	8%	14%	3%	8%	16%	17%l	7%	3%	7%
Email/ online portal	508	444	64	17	418	51	26	13	14	65	56	40	48	46	55	49	44	7	44
	54%	54%	59%	45%	53%	68%dg	56%	51%	51%	58%	62%o	58%	58%	65%no	43%	42%	49%	44%	74%hnop
Other	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	1%d	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	10	2	*	8	-	3	1	1	2	4	1	1	-	-	-	-	-	-
	1%	1%	2%	*	1%	-	6%de	4%de	2%	1%	4%	1%	2%	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**919**	375	373	93	52	22	748	74	383	375	110	33	13	758	46
Weighted Base	**935**	359	390	99*	54*	29**	750	83*	362	392	119*	44**	15**	754	59*
Effective Base	**532**	213	216	55	33	14	428	47	210	217	70	24	8	427	32
Post	**209**	89	90	18	10	2	179	12	92	80	27	11	-	172	11
	22%	*25%*	*23%*	*18%*	*18%*	*8%*	*24%*	*15%*	*25%*	*20%*	*23%*	*24%*	-	*23%*	*18%*
Phone call	**105**	43	48	9	2	4	90	6	43	46	11	2	2	89	4
	11%	*12%*	*12%*	*9%*	*3%*	*14%*	*12%*	*7%*	*12%*	*12%*	*9%*	*5%*	*14%*	*12%*	*7%*
Text message	**101**	23	51	11	8	7	74	15	38	43	11	6	3	81	8
	11%	*6%*	**13%a**	*11%*	*15%*	*25%*	*10%*	**19%a**	*10%*	*11%*	*9%*	*13%*	*19%*	*11%*	*14%*
Email/ online portal	**508**	196	201	61	34	16	396	50	186	218	69	25	8	403	34
	54%	*54%*	*51%*	*61%*	*64%*	*54%*	*53%*	*60%*	*51%*	*56%*	*58%*	*58%*	*56%*	*54%*	*57%*
Other	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-
Don't know	**12**	9	1	2	-	-	10	-	4	5	2	-	1	9	1
	1%	**3%b**	*	*2%*	-	-	*1%*	-	*1%*	*1%*	*1%*	-	*10%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**919**	76	826	17	313	559	47	909	5	5	-	919	-
Weighted Base	**935**	60*	858	17**	283	606	46**	927	3**	5**	-**	935	-**
Effective Base	**532**	41	484	9	168	337	28	528	2	2	-	532	-
Post	**209**	14	192	4	73	125	11	209	*	*	-	209	-
	22%	*23%*	*22%*	*24%*	*26%*	*21%*	*24%*	*23%*	*5%*	*5%*	-	*22%*	-
Phone call	**105**	13	90	2	36	55	14	103	1	-	-	105	-
	11%	***21%b***	*11%*	*10%*	*13%*	*9%*	*31%*	*11%*	*43%*	-	-	*11%*	-
Text message	**101**	4	94	3	28	66	7	100	-	1	-	101	-
	11%	*6%*	*11%*	*15%*	*10%*	*11%*	*14%*	*11%*	-	*26%*	-	*11%*	-
Email/ online portal	**508**	29	470	8	144	350	14	503	2	3	-	508	-
	54%	*49%*	*55%*	*49%*	*51%*	*58%*	*30%*	*54%*	*52%*	*70%*	-	*54%*	-
Other	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Don't know	**12**	1	11	*	3	9	*	12	-	-	-	12	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**919**	141	333	155	290	-	141	-	177	-	156	-	155	-	145	-	145
Weighted Base	**935**	144*	344	163*	285	-**	144*	-**	174*	-**	169*	-**	163*	-**	142*	-**	143*
Effective Base	**532**	86	190	83	176	-	86	-	97	-	92	-	83	-	86	-	90
Post	**209**	33	67	46	64	-	33	-	38	-	29	-	46	-	27	-	36
	22%	*23%*	*19%*	*28%*	*22%*	-	*23%*	-	*22%*	-	*17%*	-	*28%*	-	*19%*	-	*26%*
Phone call	**105**	6	48	16	36	-	6	-	17	-	31	-	16	-	17	-	19
	11%	*4%*	**14%a**	*10%*	**13%a**	-	*4%*	-	*10%*	-	**18%f**	-	*10%*	-	**12%f**	-	**13%f**
Text message	**101**	14	42	22	23	-	14	-	13	-	29	-	22	-	14	-	9
	11%	*10%*	*12%*	*14%*	*8%*	-	*10%*	-	*7%*	-	**17%hp**	-	*14%*	-	*10%*	-	*7%*
Email/ online portal	**508**	91	181	79	157	-	91	-	102	-	79	-	79	-	82	-	75
	54%	*63%*	*53%*	*49%*	*55%*	-	**63%j**	-	*58%*	-	*47%*	-	*49%*	-	*58%*	-	*53%*
Other	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	*	7	1	4	-	*	-	4	-	2	-	1	-	1	-	3
	1%	*	*2%*	*	*2%*	-	*	-	*3%*	-	*1%*	-	*	-	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1128**	-	1128	554	570	121	125	235	165	234	158	90	246	400	482	248	1057	64	1128
Weighted Base	**1096**	-**	1096	554	538	127*	140*	253	168*	191	124*	95*	266	421	409	218	999	89*	1128
Effective Base	**630**	-	630	326	302	76	75	150	88	117	69	56	151	237	243	126	578	48	1128
Post	**219**	-	219	99	118	26	27	53	29	33	33	18	53	82	84	51	198	19	238
	20%	-	*20%*	*18%*	*22%*	*21%*	*19%*	*21%*	*17%*	*17%*	*27%*	*19%*	*20%*	*19%*	*21%*	*23%*	*20%*	*21%*	*21%*
Phone call	**119**	-	119	87	32	17	21	50	11	9	2	9	38	61	20	11	105	14	119
	11%	-	*11%*	**16%d**	*6%*	**14%ij**	**15%ij**	**20%hij**	*7%*	*5%*	*1%*	**10%j**	**14%no**	**15%no**	*5%*	*5%*	*10%*	*16%*	*11%*
Text message	**129**	-	129	79	50	39	22	28	17	12	7	4	60	45	23	11	109	16	99
	12%	-	*12%*	*14%*	*9%*	**30%fghijk**	**16%ik**	*11%*	*10%*	*6%*	*5%*	*4%*	**23%mno**	**11%n**	*6%*	*5%*	*11%*	*18%*	*9%*
Email/ online portal	**622**	-	622	284	335	44	70	121	110	134	81	62	114	231	277	143	580	40	663
	57%	-	*57%*	*51%*	**62%c**	*35%*	*50%*	*48%*	**66%efg**	**70%efg**	**66%eg**	**66%eg**	*43%*	**55%l**	**68%lm**	**66%l**	*58%*	*45%*	*59%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**7**	-	7	4	3	*	*	1	1	3	1	1	*	1	5	2	6	-	9
	1%	-	*1%*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*2%*	*	*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1128**	301	338	210	279	639	489	563	550	132	138	308	275	203	721	133	938
Weighted Base	**1096**	252	347	232	266	599	498	656	426	125*	127*	307	246	225	680	125*	914
Effective Base	**630**	144	191	126	171	335	296	338	295	79	77	173	146	118	395	79	519
Post	**219**	47	62	59	50	110	110	114	104	28	22	67	38	41	127	28	169
	20%	*19%*	*18%*	*26%*	*19%*	*18%*	*22%*	*17%*	**24%g**	*23%*	*17%*	*22%*	*15%*	*18%*	*19%*	*23%*	*18%*
Phone call	**119**	39	33	33	14	72	47	88	30	9	7	27	37	35	70	9	108
	11%	**16%d**	*10%*	**14%d**	*5%*	*12%*	*9%*	**13%h**	*7%*	*7%*	*5%*	*9%*	**15%j**	**16%j**	*10%*	*7%*	*12%*
Text message	**129**	38	32	26	33	70	59	89	38	12	12	36	24	36	72	12	108
	12%	*15%*	*9%*	*11%*	*12%*	*12%*	*12%*	*14%*	*9%*	*10%*	*9%*	*12%*	*10%*	*16%*	*11%*	*10%*	*12%*
Email/ online portal	**622**	127	214	114	168	341	282	361	251	75	85	174	144	112	403	75	522
	57%	*50%*	**62%ac**	*49%*	**63%ac**	*57%*	*57%*	*55%*	*59%*	*60%*	**67%m**	*57%*	*58%*	*50%*	*59%*	*60%*	*57%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**7**	1	5	-	1	6	1	3	4	-	1	3	4	*	7	-	7
	1%	*	*2%*	-	*	*1%*	*	*	*1%*	-	*	*1%*	*1%*	*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1128	731	397	180	538	242	196	152	38	56	73	53	61	54	64	68	71	44	198
Weighted Base	1096	943	153	62*	908	99	57*	32*	31*	105*	107*	73*	93*	98*	144*	155*	102*	19**	80*
Effective Base	630	524	111	45	464	119	92	83	35	52	65	48	56	47	59	63	66	22	97
Post	219	187	32	10	178	19	14	9	7	12	14	10	18	22	28	43	24	9	10
	20%	*20%*	*21%*	*16%*	*20%*	*19%*	*24%*	*28%*	*22%*	*12%*	*13%*	*14%*	*20%*	*22%*	*19%*	**28%ir**	*23%*	*47%*	*12%*
Phone call	119	110	9	7	100	9	5	5	2	12	15	7	7	8	25	15	9	1	8
	11%	*12%*	*6%*	*12%*	*11%*	*9%*	*8%*	*16%*	*6%*	*12%*	*14%*	*10%*	*7%*	*8%*	*18%*	*9%*	*9%*	*8%*	*10%*
Text message	129	104	24	11	118	5	4	2	1	20	14	13	7	10	26	22	6	1	5
	12%	*11%*	*16%*	*18%*	**13%e**	*5%*	*7%*	*6%*	*4%*	**19%pr**	*13%*	**17%pr**	*7%*	*10%*	**18%pr**	*14%*	*6%*	*4%*	*6%*
Email/ online portal	622	535	87	34	508	65	33	16	21	60	60	42	61	59	66	76	63	8	58
	57%	*57%*	*57%*	*55%*	*56%*	**66%dg**	*58%*	*50%*	**68%n**	*57%*	*56%*	*58%*	**66%n**	*60%*	*45%*	*49%*	*62%*	*41%*	**72%jno**
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	7	*	*	5	*	2	*	-	-	4	1	-	-	-	-	-	-	*
	1%	*1%*	*	*	*1%*	*	**3%d**	*	-	-	*3%*	*1%*	-	-	-	-	-	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1128**	476	450	104	73	21	926	94	499	439	125	44	13	938	57
Weighted Base	**1096**	432	457	109*	67*	28**	889	95*	460	425	139*	52*	14**	885	66*
Effective Base	**630**	255	259	57	44	14	514	58	268	239	79	31	8	508	39
Post	**219**	87	102	18	7	5	189	12	116	73	20	10	-	189	10
	20%	*20%*	*22%*	*16%*	*11%*	*17%*	*21%*	*13%*	**25%ij**	*17%*	*14%*	*19%*	-	*21%*	*15%*
Phone call	**119**	50	50	7	8	4	100	12	51	50	10	6	2	102	7
	11%	*12%*	*11%*	*7%*	*12%*	*15%*	*11%*	*13%*	*11%*	*12%*	*7%*	*11%*	*12%*	*11%*	*11%*
Text message	**129**	48	51	13	11	6	98	17	60	48	14	4	3	108	7
	12%	*11%*	*11%*	*12%*	*17%*	*20%*	*11%*	*18%*	*13%*	*11%*	*10%*	*8%*	*21%*	*12%*	*10%*
Email/ online portal	**622**	241	254	71	40	14	495	54	231	251	95	33	8	481	41
	57%	*56%*	*56%*	*65%*	*60%*	*48%*	*56%*	*57%*	*50%*	**59%h**	**68%hm**	*62%*	*56%*	*54%*	*61%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**7**	6	-	-	-	-	6	-	1	4	-	-	1	5	1
	1%	**1%b**	-	-	-	-	*1%*	-	*	*1%*	-	-	*11%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1128**	99	1009	20	366	705	57	1111	10	5	-	1126	2
Weighted Base	**1096**	81*	998	18**	330	713	54*	1082	8**	4**	-**	1095	2**
Effective Base	**630**	57	566	10	198	401	32	621	6	2	-	629	1
Post	**219**	17	198	4	70	140	9	219	*	*	-	219	-
	20%	*21%*	*20%*	*21%*	*21%*	*20%*	*16%*	*20%*	*1%*	*8%*	-	*20%*	-
Phone call	**119**	17	102	*	42	63	15	118	1	-	-	119	-
	11%	**21%b**	*10%*	*1%*	*13%*	*9%*	**27%de**	*11%*	*15%*	-	-	*11%*	-
Text message	**129**	10	119	-	41	79	9	124	4	*	-	129	-
	12%	*13%*	*12%*	-	*12%*	*11%*	*16%*	*11%*	*54%*	*7%*	-	*12%*	-
Email/ online portal	**622**	36	573	14	177	425	21	615	3	3	-	621	2
	57%	*45%*	*57%*	*76%*	*54%*	**60%f**	*40%*	*57%*	*30%*	*85%*	-	*57%*	*94%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**7**	-	6	*	-	6	*	7	-	-	-	7	*
	1%	-	*1%*	*2%*	-	*1%*	*1%*	*1%*	-	-	-	*1%*	*6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1128**	189	396	183	360	-	189	-	199	-	197	-	183	-	172	-	188
Weighted Base	**1096**	185	387	177*	348	-**	185	-**	183	-**	204	-**	177*	-**	173	-**	175
Effective Base	**630**	116	214	91	212	-	116	-	108	-	106	-	91	-	103	-	109
Post	**219**	44	66	37	73	-	44	-	26	-	40	-	37	-	27	-	46
	20%	*24%*	*17%*	*21%*	*21%*	-	*24%*	-	*14%*	-	*20%*	-	*21%*	-	*16%*	-	**26%h**
Phone call	**119**	11	42	13	53	-	11	-	20	-	22	-	13	-	25	-	28
	11%	*6%*	*11%*	*7%*	**15%a**	-	*6%*	-	*11%*	-	*11%*	-	*7%*	-	**14%f**	-	**16%f**
Text message	**129**	16	45	29	38	-	16	-	17	-	28	-	29	-	24	-	14
	12%	*9%*	*12%*	*16%*	*11%*	-	*9%*	-	*9%*	-	*14%*	-	*16%*	-	*14%*	-	*8%*
Email/ online portal	**622**	113	229	97	183	-	113	-	117	-	112	-	97	-	97	-	85
	57%	*61%*	*59%*	*55%*	*53%*	-	*61%*	-	**64%p**	-	*55%*	-	*55%*	-	*56%*	-	*49%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**7**	-	4	1	2	-	-	-	3	-	2	-	1	-	-	-	2
	1%	-	*1%*	*	*	-	-	-	*2%*	-	*1%*	-	*	-	-	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1204**	-	1204	588	612	137	140	245	179	243	166	94	277	424	503	260	1124	71	1204
Weighted Base	**1176**	-**	1176	606	565	154*	144*	257	187*	204	126*	103*	298	444	433	229	1052	116*	1204
Effective Base	**670**	-	670	341	325	83	81	151	98	121	76	61	165	248	258	137	613	54	1204
Post	**161**	-	161	76	85	23	21	27	27	19	28	16	44	54	64	44	153	8	179
	14%	-	*14%*	*13%*	*15%*	*15%*	*15%*	*10%*	*14%*	*9%*	**22%gi**	*16%*	*15%*	*12%*	*15%*	*19%*	*15%*	*7%*	*15%*
Phone call	**133**	-	133	91	42	34	12	51	10	9	6	11	46	61	26	17	105	27	122
	11%	-	*11%*	**15%d**	*8%*	**22%fhij**	*8%*	**20%fhij**	*5%*	*4%*	*5%*	*11%*	**15%no**	**14%n**	*6%*	*7%*	*10%*	**23%p**	*10%*
Text message	**325**	-	325	171	154	56	48	63	48	49	37	25	103	111	110	61	273	50	305
	28%	-	*28%*	*28%*	*27%*	*36%*	*33%*	*25%*	*26%*	*24%*	*29%*	*24%*	**35%mn**	*25%*	*25%*	*27%*	*26%*	**43%p**	*25%*
Email/ online portal	**546**	-	546	263	278	40	62	114	99	125	55	51	102	213	231	106	512	31	589
	46%	-	*46%*	*43%*	*49%*	*26%*	**43%e**	**44%e**	**53%e**	**61%efgj**	**43%e**	**50%e**	*34%*	**48%l**	**53%l**	**46%l**	**49%q**	*27%*	*49%*
Other	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	*	-	*	-	*	*1%*	-	-	-	-	-	-	*	-	-	-	*	-	*
Don't know	**9**	-	9	5	4	*	1	1	4	2	-	-	2	5	2	-	9	-	8
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	-	-	*1%*	*1%*	*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1204**	318	363	234	289	681	523	633	552	132	151	325	297	220	773	133	1010
Weighted Base	**1176**	276	372	262	266	648	527	732	428	117*	138*	325	278	248	741	117*	1000
Effective Base	**670**	154	207	140	171	361	309	373	301	79	82	183	155	129	421	79	557
Post	**161**	33	46	49	33	79	82	86	73	15	15	50	37	28	103	15	131
	14%	*12%*	*12%*	*19%*	*12%*	*12%*	*16%*	*12%*	**17%g**	*13%*	*11%*	*15%*	*13%*	*11%*	*14%*	*13%*	*13%*
Phone call	**133**	46	30	36	21	76	57	93	38	13	12	33	37	32	81	13	113
	11%	**17%bd**	*8%*	*14%*	*8%*	*12%*	*11%*	*13%*	*9%*	*11%*	*8%*	*10%*	*13%*	*13%*	*11%*	*11%*	*11%*
Text message	**325**	77	109	65	74	186	139	207	116	22	50	97	66	74	213	22	288
	28%	*28%*	*29%*	*25%*	*28%*	*29%*	*26%*	*28%*	*27%*	*18%*	**36%ll**	*30%*	*24%*	*30%*	*29%*	*18%*	*29%*
Email/ online portal	**546**	119	180	112	135	299	247	337	199	66	61	144	134	112	339	66	458
	46%	*43%*	*48%*	*43%*	*51%*	*46%*	*47%*	*46%*	*46%*	*56%*	*44%*	*44%*	*48%*	*45%*	*46%*	*56%*	*46%*
Other	**1**	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	1
	*	-	*	-	-	*	-	*	-	-	-	-	*	-	*	-	*
Don't know	**9**	1	6	-	2	7	2	7	2	1	1	1	3	3	4	1	8
	1%	*	*2%*	-	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1204**	786	418	181	577	259	203	165	51	61	74	63	66	53	66	69	74	42	217
Weighted Base	**1176**	1028	148	55*	975	103	62*	37*	40*	115*	110*	92*	103*	94*	155*	160*	107*	17**	86
Effective Base	**670**	567	109	42	494	122	97	90	47	57	67	57	60	46	61	64	69	20	101
Post	**161**	136	25	10	126	15	12	7	6	10	15	6	12	16	22	23	17	7	8
	14%	*13%*	*17%*	*18%*	*13%*	*15%*	*20%*	*20%*	*14%*	*8%*	*13%*	*6%*	*12%*	*17%*	*14%*	*14%*	*16%*	*43%*	*9%*
Phone call	**133**	120	13	9	113	11	5	4	5	18	16	-	10	8	27	16	13	1	10
	11%	*12%*	*9%*	*17%*	*12%*	*11%*	*9%*	*10%*	**12%k**	**16%k**	**14%k**	-	**10%k**	**9%k**	**17%k**	**10%k**	**13%k**	*7%*	**11%k**
Text message	**325**	296	30	9	278	28	11	9	8	37	29	27	23	24	47	62	20	2	26
	28%	*29%*	*20%*	*17%*	**28%f**	*27%*	*18%*	*23%*	*19%*	*33%*	*27%*	*30%*	*22%*	*26%*	*31%*	**38%hp**	*19%*	*10%*	*30%*
Email/ online portal	**546**	466	80	27	450	49	30	17	21	48	48	59	57	46	59	57	56	7	42
	46%	*45%*	*54%*	*49%*	*46%*	*47%*	*49%*	*47%*	*52%*	*42%*	*44%*	**64%ijno**	**56%o**	*49%*	*38%*	*35%*	*52%*	*40%*	*49%*
Other	**1**	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	*3%*	-	-	-	-	-	-	-	-	-	-
Don't know	**9**	9	-	-	7	-	2	*	-	1	2	-	-	-	-	3	-	-	-
	1%	*1%*	-	-	*1%*	-	**4%de**	*	-	*1%*	*2%*	-	-	-	-	*2%*	-	-	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1204**	492	472	130	78	29	964	107	523	472	137	53	16	995	69
Weighted Base	**1176**	460	477	125*	73*	39**	937	112*	486	460	149*	60*	18**	946	78*
Effective Base	**670**	268	268	71	41	21	536	62	280	259	83	36	10	539	45
Post	**161**	72	67	13	8	2	138	10	86	56	8	11	-	142	11
	14%	*16%*	*14%*	*10%*	*10%*	*6%*	*15%*	*9%*	**18%j**	*12%*	*6%*	**18%j**	-	**15%j**	*14%*
Phone call	**133**	52	56	17	5	3	108	8	53	52	19	5	4	105	9
	11%	*11%*	*12%*	*14%*	*7%*	*7%*	*12%*	*7%*	*11%*	*11%*	*13%*	*9%*	*20%*	*11%*	*11%*
Text message	**325**	109	140	26	31	18	249	49	121	139	43	18	3	261	21
	28%	*24%*	*29%*	*21%*	**42%acf**	*47%*	*27%*	**44%abcf**	*25%*	*30%*	*29%*	*30%*	*18%*	*28%*	*27%*
Email/ online portal	**546**	223	209	69	30	16	432	46	222	206	79	27	11	428	37
	46%	*48%*	*44%*	*55%*	*41%*	*41%*	*46%*	*41%*	*46%*	*45%*	*53%*	*44%*	*62%*	*45%*	*48%*
Other	**1**	-	1	-	-	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	-	-	*	-	-	*	-	-	-	*	-
Don't know	**9**	4	5	-	-	-	9	-	3	6	-	-	-	9	-
	1%	*1%*	*1%*	-	-	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1204**	98	1088	18	388	761	55	1189	6	6	-	1201	3
Weighted Base	**1176**	81*	1078	17**	339	780	57*	1164	5**	3**	-**	1172	4**
Effective Base	**670**	53	608	9	211	428	33	661	3	4	-	667	3
Post	**161**	8	153	*	44	103	14	160	1	*	-	161	-
	14%	*9%*	*14%*	*3%*	*13%*	*13%*	*25%*	*14%*	*26%*	*3%*	-	*14%*	-
Phone call	**133**	20	112	1	50	74	9	127	1	*	-	129	4
	11%	**24%b**	*10%*	*6%*	**15%e**	*9%*	*16%*	*11%*	*29%*	*8%*	-	*11%*	*100%*
Text message	**325**	18	301	6	86	220	19	321	2	2	-	325	-
	28%	*22%*	*28%*	*35%*	*25%*	*28%*	*33%*	*28%*	*44%*	*73%*	-	*28%*	-
Email/ online portal	**546**	35	501	9	154	377	15	546	-	1	-	546	-
	46%	*44%*	*47%*	*55%*	**46%f**	**48%f**	*26%*	*47%*	-	*16%*	-	*47%*	-
Other	**1**	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Don't know	**9**	-	9	*	5	4	*	9	-	-	-	9	-
	1%	-	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1204**	200	443	202	359	-	200	-	231	-	212	-	202	-	171	-	188
Weighted Base	**1176**	204	427	199	347	-**	204	-**	205	-**	222	-**	199	-**	166*	-**	181
Effective Base	**670**	122	240	101	209	-	122	-	124	-	117	-	101	-	94	-	116
Post	**161**	29	56	25	50	-	29	-	24	-	33	-	25	-	22	-	28
	14%	*14%*	*13%*	*13%*	*14%*	-	*14%*	-	*12%*	-	*15%*	-	*13%*	-	*13%*	-	*16%*
Phone call	**133**	21	42	30	39	-	21	-	18	-	24	-	30	-	17	-	22
	11%	*10%*	*10%*	*15%*	*11%*	-	*10%*	-	*9%*	-	*11%*	-	*15%*	-	*11%*	-	*12%*
Text message	**325**	44	124	66	91	-	44	-	50	-	74	-	66	-	51	-	40
	28%	*22%*	*29%*	*33%*	*26%*	-	*22%*	-	*25%*	-	***33%f***	-	*33%*	-	*31%*	-	*22%*
Email/ online portal	**546**	107	200	77	163	-	107	-	110	-	90	-	77	-	76	-	87
	46%	***52%c***	*47%*	*39%*	*47%*	-	***52%l***	-	***54%jl***	-	*40%*	-	*39%*	-	*46%*	-	*48%*
Other	**1**	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	*1%*	-	-	-	-	-	-	-	-	-	-
Don't know	**9**	1	4	*	3	-	1	-	3	-	1	-	*	-	-	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	-	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**688**	-	688	311	375	62	82	122	96	127	103	97	143	218	327	200	625	55	732
	27%	-	*27%*	*26%*	*28%*	*20%*	*25%*	*23%*	*24%*	**30%e**	**33%eg**	**39%efgh**	*23%*	*23%*	**33%lm**	**35%lm**	*27%*	*22%*	*28%*
Phone call	**297**	-	297	161	135	64	46	83	22	39	22	21	110	105	82	43	253	42	260
	12%	-	*12%*	*13%*	*10%*	**20%hijk**	**14%hj**	**15%hijk**	*6%*	*9%*	*7%*	*8%*	**17%mnq**	*11%*	*8%*	*8%*	*11%*	*17%*	*10%*
Text message	**211**	-	211	118	93	54	41	53	31	9	8	15	95	84	32	23	176	33	190
	8%	-	*8%*	*10%*	*7%*	**17%ghijk**	**13%ijk**	**10%ij**	**8%ij**	*2%*	*3%*	**6%l**	**15%mno**	**9%no**	*3%*	*4%*	*8%*	**13%p**	*7%*
Email/ online portal	**1139**	-	1139	534	600	118	113	238	213	209	150	98	231	451	457	248	1045	92	1175
	45%	-	*45%*	*44%*	*45%*	*38%*	*35%*	**44%f**	**54%efgk**	**49%ef**	**48%f**	*39%*	*36%*	**49%l**	**46%l**	**44%l**	*46%*	*38%*	*46%*
Other	**21**	-	21	6	15	1	4	2	2	5	8	1	4	4	13	8	19	2	18
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	**2%g**	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*
No preference	**169**	-	169	72	95	12	35	33	24	30	20	15	47	57	65	35	153	14	175
	7%	-	*7%*	*6%*	*7%*	*4%*	**11%e**	*6%*	*6%*	*7%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*
Don't know	**30**	-	30	17	13	4	3	6	4	7	4	1	7	11	13	6	23	7	24
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**688**	154	204	161	169	357	330	352	328	98	88	190	144	110	421	98	540
	27%	*30%*	*25%*	*27%*	*27%*	*27%*	*27%*	*23%*	**33%g**	*31%*	*26%*	*28%*	*25%*	*24%*	*26%*	*31%*	*26%*
Phone call	**297**	74	84	72	66	159	138	194	90	34	22	78	70	62	169	34	236
	12%	*15%*	*10%*	*12%*	*10%*	*12%*	*11%*	**13%h**	*9%*	*11%*	*7%*	*11%*	**12%j**	**13%j**	*11%*	*11%*	*11%*
Text message	**211**	58	54	62	36	113	99	164	46	14	30	44	55	62	129	14	193
	8%	**11%bd**	*7%*	**11%bd**	*6%*	*8%*	*8%*	**11%h**	*5%*	*5%*	*9%*	*6%*	**10%l**	**14%lkn**	*8%*	*5%*	**9%o**
Email/ online portal	**1139**	208	409	240	281	618	521	693	431	124	162	321	250	210	732	124	953
	45%	*41%*	**50%ac**	*41%*	*44%*	*46%*	*43%*	*46%*	*43%*	*39%*	*48%*	*47%*	*43%*	*46%*	*46%*	*39%*	*46%*
Other	**21**	2	4	5	10	6	15	12	9	3	5	7	6	2	17	3	18
	1%	*	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
No preference	**169**	12	63	42	52	75	94	86	79	29	27	44	47	11	118	29	130
	7%	*2%*	**8%a**	**7%a**	**8%a**	*6%*	*8%*	*6%*	*8%*	**9%m**	**8%m**	**6%m**	**8%m**	*2%*	**7%m**	*9%*	*6%*
Don't know	**30**	2	6	4	18	8	22	12	17	11	2	6	4	3	11	14	15
	1%	*	*1%*	*1%*	**3%abc**	*1%*	**2%e**	*1%*	*2%*	**4%jklmn**	*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**688**	576	111	37	571	58	37	21	23	62	52	49	51	82	69	110	74	12	46
	27%	*26%*	*31%*	*29%*	*27%*	*27%*	*30%*	*30%*	*25%*	*22%*	*25%*	*27%*	*22%*	**35%iln**	*20%*	*31%*	**33%iln**	**35%n**	*25%*
Phone call	**297**	254	43	18	251	25	11	9	8	45	22	21	23	27	57	29	20	6	19
	12%	*12%*	*12%*	*14%*	*12%*	*12%*	*9%*	*13%*	*8%*	**16%o**	*10%*	*12%*	*10%*	*12%*	**17%o**	*8%*	*9%*	**19%o**	*10%*
Text message	**211**	191	20	9	189	9	6	7	9	27	15	11	23	17	43	34	10	*	9
	8%	*9%*	*6%*	*7%*	**9%e**	*4%*	*5%*	**9%e**	*9%*	*10%*	*7%*	*6%*	*10%*	*7%*	**13%pqr**	*10%*	*4%*	*	*5%*
Email/ online portal	**1139**	990	149	49	946	103	61	28	45	103	98	84	115	86	143	163	109	13	91
	45%	*45%*	*41%*	*38%*	*44%*	*48%*	*49%*	*40%*	*47%*	*37%*	*47%*	*46%*	**50%im**	*37%*	*42%*	*45%*	*49%*	*38%*	**50%im**
Other	**21**	19	2	2	20	1	*	*	2	3	7	1	1	4	-	-	2	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	**2%nor**	*1%*	**4%nor**	*1%*	*	*2%*	-	-	*1%*	**2%no**	*
No preference	**169**	138	31	15	142	14	8	5	8	26	11	14	14	17	25	20	8	2	12
	7%	*6%*	*9%*	**11%a**	*7%*	*7%*	*6%*	*7%*	*8%*	*9%*	*6%*	*8%*	*6%*	*7%*	*7%*	*5%*	*4%*	*6%*	*7%*
Don't know	**30**	25	5	-	24	5	1	*	-	10	2	1	2	1	2	3	2	-	5
	1%	*1%*	*1%*	-	*1%*	*2%*	*1%*	*	-	*4%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**688**	322	250	68	36	7	572	43	296	255	90	37	3	551	40
	27%	***33%bceg***	***25%e***	*21%*	*23%*	*11%*	***29%ceg***	*20%*	*29%*	*26%*	*23%*	*30%*	*8%*	*28%*	*25%*
Phone call	**297**	103	130	37	17	7	233	24	111	123	40	17	3	234	20
	12%	*11%*	*13%*	*11%*	*11%*	*10%*	*12%*	*11%*	*11%*	*13%*	*10%*	*14%*	*7%*	*12%*	*13%*
Text message	**211**	67	100	18	15	11	167	26	85	85	28	12	*	171	12
	8%	*7%*	*10%*	*5%*	*9%*	***16%ac***	*8%*	*12%*	*8%*	*9%*	*7%*	*10%*	*	*9%*	*7%*
Email/ online portal	**1139**	407	456	157	78	39	863	117	444	428	184	52	29	872	81
	45%	*42%*	*45%*	*48%*	*50%*	*57%*	*43%*	***53%a***	*44%*	*44%*	*47%*	*43%*	*71%*	*44%*	*50%*
Other	**21**	9	11	1	-	-	20	-	10	5	7	-	-	15	-
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*1%*	*2%*	-	-	*1%*	-
No preference	**169**	66	54	31	8	3	120	12	59	67	31	1	4	125	5
	7%	*7%*	*5%*	***9%b***	*5%*	*5%*	*6%*	*5%*	*6%*	*7%*	***8%k***	*1%*	*10%*	*6%*	*3%*
Don't know	**30**	5	8	15	-	-	13	-	9	3	13	2	1	11	4
	1%	*1%*	*1%*	***5%abdfg***	-	-	*1%*	-	*1%*	*	***3%him***	***2%i***	*4%*	*1%*	***2%im***

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**688**	50	628	10	195	459	33	676	4	4	-	685	3
	27%	*25%*	*27%*	*16%*	*25%*	*28%*	*21%*	*27%*	*12%*	*31%*	-	*27%*	*17%*
Phone call	**297**	37	247	13	96	163	38	276	10	2	2	288	7
	12%	**19%b**	*11%*	*21%*	*12%*	*10%*	**24%de**	*11%*	*29%*	*15%*	*36%*	*11%*	*42%*
Text message	**211**	11	193	8	70	116	25	207	2	3	-	211	-
	8%	*5%*	*8%*	*13%*	*9%*	*7%*	**16%e**	*8%*	*6%*	*20%*	-	*8%*	-
Email/ online portal	**1139**	80	1039	19	344	747	48	1115	14	4	1	1134	4
	45%	*41%*	*45%*	*33%*	**44%f**	**46%f**	*30%*	*45%*	*41%*	*34%*	*18%*	*45%*	*24%*
Other	**21**	2	17	2	9	10	2	21	-	-	-	21	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
No preference	**169**	13	149	7	57	105	7	162	2	-	3	164	2
	7%	*6%*	*7%*	*12%*	*7%*	*6%*	*4%*	*7%*	*5%*	-	*46%*	*6%*	*16%*
Don't know	**30**	5	23	2	8	15	7	27	3	-	-	30	*
	1%	*3%*	*1%*	*3%*	*1%*	*1%*	**4%de**	*1%*	*7%*	-	-	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**688**	112	219	120	236	-	112	-	104	-	115	-	120	-	119	-	117
	27%	*26%*	*25%*	*29%*	*28%*	-	*26%*	-	*24%*	-	*26%*	-	*29%*	-	*28%*	-	*29%*
Phone call	**297**	41	119	43	95	-	41	-	51	-	68	-	43	-	58	-	36
	12%	*9%*	*14%*	*10%*	*11%*	-	*9%*	-	*12%*	-	**15%p**	-	*10%*	-	*14%*	-	*9%*
Text message	**211**	37	69	36	69	-	37	-	26	-	43	-	36	-	36	-	33
	8%	*9%*	*8%*	*9%*	*8%*	-	*9%*	-	*6%*	-	*10%*	-	*9%*	-	*8%*	-	*8%*
Email/ online portal	**1139**	200	413	174	352	-	200	-	217	-	196	-	174	-	178	-	174
	45%	*46%*	*47%*	*42%*	*42%*	-	*46%*	-	**50%n**	-	*44%*	-	*42%*	-	*41%*	-	*43%*
Other	**21**	8	3	3	6	-	8	-	3	-	*	-	3	-	5	-	2
	1%	**2%b**	*	*1%*	*1%*	-	**2%j**	-	*1%*	-	*	-	*1%*	-	*1%*	-	*
No preference	**169**	30	48	30	62	-	30	-	28	-	20	-	30	-	29	-	33
	7%	*7%*	*5%*	*7%*	*7%*	-	*7%*	-	*6%*	-	*5%*	-	*7%*	-	*7%*	-	*8%*
Don't know	**30**	7	6	8	9	-	7	-	2	-	4	-	8	-	4	-	5
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**598**	-	598	281	312	69	90	120	75	83	98	62	159	196	243	160	545	44	637
	23%	-	*23%*	*23%*	*24%*	*22%*	**28%hi**	*22%*	*19%*	*19%*	**31%ghi**	*25%*	*25%*	*21%*	*25%*	**28%m**	*24%*	*18%*	*25%*
Phone call	**275**	-	275	163	111	55	38	98	31	26	16	11	93	129	53	27	227	46	233
	11%	-	*11%*	**13%d**	*8%*	**17%hijk**	**12%ijk**	**18%hijk**	*8%*	*6%*	*5%*	*5%*	**15%no**	**14%no**	*5%*	*5%*	*10%*	**19%p**	*9%*
Text message	**163**	-	163	102	61	43	35	38	26	11	5	5	78	64	21	10	127	34	127
	6%	-	*6%*	**8%d**	*5%*	**14%ghijk**	**11%ijk**	**7%ijk**	**7%ij**	*3%*	*1%*	*2%*	**12%mno**	**7%no**	*2%*	*2%*	*6%*	**14%p**	*5%*
Email/ online portal	**1289**	-	1289	585	702	111	127	235	238	255	175	147	238	473	577	323	1190	96	1350
	50%	-	*50%*	*48%*	*53%*	*35%*	*40%*	*44%*	**61%efg**	**60%efg**	**56%efg**	**59%efg**	*37%*	**51%l**	**58%lm**	**57%l**	**52%q**	*39%*	*52%*
Other	**11**	-	11	9	3	3	*	2	-	5	*	-	4	2	5	*	9	2	9
	*	-	*	*1%*	*	*1%*	*	*	-	*1%*	*	-	*1%*	*	*1%*	*	*	*1%*	*
No preference	**178**	-	178	64	112	22	27	38	17	37	16	21	49	55	74	37	162	16	183
	7%	-	*7%*	*5%*	**8%c**	*7%*	*8%*	*7%*	*4%*	*9%*	*5%*	*8%*	*8%*	*6%*	*7%*	*7%*	*7%*	*6%*	*7%*
Don't know	**41**	-	41	17	24	11	4	6	4	9	6	1	15	10	15	7	32	8	35
	2%	-	*2%*	*1%*	*2%*	**4%gk**	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**598**	121	177	162	137	298	299	328	267	75	71	162	135	104	368	76	478
	23%	*24%*	*21%*	*28%*	*22%*	*22%*	*25%*	*22%*	**27%g**	*24%*	*21%*	*24%*	*23%*	*23%*	*23%*	*24%*	*23%*
Phone call	**275**	86	72	62	55	158	117	195	70	26	18	62	68	76	148	26	229
	11%	**17%bcd**	*9%*	*11%*	*9%*	*12%*	*10%*	**13%h**	*7%*	*8%*	*5%*	*9%*	**12%j**	**16%ijkn**	*9%*	*8%*	*11%*
Text message	**163**	56	27	41	39	83	80	129	34	16	21	42	34	45	97	16	143
	6%	**11%bd**	*3%*	**7%b**	*6%*	*6%*	*7%*	**9%h**	*3%*	*5%*	*6%*	*6%*	*6%*	**10%n**	*6%*	*5%*	*7%*
Email/ online portal	**1289**	229	473	268	318	703	586	745	528	153	191	359	295	213	846	153	1073
	50%	*45%*	**57%acd**	*46%*	*50%*	*53%*	*48%*	*49%*	*53%*	*49%*	**57%m**	*52%*	*51%*	*46%*	*53%*	*49%*	*51%*
Other	**11**	3	3	2	3	7	4	7	4	3	-	-	3	3	3	3	6
	*	*1%*	*	*	*	*1%*	*	*	*	**1%k**	-	-	*1%*	*1%*	*	*1%*	*
No preference	**178**	14	64	41	58	79	99	92	80	28	32	54	37	13	123	28	136
	7%	*3%*	**8%a**	**7%a**	**9%a**	*6%*	*8%*	*6%*	*8%*	**9%m**	**10%m**	**8%m**	*6%*	*3%*	**8%m**	*9%*	*7%*
Don't know	**41**	1	8	11	22	8	33	18	17	12	1	9	3	7	13	14	20
	2%	*	*1%*	**2%a**	**3%ab**	*1%*	**3%e**	*1%*	*2%*	**4%jkln**	*	*1%*	*1%*	*2%*	*1%*	**5%p**	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	598	499	99	34	495	49	31	24	17	47	48	35	40	53	67	115	72	14	35
	23%	*23%*	*27%*	*26%*	*23%*	*23%*	*25%*	**34%def**	*18%*	*17%*	*23%*	*19%*	*18%*	*23%*	*20%*	**32%hiklnr**	**32%hiklnr**	**41%hijklmnr**	*19%*
Phone call	275	246	29	15	240	21	7	7	12	43	27	12	19	31	51	23	21	3	18
	11%	*11%*	*8%*	*11%*	**11%f**	*10%*	*6%*	*11%*	*13%*	**16%ko**	*13%*	*7%*	*8%*	*13%*	**15%ko**	*7%*	*10%*	*8%*	*10%*
Text message	163	144	20	3	146	6	7	4	6	31	11	13	11	10	36	19	10	-	6
	6%	*7%*	*5%*	*2%*	**7%e**	*3%*	*5%*	*6%*	*6%*	**11%mpqr**	*5%*	*7%*	*5%*	*4%*	**11%r**	*5%*	*4%*	-	*3%*
Email/ online portal	1289	1111	178	65	1071	119	70	29	52	118	106	103	132	117	160	171	111	16	103
	50%	*51%*	*49%*	*50%*	**50%g**	**55%g**	**56%g**	*41%*	*55%*	*43%*	*51%*	**57%i**	**57%i**	*50%*	*47%*	*48%*	*50%*	*47%*	**56%i**
Other	11	11	*	*	8	1	2	-	-	-	-	-	-	-	3	3	2	1	*
	*	*	*	*	*	*1%*	*1%*	-	-	-	-	-	-	-	*1%*	*1%*	*1%*	**2%jklm**	*
No preference	178	151	27	9	149	17	8	5	6	29	14	14	22	19	15	24	6	*	16
	7%	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*7%*	*7%*	**10%p**	*7%*	*8%*	**10%p**	**8%p**	*4%*	*7%*	*3%*	*1%*	**9%p**
Don't know	41	32	9	5	36	4	1	*	1	9	1	3	6	3	7	3	3	*	4
	2%	*1%*	*2%*	*4%*	*2%*	*2%*	*1%*	*	*1%*	*3%*	*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	598	257	237	60	37	4	494	42	270	212	80	31	*	482	31
	23%	**26%ce**	**23%e**	*18%*	**24%e**	*6%*	**25%e**	*19%*	*27%*	*22%*	*20%*	*25%*	*1%*	*24%*	*19%*
Phone call	275	104	127	32	8	4	231	13	111	118	34	11	*	229	11
	11%	*11%*	**13%g**	*10%*	*5%*	*6%*	**12%g**	*6%*	*11%*	*12%*	*9%*	*9%*	*1%*	*12%*	*7%*
Text message	163	44	69	23	19	8	112	28	56	68	23	12	3	125	15
	6%	*4%*	*7%*	*7%*	**13%af**	**12%a**	*6%*	**12%abf**	*6%*	*7%*	*6%*	*10%*	*7%*	*6%*	*9%*
Email/ online portal	1289	498	514	156	77	41	1011	119	495	498	196	61	34	993	95
	50%	*51%*	*51%*	*48%*	*50%*	*61%*	*51%*	*53%*	*49%*	*52%*	*50%*	*51%*	*82%*	*50%*	*59%*
Other	11	1	3	5	2	*	4	2	6	2	3	-	-	8	-
	*	*	*	**2%af**	*1%*	*	*	*1%*	*1%*	*	*1%*	-	-	*	-
No preference	178	68	54	35	9	6	122	15	59	65	38	4	3	124	8
	7%	*7%*	*5%*	**11%bf**	*6%*	*9%*	*6%*	*7%*	*6%*	*7%*	*10%*	*3%*	*9%*	*6%*	*5%*
Don't know	41	9	6	17	1	4	15	5	17	1	17	2	-	18	2
	2%	*1%*	*1%*	**5%abf**	*1%*	**5%abf**	*1%*	*2%*	**2%i**	*	**4%him**	**2%i**	-	*1%*	**2%i**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**598**	39	547	12	186	376	36	586	4	6	-	597	1
	23%	*20%*	*24%*	*19%*	*24%*	*23%*	*23%*	*24%*	*12%*	*47%*	-	*24%*	*8%*
Phone call	**275**	45	224	6	101	144	29	253	12	3	2	268	5
	11%	**23%b**	*10%*	*11%*	**13%e**	*9%*	**18%e**	*10%*	*34%*	*22%*	*36%*	*11%*	*31%*
Text message	**163**	14	146	3	51	89	23	160	*	*	-	161	3
	6%	*7%*	*6%*	*5%*	*6%*	*6%*	**15%de**	*6%*	*	*2%*	-	*6%*	*17%*
Email/ online portal	**1289**	80	1186	23	369	868	52	1273	10	3	1	1286	2
	50%	*40%*	**52%a**	*38%*	**47%f**	**54%df**	*33%*	*51%*	*29%*	*22%*	*18%*	*51%*	*10%*
Other	**11**	3	8	-	2	7	2	10	1	-	-	11	-
	*	**2%b**	*	-	*	*	*1%*	*	*4%*	-	-	*	-
No preference	**178**	12	155	11	60	113	6	164	6	1	3	171	5
	7%	*6%*	*7%*	**18%ab**	*8%*	*7%*	*4%*	*7%*	*18%*	*8%*	*46%*	*7%*	*29%*
Don't know	**41**	5	31	5	12	19	11	39	1	-	-	40	1
	2%	*3%*	*1%*	**8%b**	*1%*	*1%*	**7%de**	*2%*	*3%*	-	-	*2%*	*4%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**598**	108	210	86	194	-	108	-	91	-	119	-	86	-	106	-	88
	23%	*25%*	*24%*	*21%*	*23%*	-	*25%*	-	*21%*	-	*27%*	-	*21%*	-	*25%*	-	*22%*
Phone call	**275**	31	94	42	108	-	31	-	42	-	52	-	42	-	60	-	48
	11%	*7%*	*11%*	*10%*	**13%a**	-	*7%*	-	*10%*	-	*12%*	-	*10%*	-	**14%f**	-	*12%*
Text message	**163**	20	74	30	39	-	20	-	22	-	52	-	30	-	14	-	25
	6%	*5%*	**8%d**	*7%*	*5%*	-	*5%*	-	*5%*	-	**12%fhnp**	-	**7%n**	-	*3%*	-	*6%*
Email/ online portal	**1289**	232	437	207	413	-	232	-	239	-	198	-	207	-	212	-	201
	50%	*53%*	*50%*	*50%*	*50%*	-	**53%j**	-	**56%j**	-	*44%*	-	*50%*	-	*49%*	-	*50%*
Other	**11**	2	4	-	4	-	2	-	-	-	4	-	-	-	4	-	1
	*	*1%*	*1%*	-	*1%*	-	*1%*	-	-	-	*1%*	-	-	-	*1%*	-	*
No preference	**178**	33	45	39	61	-	33	-	30	-	16	-	39	-	28	-	33
	7%	*8%*	*5%*	**9%b**	*7%*	-	**8%j**	-	*7%*	-	*3%*	-	**9%j**	-	*6%*	-	**8%j**
Don't know	**41**	8	12	10	10	-	8	-	5	-	7	-	10	-	7	-	4
	2%	*2%*	*1%*	*3%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**977**	-	977	444	528	89	113	186	146	179	151	113	202	333	442	263	887	84	1023
	38%	-	*38%*	*36%*	*40%*	*28%*	*35%*	*35%*	*37%*	**42%e**	**48%efgh**	**46%eg**	*32%*	*36%*	**45%lm**	**47%lm**	*39%*	*34%*	*40%*
Phone call	**266**	-	266	151	115	45	33	79	30	35	22	21	78	109	79	43	226	38	250
	10%	-	*10%*	**12%d**	*9%*	**14%hij**	*10%*	**15%hij**	*8%*	*8%*	*7%*	*9%*	**12%n**	**12%n**	*8%*	*8%*	*10%*	*15%*	*10%*
Text message	**170**	-	170	123	47	47	35	54	20	7	5	3	81	74	15	8	137	32	122
	7%	-	*7%*	**10%d**	*4%*	**15%hijk**	**11%hijk**	**10%hijk**	**5%ik**	*2%*	*2%*	*1%*	**13%mno**	**8%no**	*1%*	*1%*	*6%*	**13%p**	*5%*
Email/ online portal	**923**	-	923	410	512	102	111	173	171	156	117	93	213	344	367	210	845	76	939
	36%	-	*36%*	*34%*	**39%c**	*33%*	*34%*	*32%*	**44%eg**	*37%*	*37%*	*38%*	*33%*	*37%*	*37%*	*37%*	*37%*	*31%*	*36%*
Other	**14**	-	14	9	5	2	2	4	-	4	2	-	4	4	6	2	12	2	12
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*	*1%*	*	*1%*	*1%*	*
No preference	**159**	-	159	60	97	14	27	36	20	33	13	16	41	56	62	29	153	6	183
	6%	-	*6%*	*5%*	*7%*	*4%*	*8%*	*7%*	*5%*	*8%*	*4%*	*7%*	*6%*	*6%*	*6%*	*5%*	*7%*	*2%*	*7%*
Don't know	**46**	-	46	23	22	15	3	6	4	10	6	1	18	10	18	7	34	8	45
	2%	-	*2%*	*2%*	*2%*	**5%ghk**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**977**	201	301	235	239	503	474	535	435	114	141	268	230	151	639	114	803
	38%	*39%*	*37%*	*40%*	*38%*	*38%*	*39%*	*35%*	**44%g**	*36%*	**42%m**	*39%*	*40%*	*33%*	**40%m**	*36%*	*39%*
Phone call	**266**	64	71	74	57	135	131	179	77	33	28	63	58	62	149	33	215
	10%	*13%*	*9%*	*13%*	*9%*	*10%*	*11%*	**12%h**	*8%*	*11%*	*8%*	*9%*	*10%*	*13%*	*9%*	*11%*	*10%*
Text message	**170**	57	43	34	36	100	70	139	29	15	16	46	35	58	97	15	155
	7%	**11%bcd**	*5%*	*6%*	*6%*	*8%*	*6%*	**9%h**	*3%*	*5%*	*5%*	*7%*	*6%*	**13%ijkln**	*6%*	*5%*	*7%*
Email/ online portal	**923**	169	336	196	222	506	417	549	362	114	117	255	209	164	580	114	753
	36%	*33%*	**41%ac**	*33%*	*35%*	*38%*	*34%*	*36%*	*36%*	*36%*	*35%*	*37%*	*36%*	*36%*	*36%*	*36%*	*36%*
Other	**14**	2	3	4	5	5	9	9	5	2	1	4	3	4	8	2	12
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*
No preference	**159**	14	59	33	53	73	86	83	70	24	29	41	32	17	103	26	120
	6%	*3%*	**7%a**	*6%*	**8%a**	*6%*	*7%*	*5%*	*7%*	*8%*	**9%m**	*6%*	*6%*	*4%*	*6%*	*8%*	*6%*
Don't know	**46**	2	12	12	21	14	32	20	21	12	3	12	8	4	23	12	28
	2%	*	*1%*	*2%*	**3%a**	*1%*	**3%e**	*1%*	*2%*	**4%mn**	*1%*	*2%*	*1%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	977	824	153	56	816	82	47	32	36	73	60	69	87	102	117	163	110	16	66
	38%	*38%*	*42%*	*43%*	*38%*	*38%*	*38%*	*45%*	*38%*	*26%*	*29%*	**38%i**	*38%*	**44%ij**	*34%*	**45%ij**	**49%ijnr**	**49%ij**	*36%*
Phone call	266	235	31	13	227	21	11	7	11	46	29	14	17	24	32	32	22	5	16
	10%	*11%*	*9%*	*10%*	*11%*	*10%*	*9%*	*10%*	*12%*	**17%klr**	*14%*	*8%*	*7%*	*10%*	*9%*	*9%*	*10%*	*15%*	*9%*
Text message	170	152	18	6	153	10	4	3	6	30	9	9	14	8	45	26	7	1	9
	7%	*7%*	*5%*	*5%*	*7%*	*4%*	*3%*	*4%*	*6%*	**11%mp**	*4%*	*5%*	*6%*	*3%*	**13%klmppr**	*7%*	*3%*	*2%*	*5%*
Email/ online portal	923	799	124	41	765	84	52	22	32	83	93	73	89	82	124	113	77	10	74
	36%	*36%*	*34%*	*32%*	*36%*	*39%*	**41%g**	*31%*	*34%*	*30%*	**45%io**	*40%*	*39%*	*35%*	*37%*	*32%*	*34%*	*30%*	*40%*
Other	14	13	1	1	12	1	1	-	-	3	-	1	-	1	2	5	-	1	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*	-	-	*1%*	-	*1%*	-	*	*	*1%*	-	**2%jp**	*
No preference	159	137	22	8	129	16	10	4	10	31	14	12	17	12	14	14	5	*	15
	6%	*6%*	*6%*	*6%*	*6%*	*7%*	*8%*	*6%*	**10%nop**	**11%nop**	*7%*	*7%*	**8%p**	*5%*	*4%*	*4%*	*2%*	*1%*	**8%p**
Don't know	46	35	11	4	41	2	*	2	1	10	2	2	7	4	6	6	4	*	2
	2%	*2%*	*3%*	*3%*	*2%*	*1%*	*	**3%f**	*1%*	*4%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	977	422	387	106	45	13	810	58	415	372	124	47	13	787	59
	38%	**43%cdeg**	**38%eg**	*32%*	*29%*	*20%*	**41%cdeg**	*26%*	**41%j**	*38%*	*32%*	*39%*	*31%*	**40%j**	*37%*
Phone call	266	96	116	30	18	5	213	23	110	98	37	18	2	208	20
	10%	*10%*	*12%*	*9%*	*11%*	*7%*	*11%*	*10%*	*11%*	*10%*	*9%*	*15%*	*5%*	*11%*	*12%*
Text message	170	60	70	14	13	13	129	26	56	76	28	7	2	132	9
	7%	*6%*	*7%*	*4%*	*8%*	**19%abcf**	*7%*	**12%acf**	*5%*	*8%*	*7%*	*6%*	*6%*	*7%*	*6%*
Email/ online portal	923	332	366	122	72	29	698	100	357	350	150	44	17	707	61
	36%	*34%*	*36%*	*37%*	**46%af**	*42%*	*35%*	**45%af**	*35%*	*36%*	*38%*	*37%*	*41%*	*36%*	*38%*
Other	14	2	7	5	*	-	9	*	5	3	6	-	-	8	-
	1%	*	*1%*	**1%a**	*	-	*	*	*	*	*1%*	-	-	*	-
No preference	159	55	52	34	7	5	107	12	52	61	32	2	5	114	8
	6%	*6%*	*5%*	**10%abf**	*4%*	*8%*	*5%*	*5%*	*5%*	*6%*	*8%*	*2%*	*13%*	*6%*	*5%*
Don't know	46	13	10	15	1	3	23	4	18	5	15	3	1	24	4
	2%	*1%*	*1%*	**5%abf**	*1%*	*4%*	*1%*	*2%*	*2%*	*1%*	**4%lm**	*2%*	*4%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	977	55	910	11	279	651	46	965	6	4	1	975	1
	38%	*28%*	**40%ac**	*19%*	*36%*	**40%f**	*29%*	*39%*	*17%*	*31%*	*18%*	*38%*	*8%*
Phone call	266	41	217	8	110	131	25	253	2	2	2	257	7
	10%	**21%b**	*9%*	*13%*	**14%e**	*8%*	**16%e**	*10%*	*5%*	*14%*	*36%*	*10%*	*45%*
Text message	170	18	149	3	60	89	21	156	8	4	-	168	1
	7%	*9%*	*6%*	*5%*	*8%*	*6%*	**13%e**	*6%*	*23%*	*32%*	-	*7%*	*9%*
Email/ online portal	923	56	847	20	265	612	46	909	12	2	-	923	*
	36%	*28%*	*37%*	*33%*	*34%*	*38%*	*29%*	*37%*	*33%*	*16%*	-	*36%*	*1%*
Other	14	4	10	-	4	8	2	11	3	-	-	14	-
	1%	**2%b**	*	-	*1%*	*1%*	*1%*	*	*8%*	-	-	*1%*	-
No preference	159	14	133	13	47	104	9	149	2	1	3	153	4
	6%	*7%*	*6%*	**21%ab**	*6%*	*6%*	*6%*	*6%*	*7%*	*8%*	*46%*	*6%*	*25%*
Don't know	46	9	32	5	15	22	10	42	3	-	-	44	2
	2%	**4%b**	*1%*	**9%b**	*2%*	*1%*	**6%de**	*2%*	*8%*	-	-	*2%*	*11%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**977**	174	350	147	307	-	174	-	178	-	172	-	147	-	165	-	142
	38%	*40%*	*40%*	*35%*	*37%*	-	*40%*	-	*41%*	-	*38%*	-	*35%*	-	*38%*	-	*36%*
Phone call	**266**	44	86	43	93	-	44	-	37	-	49	-	43	-	50	-	43
	10%	*10%*	*10%*	*10%*	*11%*	-	*10%*	-	*9%*	-	*11%*	-	*10%*	-	*12%*	-	*11%*
Text message	**170**	12	71	27	60	-	12	-	21	-	49	-	27	-	30	-	30
	7%	*3%*	***8%a***	*7%*	***7%a***	-	*3%*	-	*5%*	-	***11%fh***	-	*7%*	-	***7%f***	-	***8%f***
Email/ online portal	**923**	168	299	159	297	-	168	-	159	-	140	-	159	-	142	-	155
	36%	*39%*	*34%*	*38%*	*36%*	-	*39%*	-	*37%*	-	*31%*	-	*38%*	-	*33%*	-	*39%*
Other	**14**	*	4	1	9	-	*	-	-	-	4	-	1	-	7	-	2
	1%	*	*	*	*1%*	-	*	-	-	-	*1%*	-	*	-	***2%fh***	-	*1%*
No preference	**159**	34	49	28	48	-	34	-	28	-	21	-	28	-	28	-	20
	6%	*8%*	*6%*	*7%*	*6%*	-	*8%*	-	*7%*	-	*5%*	-	*7%*	-	*7%*	-	*5%*
Don't know	**46**	3	18	9	16	-	3	-	7	-	11	-	9	-	8	-	7
	2%	*1%*	*2%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**431**	-	431	197	235	45	56	85	65	70	60	48	102	151	179	108	389	41	464
	17%	-	*17%*	*16%*	*18%*	*14%*	*17%*	*16%*	*17%*	*17%*	*19%*	*20%*	*16%*	*16%*	*18%*	*19%*	*17%*	*17%*	*18%*
Phone call	**888**	-	888	430	456	102	81	174	126	149	137	120	182	301	406	257	798	86	1002
	35%	-	*35%*	*35%*	*34%*	*32%*	*25%*	*32%*	*32%*	**35%f**	**43%efgh**	**48%efghi**	*29%*	*32%*	**41%lm**	**46%lm**	*35%*	*35%*	*39%*
Text message	**358**	-	358	176	180	66	59	84	45	58	24	23	125	129	104	47	308	43	286
	14%	-	*14%*	*14%*	*14%*	**21%hijk**	**18%jk**	**16%j**	*11%*	*14%*	*8%*	*9%*	**20%mno**	**14%o**	*11%*	*8%*	*13%*	*18%*	*11%*
Email/ online portal	**611**	-	611	287	320	75	92	144	115	85	67	31	168	259	184	98	554	55	565
	24%	-	*24%*	*24%*	*24%*	**24%k**	**29%ik**	**27%k**	**29%ik**	*20%*	**21%k**	*13%*	**26%no**	**28%no**	*19%*	*17%*	*24%*	*22%*	*22%*
Other	**28**	-	28	23	5	4	1	4	1	7	6	4	5	5	18	11	26	2	25
	1%	-	*1%*	**2%d**	*	*1%*	*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
No preference	**205**	-	205	84	120	15	28	40	33	47	22	21	43	73	89	42	193	12	203
	8%	-	*8%*	*7%*	*9%*	*5%*	*9%*	*8%*	*8%*	**11%o**	*7%*	*8%*	*7%*	*8%*	*9%*	*7%*	*8%*	*5%*	*8%*
Don't know	**33**	-	33	23	10	6	5	6	6	9	*	*	12	12	9	*	25	6	29
	1%	-	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*	*	**2%o**	*1%*	*1%*	*	*1%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**431**	94	119	103	115	214	218	248	181	61	47	127	94	72	267	61	344
	17%	*18%*	*14%*	*17%*	*18%*	*16%*	*18%*	*16%*	*18%*	*19%*	*14%*	*18%*	*16%*	*16%*	*17%*	*19%*	*17%*
Phone call	**888**	191	270	215	212	462	427	463	409	102	122	233	203	158	558	102	726
	35%	*37%*	*33%*	*37%*	*34%*	*35%*	*35%*	*31%*	**41%g**	*32%*	*36%*	*34%*	*35%*	*34%*	*35%*	*32%*	*35%*
Text message	**358**	75	116	83	84	191	167	247	107	39	45	92	75	81	212	40	298
	14%	*15%*	*14%*	*14%*	*13%*	*14%*	*14%*	**16%h**	*11%*	*12%*	*13%*	*13%*	*13%*	*18%*	*13%*	*13%*	*14%*
Email/ online portal	**611**	128	214	131	138	342	269	417	185	64	86	169	134	122	389	64	516
	24%	*25%*	*26%*	*22%*	*22%*	*26%*	*22%*	**28%h**	*18%*	*20%*	*26%*	*25%*	*23%*	*27%*	*24%*	*20%*	*25%*
Other	**28**	3	10	8	7	13	15	12	15	4	3	6	9	3	18	4	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
No preference	**205**	19	81	39	66	100	105	105	95	36	29	53	56	16	138	38	156
	8%	*4%*	**10%a**	*7%*	**10%a**	*7%*	*9%*	*7%*	*10%*	**12%m**	**9%m**	**8%m**	**10%m**	*4%*	**9%m**	**12%p**	*8%*
Don't know	**33**	*	14	8	11	14	19	23	8	7	3	8	5	9	16	7	25
	1%	*	**2%a**	**1%a**	**2%a**	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	431	360	71	22	349	42	27	13	19	33	31	20	29	62	51	64	41	11	31
	17%	*16%*	*20%*	*17%*	*16%*	*19%*	*22%*	*19%*	*20%*	*12%*	*15%*	*11%*	*12%*	**27%jklnr**	*15%*	*18%*	*18%*	**31%jklnr**	*17%*
Phone call	888	737	151	56	717	92	45	35	31	81	91	57	92	85	82	121	77	11	80
	35%	*34%*	**42%a**	*43%*	*33%*	**42%d**	*36%*	**50%df**	*33%*	*29%*	**44%in**	*32%*	**40%n**	**36%n**	*24%*	*34%*	*34%*	*34%*	**44%ikn**
Text message	358	325	33	17	322	21	10	6	12	49	26	30	22	18	70	65	29	3	18
	14%	**15%b**	*9%*	*13%*	**15%eig**	*10%*	*8%*	*9%*	*13%*	**18%mr**	*13%*	**17%m**	*10%*	*8%*	**21%lmr**	**18%mr**	*13%*	*9%*	*10%*
Email/ online portal	611	541	70	25	524	44	33	10	22	69	48	50	63	47	96	74	54	6	38
	24%	*25%*	*19%*	*19%*	**24%g**	*20%*	**26%g**	*15%*	*23%*	*25%*	*23%*	*28%*	*27%*	*20%*	*28%*	*21%*	*24%*	*18%*	*21%*
Other	28	26	3	1	25	2	1	*	-	7	-	-	1	1	2	7	6	-	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	-	*3%*	-	-	*1%*	*1%*	*1%*	*2%*	*3%*	-	*1%*
No preference	205	176	29	10	177	16	7	5	10	32	10	19	22	16	31	22	15	3	13
	8%	*8%*	*8%*	*7%*	*8%*	*7%*	*6%*	*7%*	*10%*	*11%*	*5%*	*11%*	*9%*	*7%*	*9%*	*6%*	*7%*	*8%*	*7%*
Don't know	33	29	4	*	31	1	2	*	1	6	1	3	1	4	5	6	3	-	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	431	205	151	41	26	4	356	31	202	144	51	30	2	346	31
	17%	**21%bce**	*15%*	*13%*	*17%*	*7%*	*18%*	*14%*	**20%ij**	*15%*	*13%*	**24%ij**	*4%*	*17%*	*19%*
Phone call	888	371	368	86	46	15	739	62	368	341	124	42	8	709	50
	35%	**38%cg**	**36%c**	*26%*	*30%*	*23%*	**37%cg**	*28%*	*36%*	*35%*	*32%*	*35%*	*20%*	*36%*	*31%*
Text message	358	104	162	50	29	13	265	42	125	158	54	13	8	283	20
	14%	*11%*	**16%a**	*15%*	**19%a**	*19%*	*13%*	**19%a**	*12%*	*16%*	*14%*	*10%*	*18%*	*14%*	*12%*
Email/ online portal	611	211	245	85	38	30	456	67	234	234	95	28	17	468	45
	24%	*22%*	*24%*	*26%*	*25%*	**44%abcdf**	*23%*	**30%a**	*23%*	*24%*	*24%*	*23%*	*41%*	*24%*	*28%*
Other	28	8	10	10	-	-	19	-	7	13	8	*	-	20	*
	1%	*1%*	*1%*	**3%af**	-	-	*1%*	-	*1%*	*1%*	*2%*	*	-	*1%*	*
No preference	205	70	69	42	12	4	140	16	61	74	50	6	7	135	12
	8%	*7%*	*7%*	**13%abf**	*8%*	*6%*	*7%*	*7%*	*6%*	*8%*	**13%him**	*5%*	*16%*	*7%*	*8%*
Don't know	33	10	3	13	3	1	13	4	17	2	9	3	-	19	3
	1%	*1%*	*	**4%abf**	**2%b**	*1%*	*1%*	**2%b**	**2%i**	*	**2%i**	**2%i**	-	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	431	37	388	6	130	277	24	425	3	3	-	431	-
	17%	*18%*	*17%*	*11%*	*17%*	*17%*	*15%*	*17%*	*9%*	*23%*	-	*17%*	-
Phone call	888	72	794	22	281	544	63	863	9	5	3	878	8
	35%	*36%*	*35%*	*37%*	*36%*	*34%*	*40%*	*35%*	*27%*	*37%*	*54%*	*35%*	*49%*
Text message	358	20	329	9	126	213	19	352	4	2	-	358	-
	14%	*10%*	*14%*	*15%*	*16%*	*13%*	*12%*	*14%*	*10%*	*16%*	-	*14%*	-
Email/ online portal	611	48	553	9	168	411	31	592	14	3	-	609	2
	24%	*24%*	*24%*	*15%*	*22%*	*25%*	*20%*	*24%*	*39%*	*23%*	-	*24%*	*14%*
Other	28	2	26	-	7	19	2	26	2	-	-	28	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*5%*	-	-	*1%*	-
No preference	205	13	181	11	57	135	13	196	1	*	3	197	5
	8%	*7%*	*8%*	**19%ab**	*7%*	*8%*	*8%*	*8%*	*3%*	*1%*	*46%*	*8%*	*33%*
Don't know	33	7	25	2	10	17	6	29	3	-	-	32	1
	1%	**3%b**	*1%*	*3%*	*1%*	*1%*	**4%e**	*1%*	*8%*	-	-	*1%*	*4%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**431**	64	144	78	145	-	64	-	68	-	76	-	78	-	81	-	65
	17%	*15%*	*16%*	*19%*	*18%*	-	*15%*	-	*16%*	-	*17%*	-	*19%*	-	*19%*	-	*16%*
Phone call	**888**	157	303	151	277	-	157	-	153	-	151	-	151	-	136	-	141
	35%	*36%*	*35%*	*36%*	*33%*	-	*36%*	-	*35%*	-	*34%*	-	*36%*	-	*32%*	-	*35%*
Text message	**358**	50	137	42	129	-	50	-	56	-	80	-	42	-	67	-	62
	14%	*11%*	*16%*	*10%*	*16%*	-	*11%*	-	*13%*	-	**18%fi**	-	*10%*	-	*16%*	-	*16%*
Email/ online portal	**611**	120	215	93	183	-	120	-	114	-	102	-	93	-	95	-	88
	24%	*28%*	*25%*	*22%*	*22%*	-	*28%*	-	*26%*	-	*23%*	-	*22%*	-	*22%*	-	*22%*
Other	**28**	1	7	4	16	-	1	-	4	-	3	-	4	-	11	-	5
	1%	*	*1%*	*1%*	**2%a**	-	*	-	*1%*	-	*1%*	-	*1%*	-	**3%f**	-	*1%*
No preference	**205**	37	62	39	67	-	37	-	32	-	30	-	39	-	35	-	32
	8%	*8%*	*7%*	*9%*	*8%*	-	*8%*	-	*8%*	-	*7%*	-	*9%*	-	*8%*	-	*8%*
Don't know	**33**	7	7	7	11	-	7	-	3	-	5	-	7	-	5	-	6
	1%	*2%*	*1%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**428**	-	428	213	214	42	58	86	54	72	65	51	100	140	188	115	399	25	427
	17%	-	*17%*	*17%*	*16%*	*14%*	*18%*	*16%*	*14%*	*17%*	*20%*	*20%*	*16%*	*15%*	*19%*	**20%m**	*17%*	*10%*	*17%*
Phone call	**224**	-	224	156	68	50	30	77	28	15	11	14	80	105	39	25	181	41	186
	9%	-	*9%*	**13%d**	*5%*	**16%hijk**	**9%ij**	**14%hijk**	*7%*	*3%*	*3%*	*6%*	**13%no**	**11%no**	*4%*	*4%*	*8%*	**17%p**	*7%*
Text message	**219**	-	219	120	99	45	41	53	36	25	15	5	86	88	45	20	186	31	205
	9%	-	*9%*	*10%*	*7%*	**14%ijk**	**13%ijk**	**10%k**	**9%k**	*6%*	*5%*	*2%*	**14%no**	**9%no**	*5%*	*4%*	*8%*	*13%*	*8%*
Email/ online portal	**1140**	-	1140	502	633	135	142	247	188	201	133	94	276	435	428	227	1034	104	1195
	45%	-	*45%*	*41%*	**48%c**	*43%*	*44%*	*46%*	*48%*	*47%*	*42%*	*38%*	*43%*	*47%*	*43%*	*40%*	*45%*	*43%*	*46%*
Other	**19**	-	19	7	11	3	1	4	*	2	4	4	5	4	10	8	14	4	23
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**324**	-	324	129	191	26	38	58	51	65	39	47	64	108	151	86	299	24	332
	13%	-	*13%*	*11%*	**14%c**	*8%*	*12%*	*11%*	*13%*	**15%o**	*12%*	**19%efg**	*10%*	*12%*	**15%l**	**15%l**	*13%*	*10%*	*13%*
Don't know	**202**	-	202	92	110	13	12	14	35	45	49	33	25	50	127	82	181	14	206
	8%	-	*8%*	*8%*	*8%*	*4%*	*4%*	*3%*	**9%fg**	**11%efg**	**15%efg**	**13%efg**	*4%*	*5%*	**13%lm**	**14%lm**	*8%*	*6%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**428**	93	104	121	109	197	230	228	193	56	58	115	91	81	264	56	348
	17%	**18%b**	*13%*	**21%b**	*17%*	*15%*	**19%e**	*15%*	**19%g**	*18%*	*17%*	*17%*	*16%*	*18%*	*17%*	*18%*	*17%*
Phone call	**224**	79	66	57	22	145	79	175	46	18	16	43	61	72	120	18	193
	9%	**15%bcd**	**8%d**	**10%d**	*3%*	**11%f**	*6%*	**12%h**	*5%*	*6%*	*5%*	*6%*	**11%jk**	**16%ijkn**	*8%*	*6%*	*9%*
Text message	**219**	66	68	51	35	134	85	162	56	21	18	49	41	76	108	21	185
	9%	**13%bd**	*8%*	*9%*	*5%*	**10%f**	*7%*	**11%h**	*6%*	*7%*	*5%*	*7%*	*7%*	**16%ijkln**	*7%*	*7%*	*9%*
Email/ online portal	**1140**	228	403	234	275	631	509	716	412	115	149	332	273	201	755	115	968
	45%	*45%*	**49%c**	*40%*	*43%*	**47%f**	*42%*	**47%h**	*41%*	*37%*	*45%*	**48%l**	**48%l**	*44%*	**47%l**	*36%*	**46%o**
Other	**19**	3	6	4	6	9	10	8	11	6	3	4	4	2	11	6	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
No preference	**324**	28	121	74	101	149	174	151	165	52	61	93	70	20	224	53	249
	13%	*5%*	**15%a**	**13%a**	**16%a**	*11%*	*14%*	*10%*	**16%g**	**17%m**	**18%m**	**13%m**	**12%m**	*4%*	**14%m**	*17%*	*12%*
Don't know	**202**	14	56	47	84	70	132	74	118	45	30	52	34	9	116	48	129
	8%	*3%*	**7%a**	**8%a**	**13%abc**	*5%*	**11%e**	*5%*	**12%g**	**14%klmn**	**9%m**	**8%m**	**6%m**	*2%*	**7%m**	**15%p**	*6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**428**	353	75	32	359	37	20	11	16	35	36	23	38	50	43	66	51	7	29
	17%	*16%*	*21%*	**24%a**	*17%*	*17%*	*16%*	*16%*	*16%*	*13%*	*17%*	*13%*	*17%*	*22%*	*13%*	*18%*	**23%ikn**	*22%*	*16%*
Phone call	**224**	197	27	11	201	9	9	5	8	26	14	15	14	25	51	38	10	1	8
	9%	*9%*	*8%*	*9%*	**9%e**	*4%*	*7%*	*7%*	*8%*	*9%*	*7%*	*9%*	*6%*	**11%r**	**15%ijpr**	**11%r**	*5%*	*4%*	*4%*
Text message	**219**	198	21	12	181	18	11	9	8	35	16	9	13	12	47	26	14	5	13
	9%	*9%*	*6%*	*9%*	*8%*	*8%*	*9%*	*13%*	*8%*	**13%km**	*8%*	*5%*	*6%*	*5%*	**14%klmp**	*7%*	*6%*	**14%km**	*7%*
Email/ online portal	**1140**	983	157	48	940	107	62	31	42	107	91	89	99	98	147	165	103	16	91
	45%	*45%*	*44%*	*37%*	*44%*	*49%*	*50%*	*44%*	*44%*	*39%*	*44%*	*50%*	*43%*	*42%*	*43%*	*46%*	*46%*	*47%*	**50%l**
Other	**19**	14	4	2	14	1	3	1	1	2	1	4	-	2	3	-	1	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	**2%d**	*1%*	**1%o**	*1%*	*1%*	*2%*	-	*1%*	*1%*	-	*1%*	**2%lo**	*
No preference	**324**	278	46	15	275	28	14	8	14	49	32	22	34	25	31	44	23	2	26
	13%	*13%*	*13%*	*12%*	*13%*	*13%*	*11%*	*11%*	*15%*	**18%n**	*16%*	*12%*	*15%*	*11%*	*9%*	*12%*	*10%*	*7%*	*14%*
Don't know	**202**	171	31	10	173	17	6	6	7	24	17	17	31	20	16	20	22	1	15
	8%	*8%*	*8%*	*7%*	*8%*	*8%*	*4%*	*9%*	*7%*	*9%*	*8%*	*10%*	**13%no**	*9%*	*5%*	*6%*	*10%*	*4%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**428**	210	147	40	23	4	357	28	188	148	59	26	4	336	30
	17%	***21%bceg***	*15%*	*12%*	*15%*	*6%*	*18%*	*13%*	*19%*	*15%*	*15%*	*22%*	*9%*	*17%*	*18%*
Phone call	**224**	76	101	25	15	6	177	21	81	99	33	10	*	181	10
	9%	*8%*	*10%*	*8%*	*10%*	*9%*	*9%*	*10%*	*8%*	*10%*	*8%*	*8%*	*1%*	*9%*	*6%*
Text message	**219**	81	86	25	17	10	167	27	90	86	31	8	2	177	10
	9%	*8%*	*9%*	*8%*	*11%*	*15%*	*8%*	*12%*	*9%*	*9%*	*8%*	*7%*	*5%*	*9%*	*6%*
Email/ online portal	**1140**	412	478	150	63	33	890	97	457	437	164	55	19	895	74
	45%	*42%*	*47%*	*46%*	*41%*	*49%*	*45%*	*43%*	*45%*	*45%*	*42%*	*45%*	*48%*	*45%*	*46%*
Other	**19**	7	6	5	-	1	13	1	5	8	3	1	1	13	3
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*	*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
No preference	**324**	122	115	46	24	10	237	35	122	126	52	10	7	248	18
	13%	*12%*	*11%*	*14%*	*16%*	*15%*	*12%*	*16%*	*12%*	*13%*	*13%*	*9%*	*18%*	*13%*	*11%*
Don't know	**202**	73	75	36	12	2	147	14	69	60	49	10	7	129	17
	8%	*7%*	*7%*	*11%*	*8%*	*3%*	*7%*	*6%*	*7%*	*6%*	***13%him***	*8%*	*17%*	*7%*	*11%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	428	36	380	11	141	261	26	415	7	4	-	425	2
	17%	18%	17%	19%	18%	16%	16%	17%	18%	31%	-	17%	15%
Phone call	224	30	191	2	84	116	24	205	8	4	2	218	4
	9%	15%b	8%	4%	11%e	7%	15%e	8%	23%	32%	36%	9%	27%
Text message	219	18	198	3	67	133	19	210	9	-	-	219	*
	9%	9%	9%	5%	9%	8%	12%	8%	26%	-	-	9%	2%
Email/ online portal	1140	64	1054	22	298	784	58	1126	8	1	1	1135	4
	45%	32%	46%a	37%	38%	49%df	36%	45%	22%	9%	18%	45%	28%
Other	19	1	18	-	6	9	4	17	-	-	-	17	1
	1%	*	1%	-	1%	1%	2%	1%	-	-	-	1%	9%
No preference	324	21	290	12	102	207	15	314	3	3	3	320	1
	13%	11%	13%	21%	13%	13%	9%	13%	8%	21%	46%	13%	8%
Don't know	202	28	165	9	81	106	15	198	1	1	-	200	2
	8%	14%b	7%	14%	10%e	7%	9%	8%	3%	8%	-	8%	12%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**428**	63	141	76	147	-	63	-	67	-	74	-	76	-	82	-	65
	17%	*15%*	*16%*	*18%*	*18%*	-	*15%*	-	*16%*	-	*16%*	-	*18%*	-	*19%*	-	*16%*
Phone call	**224**	28	68	40	87	-	28	-	32	-	37	-	40	-	46	-	41
	9%	*7%*	*8%*	*10%*	*11%*	-	*7%*	-	*7%*	-	*8%*	-	*10%*	-	*11%*	-	*10%*
Text message	**219**	37	78	34	70	-	37	-	38	-	40	-	34	-	40	-	30
	9%	*8%*	*9%*	*8%*	*9%*	-	*8%*	-	*9%*	-	*9%*	-	*8%*	-	*9%*	-	*8%*
Email/ online portal	**1140**	194	423	181	342	-	194	-	212	-	211	-	181	-	164	-	178
	45%	*45%*	***48%d***	*44%*	*41%*	-	*45%*	-	***49%n***	-	***47%n***	-	*44%*	-	*38%*	-	*45%*
Other	**19**	*	8	1	9	-	*	-	3	-	5	-	1	-	6	-	3
	1%	*	*1%*	*	*1%*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*
No preference	**324**	65	97	48	114	-	65	-	49	-	48	-	48	-	57	-	58
	13%	*15%*	*11%*	*11%*	*14%*	-	*15%*	-	*11%*	-	*11%*	-	*11%*	-	*13%*	-	*14%*
Don't know	**202**	47	61	35	59	-	47	-	28	-	32	-	35	-	35	-	24
	8%	*11%*	*7%*	*8%*	*7%*	-	*11%*	-	*7%*	-	*7%*	-	*8%*	-	*8%*	-	*6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**474**	-	474	221	250	52	72	104	59	70	76	41	124	164	187	117	427	42	475
	19%	-	*19%*	*18%*	*19%*	*17%*	*22%*	*19%*	*15%*	*16%*	**24%h**	*16%*	*19%*	*18%*	*19%*	*21%*	*19%*	*17%*	*18%*
Phone call	**384**	-	384	228	156	76	51	119	37	40	30	30	127	156	101	61	315	68	385
	15%	-	*15%*	**19%d**	*12%*	**24%fhijk**	*16%*	**22%hijk**	*9%*	*9%*	*10%*	*12%*	**20%no**	**17%no**	*10%*	*11%*	*14%*	**28%p**	*15%*
Text message	**169**	-	169	106	62	39	32	34	24	18	11	10	71	58	40	21	130	33	149
	7%	-	*7%*	**9%d**	*5%*	**12%ghijk**	**10%ijk**	*6%*	*6%*	*4%*	*4%*	*4%*	**11%mno**	*6%*	*4%*	*4%*	*6%*	**14%p**	*6%*
Email/ online portal	**1184**	-	1184	525	658	94	111	207	233	231	173	136	205	440	539	309	1105	75	1233
	46%	-	*46%*	*43%*	**50%c**	*30%*	*34%*	*38%*	**59%efg**	**54%efg**	**55%efg**	**55%efg**	*32%*	**47%l**	**55%lm**	**55%lm**	**48%q**	*31%*	*48%*
Other	**16**	-	16	8	8	8	1	1	-	4	2	-	9	1	6	2	14	2	16
	1%	-	*1%*	*1%*	*1%*	**3%gh**	*	*	-	*1%*	*1%*	-	**1%m**	*	*1%*	*	*1%*	*1%*	*1%*
No preference	**239**	-	239	91	147	28	35	52	33	51	19	22	63	85	92	41	226	12	236
	9%	-	*9%*	*7%*	**11%c**	*9%*	*11%*	*10%*	*8%*	**12%j**	*6%*	*9%*	*10%*	*9%*	*9%*	*7%*	*10%*	*5%*	*9%*
Don't know	**88**	-	88	41	44	17	21	21	6	11	5	8	38	27	23	13	76	12	80
	3%	-	*3%*	*3%*	*3%*	**5%hj**	**6%hij**	*4%*	*2%*	*2%*	*1%*	*3%*	**6%mno**	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**474**	97	138	119	120	235	239	269	201	61	51	136	90	91	277	61	371
	19%	*19%*	*17%*	*20%*	*19%*	*18%*	*20%*	*18%*	*20%*	*20%*	*15%*	*20%*	*16%*	*20%*	*17%*	*19%*	*18%*
Phone call	**384**	108	103	100	71	212	172	261	113	40	47	98	82	85	226	41	316
	15%	**21%bd**	*13%*	**17%d**	*11%*	*16%*	*14%*	**17%h**	*11%*	*13%*	*14%*	*14%*	*14%*	*18%*	*14%*	*13%*	*15%*
Text message	**169**	39	44	44	41	83	86	116	53	15	25	46	31	46	101	15	147
	7%	*8%*	*5%*	*8%*	*7%*	*6%*	*7%*	*8%*	*5%*	*5%*	*7%*	*7%*	*5%*	**10%il**	*6%*	*5%*	*7%*
Email/ online portal	**1184**	222	429	254	280	651	533	676	492	135	171	322	285	200	778	135	993
	46%	*43%*	**52%acd**	*43%*	*44%*	*49%*	*44%*	*45%*	*49%*	*43%*	*51%*	*47%*	*50%*	*43%*	*49%*	*43%*	*48%*
Other	**16**	3	7	2	4	10	6	9	7	1	2	4	7	*	13	1	13
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
No preference	**239**	31	89	45	74	120	119	134	98	36	36	59	62	28	157	36	186
	9%	*6%*	**11%a**	*8%*	**12%a**	*9%*	*10%*	*9%*	*10%*	**12%m**	*11%*	*9%*	*11%*	*6%*	*10%*	*12%*	*9%*
Don't know	**88**	9	15	23	41	24	65	49	36	24	3	24	19	11	45	27	59
	3%	*2%*	*2%*	*4%*	**7%ab**	*2%*	**5%e**	*3%*	*4%*	**8%jklmn**	*1%*	*3%*	*3%*	*2%*	*3%*	**8%p**	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**474**	402	72	22	396	38	22	17	11	40	34	26	33	56	63	75	59	10	28
	19%	*18%*	*20%*	*17%*	*18%*	*18%*	*18%*	**25%d**	*12%*	*14%*	*17%*	*15%*	*14%*	**24%h**	*19%*	*21%*	**26%hiklr**	**30%hiklr**	*15%*
Phone call	**384**	332	52	24	328	24	21	10	14	56	26	21	34	31	73	50	23	4	20
	15%	*15%*	*14%*	*19%*	*15%*	*11%*	*17%*	*15%*	*15%*	**20%pr**	*13%*	*11%*	*15%*	*13%*	**21%kpr**	*14%*	*10%*	*12%*	*11%*
Text message	**169**	152	17	4	146	8	9	6	8	30	15	14	15	7	26	22	10	3	5
	7%	*7%*	*5%*	*3%*	*7%*	*4%*	*7%*	**8%e**	**8%r**	**11%mr**	*7%*	*8%*	*7%*	*3%*	*8%*	*6%*	*4%*	*8%*	*3%*
Email/ online portal	**1184**	1009	175	62	983	117	57	27	55	98	105	93	112	107	137	167	110	15	103
	46%	*46%*	*49%*	*48%*	*46%*	**54%dg**	*46%*	*39%*	**58%hn**	*35%*	**51%l**	**52%l**	**49%l**	*46%*	*40%*	*46%*	**49%l**	*43%*	**56%ln**
Other	**16**	12	4	1	14	1	*	1	-	3	-	-	-	1	4	3	2	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	-	*1%*	-	-	-	*	*1%*	*1%*	*1%*	-	*
No preference	**239**	212	28	13	199	22	11	7	6	35	20	15	28	22	26	32	14	2	20
	9%	*10%*	*8%*	*10%*	*9%*	*10%*	*9%*	*10%*	*6%*	*13%*	*10%*	*8%*	*12%*	*10%*	*8%*	*9%*	*6%*	*7%*	*11%*
Don't know	**88**	75	14	3	78	6	3	2	1	15	6	12	8	10	10	11	5	-	6
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*	*5%*	*3%*	*7%*	*3%*	*4%*	*3%*	*3%*	*2%*	-	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	474	212	184	48	26	2	397	29	221	172	58	20	*	393	21
	19%	**22%ceg**	**18%e**	*15%*	**17%e**	*3%*	**20%e**	*13%*	**22%jn**	*18%*	*15%*	*17%*	*1%*	*20%*	*13%*
Phone call	384	149	155	42	28	8	305	36	157	143	62	17	1	300	18
	15%	*15%*	*15%*	*13%*	*18%*	*11%*	*15%*	*16%*	*16%*	*15%*	*16%*	*14%*	*3%*	*15%*	*11%*
Text message	169	50	80	18	10	10	130	20	65	79	13	8	2	145	10
	7%	*5%*	*8%*	*6%*	*6%*	**15%acf**	*7%*	*9%*	*6%*	**8%j**	*3%*	*7%*	*5%*	**7%j**	*6%*
Email/ online portal	1184	459	463	155	66	37	922	103	454	443	193	58	31	897	89
	46%	*47%*	*46%*	*48%*	*43%*	*54%*	*46%*	*46%*	*45%*	*46%*	*49%*	*48%*	*76%*	*45%*	*55%*
Other	16	1	9	4	2	-	10	2	4	5	7	1	-	8	1
	1%	*	**1%a**	**1%a**	**1%a**	-	*1%*	*1%*	*	*	**2%m**	*1%*	-	*	*1%*
No preference	239	85	89	38	16	5	174	20	81	103	37	6	5	184	12
	9%	*9%*	*9%*	*12%*	*10%*	*7%*	*9%*	*9%*	*8%*	*11%*	*9%*	*5%*	*13%*	*9%*	*7%*
Don't know	88	24	27	22	6	6	51	13	32	20	22	10	1	52	11
	3%	*2%*	*3%*	**7%abf**	*4%*	**9%abf**	*3%*	*6%*	*3%*	*2%*	**6%im**	**8%him**	*3%*	*3%*	**7%im**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**474**	34	434	6	159	288	28	463	5	5	-	473	1
	19%	*17%*	*19%*	*10%*	*20%*	*18%*	*17%*	*19%*	*13%*	*39%*	-	*19%*	*8%*
Phone call	**384**	51	318	14	132	208	43	363	12	*	2	375	6
	15%	**26%b**	*14%*	*24%*	**17%e**	*13%*	**27%de**	*15%*	*33%*	*2%*	*36%*	*15%*	*41%*
Text message	**169**	15	151	3	53	96	20	161	4	2	-	167	2
	7%	*8%*	*7%*	*5%*	*7%*	*6%*	**13%de**	*6%*	*12%*	*14%*	-	*7%*	*10%*
Email/ online portal	**1184**	70	1095	20	329	815	41	1174	7	2	1	1183	1
	46%	*35%*	**48%a**	*33%*	**42%f**	**50%df**	*26%*	*47%*	*19%*	*16%*	*18%*	*47%*	*4%*
Other	**16**	1	15	-	4	12	*	14	1	-	-	15	1
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*3%*	-	-	*1%*	*8%*
No preference	**239**	19	207	13	77	150	12	229	4	3	3	235	1
	9%	*10%*	*9%*	**21%b**	*10%*	*9%*	*8%*	*9%*	*11%*	*21%*	*46%*	*9%*	*9%*
Don't know	**88**	7	77	4	27	47	15	82	3	1	-	85	3
	3%	*4%*	*3%*	*7%*	*3%*	*3%*	**9%de**	*3%*	*8%*	*8%*	-	*3%*	*20%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**474**	73	157	82	162	-	73	-	70	-	88	-	82	-	94	-	68
	19%	*17%*	*18%*	*20%*	*20%*	-	*17%*	-	*16%*	-	*20%*	-	*20%*	-	*22%*	-	*17%*
Phone call	**384**	47	130	56	150	-	47	-	65	-	65	-	56	-	73	-	78
	15%	*11%*	*15%*	*14%*	**18%a**	-	*11%*	-	*15%*	-	*15%*	-	*14%*	-	*17%*	-	**19%f**
Text message	**169**	23	63	35	48	-	23	-	17	-	46	-	35	-	24	-	24
	7%	*5%*	*7%*	*8%*	*6%*	-	*5%*	-	*4%*	-	**10%fh**	-	*8%*	-	*6%*	-	*6%*
Email/ online portal	**1184**	217	424	178	365	-	217	-	221	-	203	-	178	-	185	-	181
	46%	*50%*	*48%*	*43%*	*44%*	-	*50%*	-	*51%*	-	*45%*	-	*43%*	-	*43%*	-	*45%*
Other	**16**	2	9	1	4	-	2	-	6	-	4	-	1	-	4	-	*
	1%	*	*1%*	*	*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*
No preference	**239**	48	67	46	77	-	48	-	44	-	23	-	46	-	41	-	36
	9%	*11%*	*8%*	*11%*	*9%*	-	**11%j**	-	**10%j**	-	*5%*	-	**11%j**	-	*10%*	-	*9%*
Don't know	**88**	23	26	16	23	-	23	-	8	-	18	-	16	-	10	-	12
	3%	*5%*	*3%*	*4%*	*3%*	-	**5%h**	-	*2%*	-	*4%*	-	*4%*	-	*2%*	-	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**402**	-	402	186	212	55	53	88	53	53	60	39	108	141	152	99	358	39	421
	16%	-	*16%*	*15%*	*16%*	*18%*	*16%*	*16%*	*14%*	*12%*	*19%*	*16%*	*17%*	*15%*	*15%*	*18%*	*16%*	*16%*	*16%*
Phone call	**256**	-	256	150	104	54	44	87	31	20	16	4	98	118	40	19	208	47	216
	10%	-	*10%*	**12%d**	*8%*	**17%hijk**	**14%ijk**	**16%hijk**	**8%k**	*5%*	*5%*	*2%*	**15%no**	**13%no**	*4%*	*3%*	*9%*	**19%p**	*8%*
Text message	**173**	-	173	111	62	44	40	41	26	8	6	8	85	67	22	14	139	30	144
	7%	-	*7%*	**9%d**	*5%*	**14%ghijk**	**13%hijk**	**8%ij**	**7%ij**	*2%*	*2%*	*3%*	**13%mno**	**7%no**	*2%*	*2%*	*6%*	**12%p**	*6%*
Email/ online portal	**1242**	-	1242	556	683	116	135	264	227	242	148	110	252	491	500	258	1146	92	1294
	49%	-	*49%*	*46%*	**52%c**	*37%*	*42%*	**49%e**	**58%efgjk**	**57%efjk**	*47%*	*44%*	*40%*	**53%l**	**51%l**	*46%*	**50%q**	*38%*	*50%*
Other	**18**	-	18	6	11	3	4	*	2	*	2	6	7	3	8	8	15	3	15
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	**2%gi**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**268**	-	268	110	156	22	37	38	29	62	40	40	59	67	142	80	254	13	282
	10%	-	*10%*	*9%*	*12%*	*7%*	*12%*	*7%*	*7%*	**15%cgh**	**13%g**	**16%egh**	*9%*	*7%*	**14%lm**	**14%lm**	*11%*	*5%*	*11%*
Don't know	**196**	-	196	99	97	20	9	19	23	40	45	40	29	43	124	85	173	20	202
	8%	-	*8%*	*8%*	*7%*	*6%*	*3%*	*4%*	*6%*	**9%fg**	**14%efgh**	**16%efghj**	*4%*	*5%*	**13%lm**	**15%lm**	*8%*	*8%*	*8%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**402**	83	123	94	102	206	196	225	174	51	51	110	88	64	249	51	321
	16%	*16%*	*15%*	*16%*	*16%*	*15%*	*16%*	*15%*	*17%*	*16%*	*15%*	*16%*	*15%*	*14%*	*16%*	*16%*	*15%*
Phone call	**256**	74	63	67	52	138	118	192	58	23	22	63	56	68	141	23	214
	10%	**15%bd**	*8%*	*11%*	*8%*	*10%*	*10%*	**13%h**	*6%*	*7%*	*7%*	*9%*	*10%*	**15%ijkn**	*9%*	*7%*	*10%*
Text message	**173**	57	47	36	33	105	68	130	39	15	13	56	24	60	92	16	152
	7%	**11%bcd**	*6%*	*6%*	*5%*	*8%*	*6%*	**9%h**	*4%*	*5%*	*4%*	**8%l**	*4%*	**13%ijkln**	*6%*	*5%*	*7%*
Email/ online portal	**1242**	222	444	265	312	665	577	751	478	147	181	323	303	220	807	147	1041
	49%	*43%*	**54%ac**	*45%*	*49%*	*50%*	*47%*	*50%*	*48%*	*47%*	*54%*	*47%*	*53%*	*48%*	*50%*	*46%*	*50%*
Other	**18**	2	11	*	5	12	6	9	9	2	4	6	3	*	12	2	13
	1%	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
No preference	**268**	44	95	60	69	139	129	129	134	43	37	69	74	27	179	43	206
	10%	*9%*	*12%*	*10%*	*11%*	*10%*	*11%*	*8%*	**13%g**	**14%m**	**11%m**	*10%*	**13%m**	*6%*	**11%m**	*14%*	*10%*
Don't know	**196**	29	42	65	59	71	125	78	108	31	27	62	28	23	117	33	140
	8%	*6%*	*5%*	**11%ab**	**9%b**	*5%*	**10%e**	*5%*	**11%g**	**10%lm**	*8%*	**9%l**	*5%*	*5%*	*7%*	*11%*	*7%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	402	345	57	20	335	30	22	14	15	34	23	23	36	36	47	63	57	11	20
	16%	*16%*	*16%*	*15%*	*16%*	*14%*	*18%*	*20%*	*16%*	*12%*	*11%*	*13%*	*16%*	*15%*	*14%*	*18%*	**25%ijklmnr**	**32%hijklmnr**	*11%*
Phone call	256	226	29	13	227	12	9	8	13	38	17	9	20	26	59	30	16	2	10
	10%	*10%*	*8%*	*10%*	**11%e**	*6%*	*7%*	**11%e**	**14%kr**	**14%kr**	*8%*	*5%*	*9%*	*11%*	**17%jklopr**	*8%*	*7%*	*5%*	*6%*
Text message	173	153	20	11	154	9	7	4	3	36	12	14	12	11	32	25	8	1	8
	7%	*7%*	*6%*	*8%*	*7%*	*4%*	*5%*	*6%*	*3%*	**13%hlmpr**	*6%*	*8%*	*5%*	*5%*	*9%*	*7%*	*4%*	*3%*	*4%*
Email/ online portal	1242	1074	168	49	1027	117	67	32	48	119	124	100	118	112	149	166	91	17	100
	49%	**49%c**	*47%*	*38%*	*48%*	*54%*	*54%*	*45%*	*50%*	*43%*	**60%inop**	**56%p**	*51%*	*48%*	*44%*	*46%*	*41%*	*50%*	**55%ip**
Other	18	15	3	*	15	1	2	*	-	2	-	2	3	3	3	3	-	-	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*
No preference	268	219	49	22	223	25	11	9	12	35	17	16	25	19	26	46	27	1	24
	10%	*10%*	*14%*	**17%a**	*10%*	*12%*	*8%*	*13%*	*13%*	*13%*	*8%*	*9%*	*11%*	*8%*	*8%*	*13%*	*12%*	*4%*	*13%*
Don't know	196	162	34	15	162	23	8	4	4	12	14	15	16	26	23	27	25	2	21
	8%	*7%*	*9%*	*12%*	*8%*	*10%*	*6%*	*5%*	*4%*	*4%*	*7%*	*8%*	*7%*	**11%l**	*7%*	*7%*	**11%l**	*6%*	**11%hl**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	402	169	160	39	29	2	330	32	180	153	43	25	*	332	26
	16%	**17%e**	**16%e**	*12%*	**19%e**	*3%*	**17%e**	*14%*	**18%j**	*16%*	*11%*	**21%j**	*1%*	**17%j**	*16%*
Phone call	256	107	103	31	9	5	210	14	112	91	40	8	3	203	11
	10%	*11%*	*10%*	*10%*	*6%*	*8%*	*11%*	*6%*	*11%*	*9%*	*10%*	*7%*	*7%*	*10%*	*7%*
Text message	173	49	76	26	14	7	125	21	58	81	22	7	5	139	11
	7%	*5%*	*8%*	*8%*	*9%*	*11%*	*6%*	**10%a**	*6%*	*8%*	*6%*	*5%*	*12%*	*7%*	*7%*
Email/ online portal	1242	461	499	154	85	40	961	125	478	483	193	58	26	961	84
	49%	*47%*	*50%*	*47%*	*55%*	*59%*	*48%*	*56%*	*47%*	*50%*	*49%*	*48%*	*63%*	*49%*	*52%*
Other	18	4	11	3	-	-	15	-	5	4	6	3	-	9	3
	1%	*	*1%*	*1%*	-	-	*1%*	-	*1%*	*	*1%*	**2%m**	-	*	*2%*
No preference	268	118	80	42	13	7	197	20	99	104	45	6	5	203	12
	10%	**12%b**	*8%*	**13%b**	*8%*	*11%*	*10%*	*9%*	*10%*	*11%*	*11%*	*5%*	*13%*	*10%*	*7%*
Don't know	196	72	79	32	4	6	151	10	83	50	43	13	2	133	15
	8%	*7%*	*8%*	**10%d**	*3%*	*9%*	*8%*	*5%*	**8%i**	*5%*	**11%lm**	*11%*	*4%*	*7%*	*9%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**402**	35	358	9	130	246	26	396	2	3	-	400	2
	16%	*17%*	*16%*	*16%*	*17%*	*15%*	*16%*	*16%*	*5%*	*23%*	-	*16%*	*10%*
Phone call	**256**	34	214	8	88	130	38	242	6	-	2	248	6
	10%	**17%b**	*9%*	*13%*	**11%e**	*8%*	**24%de**	*10%*	*16%*	-	*36%*	*10%*	*37%*
Text message	**173**	10	158	5	50	105	18	166	3	2	-	171	2
	7%	*5%*	*7%*	*9%*	*6%*	*6%*	*11%*	*7%*	*10%*	*17%*	-	*7%*	*11%*
Email/ online portal	**1242**	83	1140	19	365	828	50	1224	11	4	1	1240	2
	49%	*42%*	*50%*	*33%*	**47%f**	**51%f**	*31%*	*49%*	*32%*	*30%*	*18%*	*49%*	*10%*
Other	**18**	1	17	-	10	7	*	17	1	*	-	18	-
	1%	*1%*	*1%*	-	*1%*	*	*	*1%*	*3%*	*1%*	-	*1%*	-
No preference	**268**	18	240	11	77	180	11	250	9	3	3	262	4
	10%	*9%*	*10%*	*18%*	*10%*	*11%*	*7%*	*10%*	*27%*	*21%*	*46%*	*10%*	*24%*
Don't know	**196**	17	172	7	59	120	17	191	3	1	-	194	1
	8%	*9%*	*7%*	*12%*	*8%*	*7%*	*11%*	*8%*	*7%*	*8%*	-	*8%*	*9%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**402**	67	126	78	131	-	67	-	62	-	64	-	78	-	67	-	65
	16%	*15%*	*14%*	*19%*	*16%*	-	*15%*	-	*14%*	-	*14%*	-	*19%*	-	*15%*	-	*16%*
Phone call	**256**	25	90	44	97	-	25	-	38	-	52	-	44	-	53	-	44
	10%	*6%*	**10%a**	*11%*	**12%a**	-	*6%*	-	*9%*	-	**12%f**	-	*11%*	-	**12%f**	-	**11%f**
Text message	**173**	19	69	32	53	-	19	-	22	-	47	-	32	-	33	-	19
	7%	*4%*	*8%*	*8%*	*6%*	-	*4%*	-	*5%*	-	**11%fhp**	-	*8%*	-	*8%*	-	*5%*
Email/ online portal	**1242**	238	423	182	399	-	238	-	214	-	208	-	182	-	203	-	196
	49%	**55%c**	*48%*	*44%*	*48%*	-	**55%l**	-	*50%*	-	*47%*	-	*44%*	-	*47%*	-	*49%*
Other	**18**	1	7	4	7	-	1	-	4	-	3	-	4	-	4	-	2
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
No preference	**268**	48	91	43	87	-	48	-	59	-	32	-	43	-	43	-	43
	10%	*11%*	*10%*	*10%*	*10%*	-	*11%*	-	**14%j**	-	*7%*	-	*10%*	-	*10%*	-	*11%*
Don't know	**196**	38	71	31	56	-	38	-	31	-	40	-	31	-	26	-	29
	8%	*9%*	*8%*	*8%*	*7%*	-	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*6%*	-	*7%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**405**	-	405	189	213	51	55	95	54	63	56	31	106	149	150	87	361	38	426
	16%	-	*16%*	*15%*	*16%*	*16%*	*17%*	*18%*	*14%*	*15%*	*18%*	*12%*	*17%*	*16%*	*15%*	*15%*	*16%*	*15%*	*17%*
Phone call	**291**	-	291	176	114	55	42	84	39	28	23	21	96	123	72	44	247	43	268
	11%	-	*11%*	**14%d**	*9%*	**17%hijk**	**13%l**	**16%ijk**	*10%*	*7%*	*7%*	*8%*	**15%no**	**13%no**	*7%*	*8%*	*11%*	**18%p**	*10%*
Text message	**203**	-	203	119	84	48	40	51	24	14	10	15	88	75	40	25	168	29	158
	8%	-	*8%*	**10%d**	*6%*	**15%ghijk**	**12%hij**	**9%ij**	*6%*	*3%*	*3%*	*6%*	**14%mno**	**8%n**	*4%*	*5%*	*7%*	*12%*	*6%*
Email/ online portal	**1423**	-	1423	632	788	133	150	263	243	270	206	157	284	506	633	363	1306	114	1496
	56%	-	*56%*	*52%*	**59%c**	*42%*	*47%*	*49%*	**62%efg**	**64%efg**	**65%efg**	**64%efg**	*45%*	**54%l**	**64%lm**	**65%lm**	**57%q**	*46%*	*58%*
Other	**18**	-	18	14	4	8	2	5	-	3	-	-	10	5	3	-	9	9	9
	1%	-	*1%*	**1%d**	*	**3%hj**	*1%*	*1%*	-	*1%*	-	-	**2%no**	*	*	-	*	**4%p**	*
No preference	**175**	-	175	70	103	9	32	31	26	35	20	23	41	57	77	43	170	4	177
	7%	-	*7%*	*6%*	*8%*	*3%*	**10%e**	*6%*	*7%*	**8%o**	*6%*	**9%e**	*6%*	*6%*	*8%*	*8%*	**7%q**	*2%*	*7%*
Don't know	**39**	-	39	19	20	10	1	8	7	12	1	*	11	15	13	1	30	8	40
	2%	-	*2%*	*2%*	*2%*	**3%k**	*	*1%*	*2%*	**3%k**	*	*	*2%*	*2%*	*1%*	*	*1%*	*3%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**405**	90	106	102	107	196	209	218	184	58	47	110	64	81	221	58	307
	16%	*18%*	*13%*	*17%*	*17%*	*15%*	*17%*	*14%*	**18%g**	**19%l**	*14%*	*16%*	*11%*	**17%l**	*14%*	*18%*	*15%*
Phone call	**291**	77	70	89	54	148	143	191	89	30	21	79	72	64	172	30	241
	11%	**15%bd**	*9%*	**15%bd**	*9%*	*11%*	*12%*	**13%h**	*9%*	*10%*	*6%*	*11%*	**12%j**	**14%j**	*11%*	*10%*	*12%*
Text message	**203**	60	55	42	46	115	88	139	61	23	18	52	37	61	107	23	168
	8%	**12%bd**	*7%*	*7%*	*7%*	*9%*	*7%*	**9%h**	*6%*	*7%*	*6%*	*7%*	*6%*	**13%ijkln**	*7%*	*7%*	*8%*
Email/ online portal	**1423**	264	513	299	348	777	646	838	570	161	211	392	348	230	952	162	1197
	56%	*52%*	**62%acd**	*51%*	*55%*	**58%f**	*53%*	*55%*	*57%*	*52%*	**63%lm**	*57%*	**61%lm**	*50%*	**60%lm**	*51%*	*57%*
Other	**18**	3	8	3	4	11	7	16	1	2	2	5	4	5	12	2	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**175**	15	67	42	52	81	94	89	79	26	32	41	46	15	118	28	134
	7%	*3%*	**8%a**	**7%a**	**8%a**	*6%*	*8%*	*6%*	*8%*	**8%m**	**9%m**	*6%*	**8%m**	*3%*	**7%m**	*9%*	*6%*
Don't know	**39**	2	6	10	22	8	31	22	16	12	3	10	4	6	17	12	23
	2%	*	*1%*	*2%*	**3%ab**	*1%*	**3%e**	*1%*	*2%*	**4%jln**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	405	345	60	17	333	36	21	15	14	38	26	23	30	39	50	64	48	11	26
	16%	16%	17%	13%	16%	17%	17%	21%d	15%	14%	13%	13%	13%	17%	15%	18%	21%	31%hijklmnr	14%
Phone call	291	256	35	19	252	20	10	8	9	41	27	16	27	30	46	34	22	3	17
	11%	12%	10%	15%	12%	9%	8%	12%	9%	15%	13%	9%	12%	13%	13%	10%	10%	8%	10%
Text message	203	171	32	13	186	9	4	4	5	32	16	15	18	12	45	34	10	1	9
	8%	8%	9%	10%	9%ef	4%	3%	5%	5%	11%pr	8%	8%	8%	5%	13%mpr	9%	4%	2%	5%
Email/ online portal	1423	1226	198	69	1172	135	79	38	58	116	122	105	133	132	171	201	132	19	116
	56%	56%	55%	53%	55%	62%d	64%d	54%	61%l	42%	59%l	58%l	58%l	57%l	51%	56%l	59%l	55%	64%lm
Other	18	15	3	-	16	-	1	-	-	6	-	-	3	-	3	5	-	-	-
	1%	1%	1%	-	1%	-	1%	-	-	2%	-	-	1%	-	1%	1%	-	-	-
No preference	175	147	28	11	149	15	8	4	7	33	14	16	16	17	19	17	10	1	13
	7%	7%	8%	8%	7%	7%	7%	5%	8%	12%op	7%	9%	7%	7%	6%	5%	4%	3%	7%
Don't know	39	34	5	*	36	1	*	2	1	12	1	5	2	4	5	3	3	-	1
	2%	2%	1%	*	2%	1%	*	2%f	1%	4%	*	3%	1%	2%	2%	1%	1%	-	1%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	405	172	162	51	15	5	333	20	194	144	48	18	1	338	19
	16%	**18%g**	**16%g**	*16%*	*9%*	*8%*	**17%g**	*9%*	**19%j**	*15%*	*12%*	*15%*	*2%*	*17%*	*12%*
Phone call	291	110	128	34	12	5	238	18	112	126	36	13	2	238	15
	11%	*11%*	*13%*	*10%*	*8%*	*8%*	*12%*	*8%*	*11%*	*13%*	*9%*	*11%*	*4%*	*12%*	*9%*
Text message	203	87	73	21	17	6	159	23	93	75	25	6	5	168	11
	8%	*9%*	*7%*	*6%*	*11%*	*9%*	*8%*	*10%*	*9%*	*8%*	*6%*	*5%*	*13%*	*8%*	*7%*
Email/ online portal	1423	536	569	167	100	46	1105	146	551	523	232	76	31	1075	106
	56%	*55%*	*56%*	*51%*	**65%c**	*68%*	*56%*	**66%acf**	*54%*	*54%*	*59%*	*63%*	*75%*	*54%*	**66%him**
Other	18	5	4	8	-	-	10	-	2	7	8	1	-	9	1
	1%	*1%*	*	**2%abf**	-	-	*	-	*	*1%*	**2%hm**	*1%*	-	*	*1%*
No preference	175	63	60	32	11	3	123	14	52	81	30	3	3	133	6
	7%	*6%*	*6%*	*10%*	*7%*	*5%*	*6%*	*6%*	*5%*	**8%h**	*8%*	*3%*	*7%*	*7%*	*4%*
Don't know	39	8	13	14	*	1	20	2	10	9	13	3	-	20	3
	2%	*1%*	*1%*	**4%abf**	*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%him**	*3%*	-	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	405	42	354	9	136	247	22	398	4	1	-	403	3
	16%	*21%*	*15%*	*16%*	*17%*	*15%*	*14%*	*16%*	*10%*	*11%*	-	*16%*	*17%*
Phone call	291	38	244	9	92	158	41	277	6	-	2	283	6
	11%	**19%b**	*11%*	*15%*	*12%*	*10%*	**26%de**	*11%*	*18%*	-	*36%*	*11%*	*37%*
Text message	203	20	177	6	80	105	18	191	9	2	-	201	2
	8%	*10%*	*8%*	*9%*	**10%e**	*6%*	*11%*	*8%*	*25%*	*14%*	-	*8%*	*10%*
Email/ online portal	1423	76	1323	24	396	971	56	1405	10	5	1	1421	2
	56%	*38%*	**58%a**	*41%*	**51%f**	**60%df**	*35%*	*57%*	*29%*	*38%*	*18%*	*56%*	*12%*
Other	18	3	15	-	5	6	7	13	4	-	-	16	1
	1%	*2%*	*1%*	-	*1%*	*	**4%de**	*1%*	*10%*	-	-	*1%*	*9%*
No preference	175	9	156	10	52	114	9	167	2	3	3	171	1
	7%	*5%*	*7%*	**16%ab**	*7%*	*7%*	*6%*	*7%*	*6%*	*21%*	*46%*	*7%*	*7%*
Don't know	39	9	28	2	18	15	6	35	1	2	-	38	1
	2%	**5%b**	*1%*	*3%*	**2%e**	*1%*	**4%e**	*1%*	*3%*	*15%*	-	*1%*	*9%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**405**	78	124	66	137	-	78	-	52	-	72	-	66	-	71	-	66
	16%	*18%*	*14%*	*16%*	*17%*	-	*18%*	-	*12%*	-	*16%*	-	*16%*	-	*16%*	-	*17%*
Phone call	**291**	36	103	39	113	-	36	-	49	-	54	-	39	-	64	-	49
	11%	*8%*	*12%*	*9%*	**14%a**	-	*8%*	-	*11%*	-	*12%*	-	*9%*	-	**15%f**	-	*12%*
Text message	**203**	23	71	45	65	-	23	-	24	-	47	-	45	-	37	-	28
	8%	*5%*	*8%*	**11%a**	*8%*	-	*5%*	-	*6%*	-	**10%f**	-	**11%fh**	-	*9%*	-	*7%*
Email/ online portal	**1423**	257	501	217	447	-	257	-	261	-	240	-	217	-	224	-	224
	56%	*59%*	*57%*	*52%*	*54%*	-	*59%*	-	*61%*	-	*54%*	-	*52%*	-	*52%*	-	*56%*
Other	**18**	-	10	3	5	-	-	-	2	-	7	-	3	-	2	-	4
	1%	-	*1%*	*1%*	*1%*	-	-	-	*1%*	-	**2%f**	-	*1%*	-	*	-	*1%*
No preference	**175**	39	49	34	53	-	39	-	33	-	16	-	34	-	26	-	27
	7%	*9%*	*6%*	*8%*	*6%*	-	**9%j**	-	*8%*	-	*4%*	-	**8%j**	-	*6%*	-	*7%*
Don't know	**39**	1	19	10	9	-	1	-	8	-	10	-	10	-	7	-	2
	2%	*	*2%*	**3%a**	*1%*	-	*	-	*2%*	-	*2%*	-	**3%f**	-	*2%*	-	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**299**	-	299	143	156	42	39	52	49	42	44	31	82	101	116	74	272	23	302
	12%	-	*12%*	*12%*	*12%*	*13%*	*12%*	*10%*	*12%*	*10%*	*14%*	*12%*	*13%*	*11%*	*12%*	*13%*	*12%*	*9%*	*12%*
Phone call	**297**	-	297	191	106	61	35	100	28	22	21	29	96	128	73	50	243	53	274
	12%	-	*12%*	**16%d**	*8%*	**19%fhij**	**11%i**	**19%fhij**	*7%*	*5%*	*7%*	**12%i**	**15%no**	**14%no**	*7%*	*9%*	*11%*	**21%p**	*11%*
Text message	**580**	-	580	266	312	87	71	120	71	96	75	60	157	192	231	135	509	64	565
	23%	-	*23%*	*22%*	*24%*	**28%h**	*22%*	*22%*	*18%*	*23%*	*24%*	*24%*	*25%*	*21%*	*23%*	*24%*	*22%*	*26%*	*22%*
Email/ online portal	**1142**	-	1142	512	625	102	136	222	210	217	151	103	238	432	471	254	1053	85	1195
	45%	-	*45%*	*42%*	*47%*	*32%*	*42%*	**41%e**	**54%efgk**	**51%eg**	**48%e**	*42%*	*37%*	**46%l**	**48%l**	**45%l**	**46%q**	*35%*	*46%*
Other	**15**	-	15	7	8	5	2	2	*	2	2	1	7	2	6	4	12	3	12
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*
No preference	**186**	-	186	80	103	14	36	35	28	39	20	13	50	63	72	33	171	14	181
	7%	-	*7%*	*7%*	*8%*	*4%*	**11%e**	*7%*	*7%*	*9%*	*6%*	*5%*	*8%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*
Don't know	**37**	-	37	20	16	4	3	6	5	7	3	10	6	11	20	13	33	3	45
	1%	-	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**4%ig**	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**299**	52	95	74	77	147	151	154	141	42	32	85	51	49	169	42	224
	12%	*10%*	*12%*	*13%*	*12%*	*11%*	*12%*	*10%*	**14%g**	*14%*	*10%*	*12%*	*9%*	*11%*	*11%*	*13%*	*11%*
Phone call	**297**	88	72	84	53	160	137	191	97	41	20	79	71	69	170	41	239
	12%	**17%bd**	*9%*	**14%bd**	*8%*	*12%*	*11%*	*13%*	*10%*	**13%j**	*6%*	**12%j**	**12%j**	**15%j**	**11%j**	*13%*	*11%*
Text message	**580**	120	188	128	144	308	272	338	236	50	95	164	113	118	372	50	492
	23%	*24%*	*23%*	*22%*	*23%*	*23%*	*22%*	*22%*	*24%*	*16%*	**28%kl**	**24%l**	*20%*	**26%l**	**23%l**	*16%*	**24%o**
Email/ online portal	**1142**	231	376	248	286	608	534	704	424	138	155	304	271	202	730	139	949
	45%	*45%*	*46%*	*42%*	*45%*	*45%*	*44%*	*46%*	*42%*	*44%*	*46%*	*44%*	*47%*	*44%*	*46%*	*44%*	*46%*
Other	**15**	1	8	4	2	9	6	10	5	4	2	1	4	4	7	4	11
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
No preference	**186**	16	74	42	54	90	95	103	78	31	30	39	59	14	127	34	141
	7%	*3%*	**9%a**	**7%a**	**9%a**	*7%*	*8%*	*7%*	*8%*	**10%km**	**9%m**	*6%*	**10%km**	*3%*	**8%m**	*11%*	*7%*
Don't know	**37**	2	12	6	16	14	23	15	20	6	*	16	5	6	22	6	28
	1%	*	*1%*	*1%*	**3%a**	*1%*	*2%*	*1%*	*2%*	*2%*	*	**2%j**	*1%*	*1%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	299	251	48	18	246	26	17	11	11	21	27	11	20	35	33	50	37	8	18
	12%	11%	13%	14%	11%	12%	13%	15%	12%	8%	13%	6%	9%	15%k	10%	14%k	17%ik	24%iklnr	10%
Phone call	297	260	37	17	256	20	14	7	12	46	22	9	25	29	54	40	18	1	19
	12%	12%	10%	13%	12%	9%	11%	11%	12%	17%kpq	11%	5%	11%	12%	16%k	11%	8%	4%	11%
Text message	580	509	71	28	489	54	22	15	13	70	52	48	47	49	74	94	42	7	46
	23%	23%	20%	21%	23%	25%	18%	22%	14%	25%h	25%h	27%h	20%	21%	22%	26%h	19%	21%	25%h
Email/ online portal	1142	975	167	57	950	98	62	32	50	98	90	96	113	97	151	141	113	13	84
	45%	44%	46%	44%	44%	45%	50%	45%	53%lo	35%	43%	53%lo	49%l	42%	45%	39%	51%l	40%	46%l
Other	15	13	2	-	13	2	-	-	2	2	-	4	1	1	4	-	-	2	*
	1%	1%	1%	-	1%	1%	-	-	2%qp	1%	-	2%	*	*	1%	-	-	7%jlmnopr	*
No preference	186	156	30	8	160	14	8	3	6	35	12	12	18	17	22	29	9	1	13
	7%	7%	8%	6%	7%	7%	6%	5%	7%	13%p	6%	6%	8%	7%	6%	8%	4%	3%	7%
Don't know	37	30	6	1	31	2	2	2	1	5	4	1	5	5	2	6	4	*	1
	1%	1%	2%	1%	1%	1%	2%	3%	1%	2%	2%	*	2%	2%	*	2%	2%	1%	1%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**299**	135	109	34	17	2	245	19	146	100	32	19	*	246	19
	12%	*14%*	*11%*	*10%*	*11%*	*3%*	*12%*	*8%*	**14%ij**	*10%*	*8%*	*16%*	*1%*	*12%*	*12%*
Phone call	**297**	115	130	34	11	7	245	18	126	111	41	14	4	237	18
	12%	*12%*	*13%*	*11%*	*7%*	*11%*	*12%*	*8%*	*12%*	*12%*	*10%*	*11%*	*9%*	*12%*	*11%*
Text message	**580**	198	247	62	48	21	444	70	217	233	96	22	8	450	29
	23%	*20%*	*24%*	*19%*	**31%ac**	*32%*	*22%*	**31%acf**	*21%*	*24%*	*25%*	*18%*	*19%*	*23%*	*18%*
Email/ online portal	**1142**	451	444	146	65	33	894	98	444	439	173	57	26	883	82
	45%	*46%*	*44%*	*45%*	*42%*	*49%*	*45%*	*44%*	*44%*	*45%*	*44%*	*47%*	*63%*	*45%*	*51%*
Other	**15**	7	7	2	-	-	13	-	6	9	-	-	-	15	-
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-
No preference	**186**	66	57	39	13	3	123	17	64	66	40	6	2	130	8
	7%	*7%*	*6%*	**12%abi**	*9%*	*5%*	*6%*	*7%*	*6%*	*7%*	*10%*	*5%*	*5%*	*7%*	*5%*
Don't know	**37**	8	15	9	1	-	24	1	11	7	9	4	1	18	5
	1%	*1%*	*2%*	*3%*	*1%*	-	*1%*	*	*1%*	*1%*	*2%*	*3%*	*4%*	*1%*	**3%im**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	299	24	269	6	85	189	25	294	3	1	-	299	-
	12%	*12%*	*12%*	*9%*	*11%*	*12%*	*16%*	*12%*	*9%*	*9%*	-	*12%*	-
Phone call	297	37	251	10	111	159	27	277	8	3	2	288	7
	12%	**19%b**	*11%*	*16%*	**14%e**	*10%*	**17%e**	*11%*	*23%*	*24%*	*36%*	*11%*	*45%*
Text message	580	30	536	13	172	376	32	570	5	4	-	578	2
	23%	*15%*	**23%a**	*22%*	*22%*	*23%*	*20%*	*23%*	*13%*	*29%*	-	*23%*	*10%*
Email/ online portal	1142	85	1037	19	338	749	55	1119	15	5	1	1139	2
	45%	*43%*	*45%*	*33%*	*43%*	**46%f**	*35%*	*45%*	*42%*	*38%*	*18%*	*45%*	*10%*
Other	15	4	11	-	2	10	3	14	1	-	-	15	-
	1%	**2%b**	*	-	*	*1%*	**2%d**	*1%*	*3%*	-	-	*1%*	-
No preference	186	11	165	10	59	116	11	177	3	-	3	179	4
	7%	*6%*	*7%*	**17%ab**	*8%*	*7%*	*7%*	*7%*	*7%*	-	*46%*	*7%*	*24%*
Don't know	37	7	28	2	14	17	6	34	1	-	-	35	2
	1%	**3%b**	*1%*	*3%*	*2%*	*1%*	**4%e**	*1%*	*3%*	-	-	*1%*	*12%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**299**	52	98	42	105	-	52	-	46	-	52	-	42	-	63	-	43
	12%	*12%*	*11%*	*10%*	*13%*	-	*12%*	-	*11%*	-	*12%*	-	*10%*	-	*15%*	-	*11%*
Phone call	**297**	45	92	60	100	-	45	-	44	-	48	-	60	-	53	-	47
	12%	*10%*	*11%*	*14%*	*12%*	-	*10%*	-	*10%*	-	*11%*	-	*14%*	-	*12%*	-	*12%*
Text message	**580**	90	209	102	178	-	90	-	84	-	126	-	102	-	89	-	89
	23%	*21%*	*24%*	*25%*	*21%*	-	*21%*	-	*19%*	-	***28%h***	-	*25%*	-	*21%*	-	*22%*
Email/ online portal	**1142**	205	408	170	359	-	205	-	223	-	184	-	170	-	178	-	181
	45%	*47%*	*47%*	*41%*	*43%*	-	*47%*	-	***52%jn***	-	*41%*	-	*41%*	-	*41%*	-	*45%*
Other	**15**	1	10	2	2	-	1	-	4	-	6	-	2	-	2	-	-
	1%	*	*1%*	*	*	-	*	-	*1%*	-	*1%*	-	*	-	*	-	-
No preference	**186**	37	49	31	69	-	37	-	25	-	24	-	31	-	39	-	30
	7%	*8%*	*6%*	*7%*	*8%*	-	*8%*	-	*6%*	-	*5%*	-	*7%*	-	*9%*	-	*8%*
Don't know	**37**	4	10	7	16	-	4	-	3	-	7	-	7	-	7	-	9
	1%	*1%*	*1%*	*2%*	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	688 27%	- -	688 27%	311 26%	375 28%	62 20%	82 25%	122 23%	96 24%	127 30%e	103 33%eg	97 39%efgh	143 23%	218 23%	327 33%lm	200 35%lm	625 27%	55 22%	732 28%
Your gas / electricity provider	598 23%	- -	598 23%	281 23%	312 24%	69 22%	90 28%hi	120 22%	75 19%	83 19%	98 31%ghl	62 25%	159 25%	196 21%	243 25%	160 28%m	545 24%	44 18%	637 25%
Your local council or tax office	977 38%	- -	977 38%	444 36%	528 40%	89 28%	113 35%	186 35%	146 37%	179 42%e	151 48%efgh	113 46%eg	202 32%	333 36%	442 45%lm	263 47%lm	887 39%	84 34%	1023 40%
Your GP / medical or healthcare professional	431 17%	- -	431 17%	197 16%	235 18%	45 14%	56 17%	85 16%	65 17%	70 17%	60 19%	48 20%	102 16%	151 16%	179 18%	108 19%	389 17%	41 17%	464 18%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	428 17%	- -	428 17%	213 17%	214 16%	42 14%	58 18%	86 16%	54 14%	72 17%	65 20%	51 20%	100 16%	140 15%	188 19%	115 20%m	399 17%	25 10%	427 17%
Your landline phone provider	474 19%	- -	474 19%	221 18%	250 19%	52 17%	72 22%	104 19%	59 15%	70 16%	76 24%h	41 16%	124 19%	164 18%	187 19%	117 21%	427 19%	42 17%	475 18%
Your paid TV provider	402 16%	- -	402 16%	186 15%	212 16%	55 18%	53 16%	88 16%	53 14%	53 12%	60 19%	39 16%	108 17%	141 15%	152 15%	99 18%	358 16%	39 16%	421 16%
Your broadband provider	405 16%	- -	405 16%	189 15%	213 16%	51 16%	55 17%	95 18%	54 14%	63 15%	56 18%	31 12%	106 17%	149 16%	150 15%	87 15%	361 16%	38 15%	426 17%
Your mobile phone provider	299 12%	- -	299 12%	143 12%	156 12%	42 13%	39 12%	52 10%	49 12%	42 10%	44 14%	31 12%	82 13%	101 11%	116 12%	74 13%	272 12%	23 9%	302 12%
Would not be happy to receive Post from any organisation	1258 49%	- -	1258 49%	610 50%	647 49%	158 50%	155 48%	277 52%	217 55%k	201 47%	143 45%	108 44%	313 49%	494 53%no	452 46%	251 45%	1135 49%	115 47%	1227 48%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**688**	154	204	161	169	357	330	352	328	98	88	190	144	110	421	98	540
	27%	*30%*	*25%*	*27%*	*27%*	*27%*	*27%*	*23%*	**33%g**	*31%*	*26%*	*28%*	*25%*	*24%*	*26%*	*31%*	*26%*
Your gas / electricity provider	**598**	121	177	162	137	298	299	328	267	75	71	162	135	104	368	76	478
	23%	*24%*	*21%*	*28%*	*22%*	*22%*	*25%*	*22%*	**27%g**	*24%*	*21%*	*24%*	*23%*	*23%*	*23%*	*24%*	*23%*
Your local council or tax office	**977**	201	301	235	239	503	474	535	435	114	141	268	230	151	639	114	803
	38%	*39%*	*37%*	*40%*	*38%*	*38%*	*39%*	*35%*	**44%g**	*36%*	**42%m**	*39%*	*40%*	*33%*	**40%m**	*36%*	*39%*
Your GP / medical or healthcare professional	**431**	94	119	103	115	214	218	248	181	61	47	127	94	72	267	61	344
	17%	*18%*	*14%*	*17%*	*18%*	*16%*	*18%*	*16%*	*18%*	*19%*	*14%*	*18%*	*16%*	*16%*	*17%*	*19%*	*17%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**428**	93	104	121	109	197	230	228	193	56	58	115	91	81	264	56	348
	17%	**18%b**	*13%*	**21%b**	*17%*	*15%*	**19%e**	*15%*	**19%g**	*18%*	*17%*	*17%*	*16%*	*18%*	*17%*	*18%*	*17%*
Your landline phone provider	**474**	97	138	119	120	235	239	269	201	61	51	136	90	91	277	61	371
	19%	*19%*	*17%*	*20%*	*19%*	*18%*	*20%*	*18%*	*20%*	*20%*	*15%*	*20%*	*16%*	*20%*	*17%*	*19%*	*18%*
Your paid TV provider	**402**	83	123	94	102	206	196	225	174	51	51	110	88	64	249	51	321
	16%	*16%*	*15%*	*16%*	*16%*	*15%*	*16%*	*15%*	*17%*	*16%*	*15%*	*16%*	*15%*	*14%*	*16%*	*16%*	*15%*
Your broadband provider	**405**	90	106	102	107	196	209	218	184	58	47	110	64	81	221	58	307
	16%	*18%*	*13%*	*17%*	*17%*	*15%*	*17%*	*14%*	**18%g**	**19%l**	*14%*	*16%*	*11%*	**17%l**	*14%*	*18%*	*15%*
Your mobile phone provider	**299**	52	95	74	77	147	151	154	141	42	32	85	51	49	169	42	224
	12%	*10%*	*12%*	*13%*	*12%*	*11%*	*12%*	*10%*	**14%g**	*14%*	*10%*	*12%*	*9%*	*11%*	*11%*	*13%*	*11%*
Would not be happy to receive Post from any organisation	**1258**	222	445	272	319	667	592	776	457	160	159	337	289	223	785	163	1022
	49%	*43%*	**54%ac**	*46%*	*51%*	*50%*	*49%*	**51%h**	*46%*	*51%*	*47%*	*49%*	*50%*	*48%*	*49%*	*51%*	*49%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	688 27%	576 26%	111 31%	37 29%	571 27%	58 27%	37 30%	21 30%	23 25%	62 22%	52 25%	49 27%	51 22%	82 35%iln	69 20%	110 31%	74 33%iln	12 35%n	46 25%
Your gas / electricity provider	598 23%	499 23%	99 27%	34 26%	495 23%	49 23%	31 25%	24 34%def	17 18%	47 17%	48 23%	35 19%	40 18%	53 23%	67 20%	115 32%hiklnr	72 32%hiklnr	14 41%hijklmnr	35 19%
Your local council or tax office	977 38%	824 38%	153 42%	56 43%	816 38%	82 38%	47 38%	32 45%	36 38%	73 26%	60 29%	69 38%l	87 38%	102 44%lj	117 34%	163 45%lj	110 49%ljnr	16 49%lj	66 36%
Your GP / medical or healthcare professional	431 17%	360 16%	71 20%	22 17%	349 16%	42 19%	27 22%	13 19%	19 20%	33 12%	31 15%	20 11%	29 12%	62 27%ijklnr	51 15%	64 18%	41 18%	11 31%ijklnr	31 17%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	428 17%	353 16%	75 21%	32 24%a	359 17%	37 17%	20 16%	11 16%	16 16%	35 13%	36 17%	23 13%	38 17%	50 22%	43 13%	66 18%	51 23%lkn	7 22%	29 16%
Your landline phone provider	474 19%	402 18%	72 20%	22 17%	396 18%	38 18%	22 18%	17 25%d	11 12%	40 14%	34 17%	26 15%	33 14%	56 24%h	63 19%	75 21%	59 26%hiklr	10 30%hiklr	28 15%
Your paid TV provider	402 16%	345 16%	57 16%	20 15%	335 16%	30 14%	22 18%	14 20%	15 16%	34 12%	23 11%	23 13%	36 16%	36 15%	47 14%	63 18%	57 25%ijklmnr	11 32%hijklmnr	20 11%
Your broadband provider	405 16%	345 16%	60 17%	17 13%	333 16%	36 17%	21 17%	15 21%d	14 15%	38 14%	26 13%	23 13%	30 13%	39 17%	50 15%	64 18%	48 21%	11 31%hijklmnr	26 14%
Your mobile phone provider	299 12%	251 11%	48 13%	18 14%	246 11%	26 12%	17 13%	11 15%	11 12%	21 8%	27 13%	11 6%	20 9%	35 15%k	33 10%	50 14%k	37 17%ik	8 24%iklnr	18 10%
Would not be happy to receive Post from any organisation	1258 49%	1094 50%	164 45%	60 46%	1059 49%g	108 50%	63 50%	29 41%	47 50%	157 57%mopq	118 57%mopq	90 50%	122 53%	97 42%	168 50%	160 45%	100 44%	12 36%	96 52%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	**688**	322	250	68	36	7	572	43	296	255	90	37	3	551	40
	27%	**33%bceg**	**25%e**	*21%*	*23%*	*11%*	**29%ceg**	*20%*	*29%*	*26%*	*23%*	*30%*	*8%*	*28%*	*25%*
Your gas / electricity provider	**598**	257	237	60	37	4	494	42	270	212	80	31	*	482	31
	23%	**26%ce**	**23%e**	*18%*	**24%e**	*6%*	**25%e**	*19%*	*27%*	*22%*	*20%*	*25%*	*1%*	*24%*	*19%*
Your local council or tax office	**977**	422	387	106	45	13	810	58	415	372	124	47	13	787	59
	38%	**43%cdeg**	**38%eg**	*32%*	*29%*	*20%*	**41%cdeg**	*26%*	**41%j**	*38%*	*32%*	*39%*	*31%*	**40%j**	*37%*
Your GP / medical or healthcare professional	**431**	205	151	41	26	4	356	31	202	144	51	30	2	346	31
	17%	**21%bce**	*15%*	*13%*	*17%*	*7%*	*18%*	*14%*	**20%ij**	*15%*	*13%*	**24%ij**	*4%*	*17%*	*19%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**428**	210	147	40	23	4	357	28	188	148	59	26	4	336	30
	17%	**21%bceg**	*15%*	*12%*	*15%*	*6%*	*18%*	*13%*	*19%*	*15%*	*15%*	*22%*	*9%*	*17%*	*18%*
Your landline phone provider	**474**	212	184	48	26	2	397	29	221	172	58	20	*	393	21
	19%	**22%ceg**	**18%e**	*15%*	**17%e**	*3%*	**20%e**	*13%*	**22%jn**	*18%*	*15%*	*17%*	*1%*	*20%*	*13%*
Your paid TV provider	**402**	169	160	39	29	2	330	32	180	153	43	25	*	332	26
	16%	**17%e**	**16%e**	*12%*	**19%e**	*3%*	**17%e**	*14%*	**18%j**	*16%*	*11%*	**21%ij**	*1%*	**17%j**	*16%*
Your broadband provider	**405**	172	162	51	15	5	333	20	194	144	48	18	1	338	19
	16%	**18%g**	**16%g**	*16%*	*9%*	*8%*	**17%g**	*9%*	**19%j**	*15%*	*12%*	*15%*	*2%*	*17%*	*12%*
Your mobile phone provider	**299**	135	109	34	17	2	245	19	146	100	32	19	*	246	19
	12%	*14%*	*11%*	*10%*	*11%*	*3%*	*12%*	*8%*	**14%ij**	*10%*	*8%*	*16%*	*1%*	*12%*	*12%*
Would not be happy to receive Post from any organisation	**1258**	413	503	191	88	50	916	138	468	478	208	63	28	945	91
	49%	*42%*	**50%a**	**59%abf**	**57%af**	**73%abf**	*46%*	**62%abf**	*46%*	*49%*	*53%*	*52%*	*68%*	*48%*	*56%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**688**	50	628	10	195	459	33	676	4	4	-	685	3
	27%	*25%*	*27%*	*16%*	*25%*	*28%*	*21%*	*27%*	*12%*	*31%*	-	*27%*	*17%*
Your gas / electricity provider	**598**	39	547	12	186	376	36	586	4	6	-	597	1
	23%	*20%*	*24%*	*19%*	*24%*	*23%*	*23%*	*24%*	*12%*	*47%*	-	*24%*	*8%*
Your local council or tax office	**977**	55	910	11	279	651	46	965	6	4	1	975	1
	38%	*28%*	**40%ac**	*19%*	*36%*	**40%f**	*29%*	*39%*	*17%*	*31%*	*18%*	*38%*	*8%*
Your GP / medical or healthcare professional	**431**	37	388	6	130	277	24	425	3	3	-	431	-
	17%	*18%*	*17%*	*11%*	*17%*	*17%*	*15%*	*17%*	*9%*	*23%*	-	*17%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**428**	36	380	11	141	261	26	415	7	4	-	425	2
	17%	*18%*	*17%*	*19%*	*18%*	*16%*	*16%*	*17%*	*18%*	*31%*	-	*17%*	*15%*
Your landline phone provider	**474**	34	434	6	159	288	28	463	5	5	-	473	1
	19%	*17%*	*19%*	*10%*	*20%*	*18%*	*17%*	*19%*	*13%*	*39%*	-	*19%*	*8%*
Your paid TV provider	**402**	35	358	9	130	246	26	396	2	3	-	400	2
	16%	*17%*	*16%*	*16%*	*17%*	*15%*	*16%*	*16%*	*5%*	*23%*	-	*16%*	*10%*
Your broadband provider	**405**	42	354	9	136	247	22	398	4	1	-	403	3
	16%	*21%*	*15%*	*16%*	*17%*	*15%*	*14%*	*16%*	*10%*	*11%*	-	*16%*	*17%*
Your mobile phone provider	**299**	24	269	6	85	189	25	294	3	1	-	299	-
	12%	*12%*	*12%*	*9%*	*11%*	*12%*	*16%*	*12%*	*9%*	*9%*	-	*12%*	-
Would not be happy to receive Post from any organisation	**1258**	109	1113	36	369	803	87	1221	21	4	5	1246	8
	49%	*55%*	*48%*	*60%*	*47%*	*50%*	*55%*	*49%*	*59%*	*29%*	*82%*	*49%*	*50%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**688**	112	219	120	236	-	112	-	104	-	115	-	120	-	119	-	117
	27%	*26%*	*25%*	*29%*	*28%*	-	*26%*	-	*24%*	-	*26%*	-	*29%*	-	*28%*	-	*29%*
Your gas / electricity provider	**598**	108	210	86	194	-	108	-	91	-	119	-	86	-	106	-	88
	23%	*25%*	*24%*	*21%*	*23%*	-	*25%*	-	*21%*	-	*27%*	-	*21%*	-	*25%*	-	*22%*
Your local council or tax office	**977**	174	350	147	307	-	174	-	178	-	172	-	147	-	165	-	142
	38%	*40%*	*40%*	*35%*	*37%*	-	*40%*	-	*41%*	-	*38%*	-	*35%*	-	*38%*	-	*36%*
Your GP / medical or healthcare professional	**431**	64	144	78	145	-	64	-	68	-	76	-	78	-	81	-	65
	17%	*15%*	*16%*	*19%*	*18%*	-	*15%*	-	*16%*	-	*17%*	-	*19%*	-	*19%*	-	*16%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**428**	63	141	76	147	-	63	-	67	-	74	-	76	-	82	-	65
	17%	*15%*	*16%*	*18%*	*18%*	-	*15%*	-	*16%*	-	*16%*	-	*18%*	-	*19%*	-	*16%*
Your landline phone provider	**474**	73	157	82	162	-	73	-	70	-	88	-	82	-	94	-	68
	19%	*17%*	*18%*	*20%*	*20%*	-	*17%*	-	*16%*	-	*20%*	-	*20%*	-	*22%*	-	*17%*
Your paid TV provider	**402**	67	126	78	131	-	67	-	62	-	64	-	78	-	67	-	65
	16%	*15%*	*14%*	*19%*	*16%*	-	*15%*	-	*14%*	-	*14%*	-	*19%*	-	*15%*	-	*16%*
Your broadband provider	**405**	78	124	66	137	-	78	-	52	-	72	-	66	-	71	-	66
	16%	*18%*	*14%*	*16%*	*17%*	-	*18%*	-	*12%*	-	*16%*	-	*16%*	-	*16%*	-	*17%*
Your mobile phone provider	**299**	52	98	42	105	-	52	-	46	-	52	-	42	-	63	-	43
	12%	*12%*	*11%*	*10%*	*13%*	-	*12%*	-	*11%*	-	*12%*	-	*10%*	-	*15%*	-	*11%*
Would not be happy to receive Post from any organisation	**1258**	215	440	209	395	-	215	-	215	-	224	-	209	-	200	-	196
	49%	*49%*	*50%*	*50%*	*48%*	-	*49%*	-	*50%*	-	*50%*	-	*50%*	-	*46%*	-	*49%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**297** *12%*	- -	297 *12%*	161 *13%*	135 *10%*	64 20%hijk	46 14%hj	83 15%hijk	22 *6%*	39 *9%*	22 *7%*	21 *8%*	110 17%mno	105 *11%*	82 *8%*	43 *8%*	253 *11%*	42 *17%*	260 *10%*
Your gas / electricity provider	**275** *11%*	- -	275 *11%*	163 13%d	111 *8%*	55 17%hijk	38 12%ijk	98 18%hijk	31 *8%*	26 *6%*	16 *5%*	11 *5%*	93 15%no	129 14%no	53 *5%*	27 *5%*	227 *10%*	46 19%p	233 *9%*
Your local council or tax office	**266** *10%*	- -	266 *10%*	151 12%d	115 *9%*	45 14%hij	33 *10%*	79 15%hij	30 *8%*	35 *8%*	22 *7%*	21 *9%*	78 12%n	109 12%n	79 *8%*	43 *8%*	226 *10%*	38 *15%*	250 *10%*
Your GP / medical or healthcare professional	**888** *35%*	- -	888 *35%*	430 *35%*	456 *34%*	102 *32%*	81 *25%*	174 *32%*	126 *32%*	149 35%f	137 43%efgh	120 48%efghi	182 *29%*	301 *32%*	406 41%lm	257 46%lm	798 *35%*	86 *35%*	1002 *39%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**224** *9%*	- -	224 *9%*	156 13%d	68 *5%*	50 16%hijk	30 9%ij	77 14%hijk	28 *7%*	15 *3%*	11 *3%*	14 *6%*	80 13%no	105 11%no	39 *4%*	25 *4%*	181 *8%*	41 17%p	186 *7%*
Your landline phone provider	**384** *15%*	- -	384 *15%*	228 19%d	156 *12%*	76 24%fhijk	51 *16%*	119 22%hijk	37 *9%*	40 *9%*	30 *10%*	30 *12%*	127 20%no	156 17%no	101 *10%*	61 *11%*	315 *14%*	68 28%p	385 *15%*
Your paid TV provider	**256** *10%*	- -	256 *10%*	150 12%d	104 *8%*	54 17%hijk	44 14%ijk	87 16%hijk	31 8%k	20 *5%*	16 *5%*	4 *2%*	98 15%no	118 13%no	40 *4%*	19 *3%*	208 *9%*	47 19%p	216 *8%*
Your broadband provider	**291** *11%*	- -	291 *11%*	176 14%d	114 *9%*	55 17%hijk	42 13%i	84 16%ijk	39 *10%*	28 *7%*	23 *7%*	21 *8%*	96 15%no	123 13%no	72 *7%*	44 *8%*	247 *11%*	43 18%p	268 *10%*
Your mobile phone provider	**297** *12%*	- -	297 *12%*	191 16%d	106 *8%*	61 19%fhij	35 11%i	100 19%fhij	28 *7%*	22 *5%*	21 *7%*	29 12%i	96 15%no	128 14%no	73 *7%*	50 *9%*	243 *11%*	53 21%p	274 *11%*
Would not be happy to receive Phone call from any organisation	**1359** *53%*	- -	1359 *53%*	607 *50%*	745 56%c	138 *44%*	184 57%e	261 *49%*	245 62%egk	247 58%egk	169 *54%*	115 *47%*	322 *51%*	506 *54%*	531 *54%*	284 *50%*	1249 54%q	99 *40%*	1320 *51%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	297 12%	74 15%	84 10%	72 12%	66 10%	159 12%	138 11%	194 13%h	90 9%	34 11%	22 7%	78 11%	70 12%j	62 13%j	169 11%	34 11%	236 11%
Your gas / electricity provider	275 11%	86 17%bcd	72 9%	62 11%	55 9%	158 12%	117 10%	195 13%h	70 7%	26 8%	18 5%	62 9%	68 12%j	76 16%ijkn	148 9%	26 8%	229 11%
Your local council or tax office	266 10%	64 13%	71 9%	74 13%	57 9%	135 10%	131 11%	179 12%h	77 8%	33 11%	28 8%	63 9%	58 10%	62 13%	149 9%	33 11%	215 10%
Your GP / medical or healthcare professional	888 35%	191 37%	270 33%	215 37%	212 34%	462 35%	427 35%	463 31%	409 41%g	102 32%	122 36%	233 34%	203 35%	158 34%	558 35%	102 32%	726 35%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	224 9%	79 15%bcd	66 8%d	57 10%d	22 3%	145 11%f	79 6%	175 12%h	46 5%	18 6%	16 5%	43 6%	61 11%jk	72 16%ijkn	120 8%	18 6%	193 9%
Your landline phone provider	384 15%	108 21%bd	103 13%	100 17%d	71 11%	212 16%	172 14%	261 17%h	113 11%	40 13%	47 14%	98 14%	82 14%	85 18%	226 14%	41 13%	316 15%
Your paid TV provider	256 10%	74 15%bd	63 8%	67 11%	52 8%	138 10%	118 10%	192 13%h	58 6%	23 7%	22 7%	63 9%	56 10%	68 15%ijkn	141 9%	23 7%	214 10%
Your broadband provider	291 11%	77 15%bd	70 9%	89 15%bd	54 9%	148 11%	143 12%	191 13%h	89 9%	30 10%	21 6%	79 11%	72 12%j	64 14%j	172 11%	30 10%	241 12%
Your mobile phone provider	297 12%	88 17%bd	72 9%	84 14%bd	53 8%	160 12%	137 11%	191 13%	97 10%	41 13%j	20 6%	79 12%j	71 12%j	69 15%j	170 11%j	41 13%	239 11%
Would not be happy to receive Phone call from any organisation	1359 53%	230 45%	472 57%a	295 50%	362 57%a	702 53%	657 54%	827 55%	514 51%	184 59%	185 55%	366 53%	307 53%	228 49%	858 54%	186 59%	1101 53%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	297 12%	254 12%	43 12%	18 14%	251 12%	25 12%	11 9%	9 13%	8 8%	45 16%o	22 10%	21 12%	23 10%	27 12%	57 17%o	29 8%	20 9%	6 19%o	19 10%
Your gas / electricity provider	275 11%	246 11%	29 8%	15 11%	240 11%f	21 10%	7 6%	7 11%	12 13%	43 16%ko	27 13%	12 7%	19 8%	31 13%	51 15%ko	23 7%	21 10%	3 8%	18 10%
Your local council or tax office	266 10%	235 11%	31 9%	13 10%	227 11%	21 10%	11 9%	7 10%	11 12%	46 17%klr	29 14%	14 8%	17 7%	24 10%	32 9%	32 9%	22 10%	5 15%	16 9%
Your GP / medical or healthcare professional	888 35%	737 34%	151 42%a	56 43%	717 33%	92 42%d	45 36%	35 50%df	31 33%	81 29%	91 44%ln	57 32%	92 40%n	85 36%n	82 24%	121 34%	77 34%	11 34%	80 44%lkn
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	224 9%	197 9%	27 8%	11 9%	201 9%e	9 4%	9 7%	5 7%	8 8%	26 9%	14 7%	15 9%	14 6%	25 11%r	51 15%ljpr	38 11%r	10 5%	1 4%	8 4%
Your landline phone provider	384 15%	332 15%	52 14%	24 19%	328 15%	24 11%	21 17%	10 15%	14 15%	56 20%pr	26 13%	21 11%	34 15%	31 13%	73 21%kpr	50 14%	23 10%	4 12%	20 11%
Your paid TV provider	256 10%	226 10%	29 8%	13 10%	227 11%e	12 6%	9 7%	8 11%e	13 14%kr	38 14%kr	17 8%	9 5%	20 9%	26 11%	59 17%jklopr	30 8%	16 7%	2 5%	10 6%
Your broadband provider	291 11%	256 12%	35 10%	19 15%	252 12%	20 9%	10 8%	8 12%	9 9%	41 15%	27 13%	16 9%	27 12%	30 13%	46 13%	34 10%	22 10%	3 8%	17 10%
Your mobile phone provider	297 12%	260 12%	37 10%	17 13%	256 12%	20 9%	14 11%	7 11%	12 12%	46 17%kpq	22 11%	9 5%	25 11%	29 12%	54 16%k	40 11%	18 8%	1 4%	19 11%
Would not be happy to receive Phone call from any organisation	1359 53%	1180 54%	179 50%	62 47%	1154 54%g	106 49%	68 54%g	31 44%	53 56%	152 55%	99 48%	105 58%	118 51%	120 51%	173 51%	203 56%	131 59%r	19 57%	87 47%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	297 *12%*	103 *11%*	130 *13%*	37 *11%*	17 *11%*	7 *10%*	233 *12%*	24 *11%*	111 *11%*	123 *13%*	40 *10%*	17 *14%*	3 *7%*	234 *12%*	20 *13%*
Your gas / electricity provider	275 *11%*	104 *11%*	127 **13%g**	32 *10%*	8 *5%*	4 *6%*	231 **12%g**	13 *6%*	111 *11%*	118 *12%*	34 *9%*	11 *9%*	* *1%*	229 *12%*	11 *7%*
Your local council or tax office	266 *10%*	96 *10%*	116 *12%*	30 *9%*	18 *11%*	5 *7%*	213 *11%*	23 *10%*	110 *11%*	98 *10%*	37 *9%*	18 *15%*	2 *5%*	208 *11%*	20 *12%*
Your GP / medical or healthcare professional	888 *35%*	371 **38%cg**	368 **36%c**	86 *26%*	46 *30%*	15 *23%*	739 **37%cg**	62 *28%*	368 *36%*	341 *35%*	124 *32%*	42 *35%*	8 *20%*	709 *36%*	50 *31%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	224 *9%*	76 *8%*	101 *10%*	25 *8%*	15 *10%*	6 *9%*	177 *9%*	21 *10%*	81 *8%*	99 *10%*	33 *8%*	10 *8%*	* *1%*	181 *9%*	10 *6%*
Your landline phone provider	384 *15%*	149 *15%*	155 *15%*	42 *13%*	28 *18%*	8 *11%*	305 *15%*	36 *16%*	157 *16%*	143 *15%*	62 *16%*	17 *14%*	1 *3%*	300 *15%*	18 *11%*
Your paid TV provider	256 *10%*	107 *11%*	103 *10%*	31 *10%*	9 *6%*	5 *8%*	210 *11%*	14 *6%*	112 *11%*	91 *9%*	40 *10%*	8 *7%*	3 *7%*	203 *10%*	11 *7%*
Your broadband provider	291 *11%*	110 *11%*	128 *13%*	34 *10%*	12 *8%*	5 *8%*	238 *12%*	18 *8%*	112 *11%*	126 *13%*	36 *9%*	13 *11%*	2 *4%*	238 *12%*	15 *9%*
Your mobile phone provider	297 *12%*	115 *12%*	130 *13%*	34 *11%*	11 *7%*	7 *11%*	245 *12%*	18 *8%*	126 *12%*	111 *12%*	41 *10%*	14 *11%*	4 *9%*	237 *12%*	18 *11%*
Would not be happy to receive Phone call from any organisation	1359 *53%*	484 *49%*	526 *52%*	206 **63%abf**	82 *53%*	46 **68%af**	1010 *51%*	128 *57%*	517 *51%*	509 *53%*	224 *57%*	66 *54%*	26 *64%*	1026 *52%*	92 *57%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**297**	37	247	13	96	163	38	276	10	2	2	288	7
	12%	**19%b**	*11%*	*21%*	*12%*	*10%*	**24%de**	*11%*	*29%*	*15%*	*36%*	*11%*	*42%*
Your gas / electricity provider	**275**	45	224	6	101	144	29	253	12	3	2	268	5
	11%	**23%b**	*10%*	*11%*	**13%e**	*9%*	**18%e**	*10%*	*34%*	*22%*	*36%*	*11%*	*31%*
Your local council or tax office	**266**	41	217	8	110	131	25	253	2	2	2	257	7
	10%	**21%b**	*9%*	*13%*	**14%e**	*8%*	**16%e**	*10%*	*5%*	*14%*	*36%*	*10%*	*45%*
Your GP / medical or healthcare professional	**888**	72	794	22	281	544	63	863	9	5	3	878	8
	35%	*36%*	*35%*	*37%*	*36%*	*34%*	*40%*	*35%*	*27%*	*37%*	*54%*	*35%*	*49%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**224**	30	191	2	84	116	24	205	8	4	2	218	4
	9%	**15%b**	*8%*	*4%*	**11%e**	*7%*	**15%e**	*8%*	*23%*	*32%*	*36%*	*9%*	*27%*
Your landline phone provider	**384**	51	318	14	132	208	43	363	12	*	2	375	6
	15%	**26%b**	*14%*	*24%*	**17%e**	*13%*	**27%de**	*15%*	*33%*	*2%*	*36%*	*15%*	*41%*
Your paid TV provider	**256**	34	214	8	88	130	38	242	6	-	2	248	6
	10%	**17%b**	*9%*	*13%*	**11%e**	*8%*	**24%de**	*10%*	*16%*	-	*36%*	*10%*	*37%*
Your broadband provider	**291**	38	244	9	92	158	41	277	6	-	2	283	6
	11%	**19%b**	*11%*	*15%*	*12%*	*10%*	**26%de**	*11%*	*18%*	-	*36%*	*11%*	*37%*
Your mobile phone provider	**297**	37	251	10	111	159	27	277	8	3	2	288	7
	12%	**19%b**	*11%*	*16%*	**14%e**	*10%*	**17%e**	*11%*	*23%*	*24%*	*36%*	*11%*	*45%*
Would not be happy to receive Phone call from any organisation	**1359**	86	1241	31	369	924	66	1339	10	5	3	1354	2
	53%	*44%*	**54%a**	*53%*	*47%*	**57%df**	*42%*	*54%*	*27%*	*39%*	*46%*	*53%*	*15%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**297**	41	119	43	95	-	41	-	51	-	68	-	43	-	58	-	36
	12%	*9%*	*14%*	*10%*	*11%*	-	*9%*	-	*12%*	-	**15%p**	-	*10%*	-	*14%*	-	*9%*
Your gas / electricity provider	**275**	31	94	42	108	-	31	-	42	-	52	-	42	-	60	-	48
	11%	*7%*	*11%*	*10%*	**13%a**	-	*7%*	-	*10%*	-	*12%*	-	*10%*	-	**14%f**	-	*12%*
Your local council or tax office	**266**	44	86	43	93	-	44	-	37	-	49	-	43	-	50	-	43
	10%	*10%*	*10%*	*10%*	*11%*	-	*10%*	-	*9%*	-	*11%*	-	*10%*	-	*12%*	-	*11%*
Your GP / medical or healthcare professional	**888**	157	303	151	277	-	157	-	153	-	151	-	151	-	136	-	141
	35%	*36%*	*35%*	*36%*	*33%*	-	*36%*	-	*35%*	-	*34%*	-	*36%*	-	*32%*	-	*35%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**224**	28	68	40	87	-	28	-	32	-	37	-	40	-	46	-	41
	9%	*7%*	*8%*	*10%*	*11%*	-	*7%*	-	*7%*	-	*8%*	-	*10%*	-	*11%*	-	*10%*
Your landline phone provider	**384**	47	130	56	150	-	47	-	65	-	65	-	56	-	73	-	78
	15%	*11%*	*15%*	*14%*	**18%a**	-	*11%*	-	*15%*	-	*15%*	-	*14%*	-	*17%*	-	**19%f**
Your paid TV provider	**256**	25	90	44	97	-	25	-	38	-	52	-	44	-	53	-	44
	10%	*6%*	**10%a**	*11%*	**12%a**	-	*6%*	-	*9%*	-	**12%f**	-	*11%*	-	**12%f**	-	**11%f**
Your broadband provider	**291**	36	103	39	113	-	36	-	49	-	54	-	39	-	64	-	49
	11%	*8%*	*12%*	*9%*	**14%a**	-	*8%*	-	*11%*	-	*12%*	-	*9%*	-	**15%f**	-	*12%*
Your mobile phone provider	**297**	45	92	60	100	-	45	-	44	-	48	-	60	-	53	-	47
	12%	*10%*	*11%*	*14%*	*12%*	-	*10%*	-	*10%*	-	*11%*	-	*14%*	-	*12%*	-	*12%*
Would not be happy to receive Phone call from any organisation	**1359**	234	487	205	433	-	234	-	237	-	250	-	205	-	227	-	206
	53%	*54%*	*56%*	*50%*	*52%*	-	*54%*	-	*55%*	-	*56%*	-	*50%*	-	*53%*	-	*52%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**211**	-	211	118	93	54	41	53	31	9	8	15	95	84	32	23	176	33	190
	8%	-	*8%*	*10%*	*7%*	**17%ghijk**	**13%ijk**	**10%ij**	**8%ij**	*2%*	*3%*	**6%l**	**15%mno**	**9%no**	*3%*	*4%*	*8%*	**13%p**	*7%*
Your gas / electricity provider	**163**	-	163	102	61	43	35	38	26	11	5	5	78	64	21	10	127	34	127
	6%	-	*6%*	**8%d**	*5%*	**14%ghijk**	**11%ijk**	**7%ijk**	**7%ij**	*3%*	*1%*	*2%*	**12%mno**	**7%no**	*2%*	*2%*	*6%*	**14%p**	*5%*
Your local council or tax office	**170**	-	170	123	47	47	35	54	20	7	5	3	81	74	15	8	137	32	122
	7%	-	*7%*	**10%d**	*4%*	**15%hijk**	**11%hijk**	**10%hijk**	**5%ik**	*2%*	*2%*	*1%*	**13%mno**	**8%no**	*1%*	*1%*	*6%*	**13%p**	*5%*
Your GP / medical or healthcare professional	**358**	-	358	176	180	66	59	84	45	58	24	23	125	129	104	47	308	43	286
	14%	-	*14%*	*14%*	*14%*	**21%hijk**	**18%ijk**	**16%ij**	*11%*	*14%*	*8%*	*9%*	**20%mno**	**14%o**	*11%*	*8%*	*13%*	*18%*	*11%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**219**	-	219	120	99	45	41	53	36	25	15	5	86	88	45	20	186	31	205
	9%	-	*9%*	*10%*	*7%*	**14%ijk**	**13%ijk**	**10%k**	**9%k**	*6%*	*5%*	*2%*	**14%no**	**9%no**	*5%*	*4%*	*8%*	*13%*	*8%*
Your landline phone provider	**169**	-	169	106	62	39	32	34	24	18	11	10	71	58	40	21	130	33	149
	7%	-	*7%*	**9%d**	*5%*	**12%ghijk**	**10%ijk**	*6%*	*6%*	*4%*	*4%*	*4%*	**11%mno**	*6%*	*4%*	*4%*	*6%*	**14%p**	*6%*
Your paid TV provider	**173**	-	173	111	62	44	40	41	26	8	6	8	85	67	22	14	139	30	144
	7%	-	*7%*	**9%d**	*5%*	**14%ghijk**	**13%hijk**	**8%ij**	**7%ij**	*2%*	*2%*	*3%*	**13%mno**	**7%no**	*2%*	*2%*	*6%*	**12%p**	*6%*
Your broadband provider	**203**	-	203	119	84	48	40	51	24	14	10	15	88	75	40	25	168	29	158
	8%	-	*8%*	**10%d**	*6%*	**15%ghijk**	**12%hij**	**9%ij**	*6%*	*3%*	*3%*	*6%*	**14%mno**	**8%n**	*4%*	*5%*	*7%*	*12%*	*6%*
Your mobile phone provider	**580**	-	580	266	312	87	71	120	71	96	75	60	157	192	231	135	509	64	565
	23%	-	*23%*	*22%*	*24%*	**28%h**	*22%*	*22%*	*18%*	*23%*	*24%*	*24%*	*25%*	*21%*	*23%*	*24%*	*22%*	*26%*	*22%*
Would not be happy to receive Text message from any organisation	**1581**	-	1581	737	838	142	173	309	276	291	224	165	315	585	680	389	1451	121	1646
	62%	-	*62%*	*60%*	*63%*	*45%*	*54%*	**57%e**	**70%efg**	**68%efg**	**71%efg**	**67%ef**	*50%*	**63%l**	**69%lm**	**69%l**	**63%q**	*50%*	*64%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	211	58	54	62	36	113	99	164	46	14	30	44	55	62	129	14	193
	8%	11%bd	7%	11%bd	6%	8%	8%	11%h	5%	5%	9%	6%	10%i	14%ikn	8%	5%	9%o
Your gas / electricity provider	163	56	27	41	39	83	80	129	34	16	21	42	34	45	97	16	143
	6%	11%bd	3%	7%b	6%	6%	7%	9%h	3%	5%	6%	6%	6%	10%n	6%	5%	7%
Your local council or tax office	170	57	43	34	36	100	70	139	29	15	16	46	35	58	97	15	155
	7%	11%bcd	5%	6%	6%	8%	6%	9%h	3%	5%	5%	7%	6%	13%ijkln	6%	5%	7%
Your GP / medical or healthcare professional	358	75	116	83	84	191	167	247	107	39	45	92	75	81	212	40	298
	14%	15%	14%	14%	13%	14%	14%	16%h	11%	12%	13%	13%	13%	18%	13%	13%	14%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	219	66	68	51	35	134	85	162	56	21	18	49	41	76	108	21	185
	9%	13%bd	8%	9%	5%	10%f	7%	11%h	6%	7%	5%	7%	7%	16%ijkln	7%	7%	9%
Your landline phone provider	169	39	44	44	41	83	86	116	53	15	25	46	31	46	101	15	147
	7%	8%	5%	8%	7%	6%	7%	8%	5%	5%	7%	7%	5%	10%il	6%	5%	7%
Your paid TV provider	173	57	47	36	33	105	68	130	39	15	13	56	24	60	92	16	152
	7%	11%bcd	6%	6%	5%	8%	6%	9%h	4%	5%	4%	8%jl	4%	13%ijkln	6%	5%	7%
Your broadband provider	203	60	55	42	46	115	88	139	61	23	18	52	37	61	107	23	168
	8%	12%bd	7%	7%	7%	9%	7%	9%h	6%	7%	6%	7%	6%	13%ijkln	7%	7%	8%
Your mobile phone provider	580	120	188	128	144	308	272	338	236	50	95	164	113	118	372	50	492
	23%	24%	23%	22%	23%	23%	22%	22%	24%	16%	28%il	24%i	20%	26%i	23%i	16%	24%o
Would not be happy to receive Text message from any organisation	1581	276	523	368	414	799	782	894	655	222	195	432	374	238	1001	224	1260
	62%	54%	63%a	63%a	65%a	60%	64%	59%	66%g	71%jmn	58%	63%m	65%m	52%	63%m	71%p	60%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	211	191	20	9	189	9	6	7	9	27	15	11	23	17	43	34	10	*	9
	8%	9%	6%	7%	9%e	4%	5%	9%e	9%	10%	7%	6%	10%	7%	13%pqr	10%	4%	*	5%
Your gas / electricity provider	163	144	20	3	146	6	7	4	6	31	11	13	11	10	36	19	10	-	6
	6%	7%	5%	2%	7%e	3%	5%	6%	6%	11%mpqr	5%	7%	5%	4%	11%r	5%	4%	-	3%
Your local council or tax office	170	152	18	6	153	10	4	3	6	30	9	9	14	8	45	26	7	1	9
	7%	7%	5%	5%	7%	4%	3%	4%	6%	11%mp	4%	5%	6%	3%	13%jkmpr	7%	3%	2%	5%
Your GP / medical or healthcare professional	358	325	33	17	322	21	10	6	12	49	26	30	22	18	70	65	29	3	18
	14%	15%b	9%	13%	15%efg	10%	8%	9%	13%	18%mr	13%	17%m	10%	8%	21%ilmr	18%mr	13%	9%	10%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	219	198	21	12	181	18	11	9	8	35	16	9	13	12	47	26	14	5	13
	9%	9%	6%	9%	8%	8%	9%	13%	8%	13%km	8%	5%	6%	5%	14%klmp	7%	6%	14%km	7%
Your landline phone provider	169	152	17	4	146	8	9	6	8	30	15	14	15	7	26	22	10	3	5
	7%	7%	5%	3%	7%	4%	7%	8%e	8%r	11%mr	7%	8%	7%	3%	8%	6%	4%	8%	3%
Your paid TV provider	173	153	20	11	154	9	7	4	3	36	12	14	12	11	32	25	8	1	8
	7%	7%	6%	8%	7%	4%	5%	6%	3%	13%hlmpr	6%	8%	5%	5%	9%	7%	4%	3%	4%
Your broadband provider	203	171	32	13	186	9	4	4	5	32	16	15	18	12	45	34	10	1	9
	8%	8%	9%	10%	9%ef	4%	3%	5%	5%	11%pr	8%	8%	8%	5%	13%mpr	9%	4%	2%	5%
Your mobile phone provider	580	509	71	28	489	54	22	15	13	70	52	48	47	49	74	94	42	7	46
	23%	23%	20%	21%	23%	25%	18%	22%	14%	25%h	25%h	27%h	20%	21%	22%	26%h	19%	21%	25%h
Would not be happy to receive Text message from any organisation	1581	1334	247	81	1314	139	84	43	64	153	133	112	163	155	174	215	146	21	119
	62%	61%	68%a	62%	61%	64%	67%	62%	68%n	55%	64%n	62%	71%in	66%n	51%	60%	65%n	61%	65%n

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	211 8%	67 7%	100 10%	18 5%	15 9%	11 16%ac	167 8%	26 12%	85 8%	85 9%	28 7%	12 10%	* *	171 9%	12 7%
Your gas / electricity provider	163 6%	44 4%	69 7%	23 7%	19 13%af	8 12%a	112 6%	28 12%abf	56 6%	68 7%	23 6%	12 10%	3 7%	125 6%	15 9%
Your local council or tax office	170 7%	60 6%	70 7%	14 4%	13 8%	13 19%abcf	129 7%	26 12%acf	56 5%	76 8%	28 7%	7 6%	2 6%	132 7%	9 6%
Your GP / medical or healthcare professional	358 14%	104 11%	162 16%a	50 15%	29 19%a	13 19%	265 13%	42 19%a	125 12%	158 16%	54 14%	13 10%	8 18%	283 14%	20 12%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	219 9%	81 8%	86 9%	25 8%	17 11%	10 15%	167 8%	27 12%	90 9%	86 9%	31 8%	8 7%	2 5%	177 9%	10 6%
Your landline phone provider	169 7%	50 5%	80 8%	18 6%	10 6%	10 15%acf	130 7%	20 9%	65 6%	79 8%j	13 3%	8 7%	2 5%	145 7%j	10 6%
Your paid TV provider	173 7%	49 5%	76 8%	26 8%	14 9%	7 11%	125 6%	21 10%a	58 6%	81 8%	22 6%	7 5%	5 12%	139 7%	11 7%
Your broadband provider	203 8%	87 9%	73 7%	21 6%	17 11%	6 9%	159 8%	23 10%	93 9%	75 8%	25 6%	6 5%	5 13%	168 8%	11 7%
Your mobile phone provider	580 23%	198 20%	247 24%	62 19%	48 31%ac	21 32%	444 22%	70 31%acf	217 21%	233 24%	96 25%	22 18%	8 19%	450 23%	29 18%
Would not be happy to receive Text message from any organisation	1581 62%	628 64%dg	604 60%	220 67%dg	78 51%	38 56%	1232 62%dg	116 52%	634 63%	576 60%	245 63%	81 67%	28 68%	1210 61%	109 67%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**211**	11	193	8	70	116	25	207	2	3	-	211	-
	8%	*5%*	*8%*	*13%*	*9%*	*7%*	**16%e**	*8%*	*6%*	*20%*	-	*8%*	-
Your gas / electricity provider	**163**	14	146	3	51	89	23	160	*	*	-	161	3
	6%	*7%*	*6%*	*5%*	*6%*	*6%*	**15%de**	*6%*	*	*2%*	-	*6%*	*17%*
Your local council or tax office	**170**	18	149	3	60	89	21	156	8	4	-	168	1
	7%	*9%*	*6%*	*5%*	*8%*	*6%*	**13%e**	*6%*	*23%*	*32%*	-	*7%*	*9%*
Your GP / medical or healthcare professional	**358**	20	329	9	126	213	19	352	4	2	-	358	-
	14%	*10%*	*14%*	*15%*	*16%*	*13%*	*12%*	*14%*	*10%*	*16%*	-	*14%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**219**	18	198	3	67	133	19	210	9	-	-	219	*
	9%	*9%*	*9%*	*5%*	*9%*	*8%*	*12%*	*8%*	*26%*	-	-	*9%*	*2%*
Your landline phone provider	**169**	15	151	3	53	96	20	161	4	2	-	167	2
	7%	*8%*	*7%*	*5%*	*7%*	*6%*	**13%de**	*6%*	*12%*	*14%*	-	*7%*	*10%*
Your paid TV provider	**173**	10	158	5	50	105	18	166	3	2	-	171	2
	7%	*5%*	*7%*	*9%*	*6%*	*6%*	*11%*	*7%*	*10%*	*17%*	-	*7%*	*11%*
Your broadband provider	**203**	20	177	6	80	105	18	191	9	2	-	201	2
	8%	*10%*	*8%*	*9%*	**10%e**	*6%*	*11%*	*8%*	*25%*	*14%*	-	*8%*	*10%*
Your mobile phone provider	**580**	30	536	13	172	376	32	570	5	4	-	578	2
	23%	*15%*	**23%a**	*22%*	*22%*	*23%*	*20%*	*23%*	*13%*	*29%*	-	*23%*	*10%*
Would not be happy to receive Text message from any organisation	**1581**	118	1427	35	448	1040	93	1553	11	3	6	1567	8
	62%	*60%*	*62%*	*59%*	*58%*	**64%d**	*58%*	*62%*	*32%*	*23%*	*100%*	*62%*	*52%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**211**	37	69	36	69	-	37	-	26	-	43	-	36	-	36	-	33
	8%	*9%*	*8%*	*9%*	*8%*	-	*9%*	-	*6%*	-	*10%*	-	*9%*	-	*8%*	-	*8%*
Your gas / electricity provider	**163**	20	74	30	39	-	20	-	22	-	52	-	30	-	14	-	25
	6%	*5%*	**8%d**	*7%*	*5%*	-	*5%*	-	*5%*	-	**12%fhnp**	-	**7%n**	-	*3%*	-	*6%*
Your local council or tax office	**170**	12	71	27	60	-	12	-	21	-	49	-	27	-	30	-	30
	7%	*3%*	**8%a**	*7%*	**7%a**	-	*3%*	-	*5%*	-	**11%fh**	-	*7%*	-	**7%f**	-	**8%f**
Your GP / medical or healthcare professional	**358**	50	137	42	129	-	50	-	56	-	80	-	42	-	67	-	62
	14%	*11%*	*16%*	*10%*	*16%*	-	*11%*	-	*13%*	-	**18%fl**	-	*10%*	-	*16%*	-	*16%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**219**	37	78	34	70	-	37	-	38	-	40	-	34	-	40	-	30
	9%	*8%*	*9%*	*8%*	*9%*	-	*8%*	-	*9%*	-	*9%*	-	*8%*	-	*9%*	-	*8%*
Your landline phone provider	**169**	23	63	35	48	-	23	-	17	-	46	-	35	-	24	-	24
	7%	*5%*	*7%*	*8%*	*6%*	-	*5%*	-	*4%*	-	**10%fh**	-	*8%*	-	*6%*	-	*6%*
Your paid TV provider	**173**	19	69	32	53	-	19	-	22	-	47	-	32	-	33	-	19
	7%	*4%*	*8%*	*8%*	*6%*	-	*4%*	-	*5%*	-	**11%fhp**	-	*8%*	-	*8%*	-	*5%*
Your broadband provider	**203**	23	71	45	65	-	23	-	24	-	47	-	45	-	37	-	28
	8%	*5%*	*8%*	**11%a**	*8%*	-	*5%*	-	*6%*	-	**10%f**	-	**11%fh**	-	*9%*	-	*7%*
Your mobile phone provider	**580**	90	209	102	178	-	90	-	84	-	126	-	102	-	89	-	89
	23%	*21%*	*24%*	*25%*	*21%*	-	*21%*	-	*19%*	-	**28%h**	-	*25%*	-	*21%*	-	*22%*
Would not be happy to receive Text message from any organisation	**1581**	286	555	255	485	-	286	-	298	-	257	-	255	-	258	-	227
	62%	*66%*	*63%*	*62%*	*58%*	-	**66%p**	-	**69%jnp**	-	*58%*	-	*62%*	-	*60%*	-	*57%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**1139**	-	1139	534	600	118	113	238	213	209	150	98	231	451	457	248	1045	92	1175
	45%	-	*45%*	*44%*	*45%*	*38%*	*35%*	**44%f**	**54%efgk**	**49%ef**	**48%f**	*39%*	*36%*	**49%l**	**46%l**	**44%l**	*46%*	*38%*	*46%*
Your gas / electricity provider	**1289**	-	1289	585	702	111	127	235	238	255	175	147	238	473	577	323	1190	96	1350
	50%	-	*50%*	*48%*	*53%*	*35%*	*40%*	*44%*	**61%efg**	**60%efg**	**56%efg**	**59%efg**	*37%*	**51%l**	**58%lm**	**57%l**	**52%q**	*39%*	*52%*
Your local council or tax office	**923**	-	923	410	512	102	111	173	171	156	117	93	213	344	367	210	845	76	939
	36%	-	*36%*	*34%*	**39%c**	*33%*	*34%*	*32%*	**44%eg**	*37%*	*37%*	*38%*	*33%*	*37%*	*37%*	*37%*	*37%*	*31%*	*36%*
Your GP / medical or healthcare professional	**611**	-	611	287	320	75	92	144	115	85	67	31	168	259	184	98	554	55	565
	24%	-	*24%*	*24%*	*24%*	**24%k**	**29%ik**	**27%k**	**29%ik**	*20%*	**21%k**	*13%*	**26%no**	**28%no**	*19%*	*17%*	*24%*	*22%*	*22%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1140**	-	1140	502	633	135	142	247	188	201	133	94	276	435	428	227	1034	104	1195
	45%	-	*45%*	*41%*	**48%c**	*43%*	*44%*	*46%*	*48%*	*47%*	*42%*	*38%*	*43%*	*47%*	*43%*	*40%*	*45%*	*43%*	*46%*
Your landline phone provider	**1184**	-	1184	525	658	94	111	207	233	231	173	136	205	440	539	309	1105	75	1233
	46%	-	*46%*	*43%*	**50%c**	*30%*	*34%*	*38%*	**59%efg**	**54%efg**	**55%efg**	**55%efg**	*32%*	**47%l**	**55%lm**	**55%lm**	**48%q**	*31%*	*48%*
Your paid TV provider	**1242**	-	1242	556	683	116	135	264	227	242	148	110	252	491	500	258	1146	92	1294
	49%	-	*49%*	*46%*	**52%c**	*37%*	*42%*	**49%e**	**58%efgjk**	**57%efjk**	*47%*	*44%*	*40%*	**53%l**	**51%l**	*46%*	**50%q**	*38%*	*50%*
Your broadband provider	**1423**	-	1423	632	788	133	150	263	243	270	206	157	284	506	633	363	1306	114	1496
	56%	-	*56%*	*52%*	**59%c**	*42%*	*47%*	*49%*	**62%efg**	**64%efg**	**65%efg**	**64%efg**	*45%*	**54%l**	**64%lm**	**65%lm**	**57%q**	*46%*	*58%*
Your mobile phone provider	**1142**	-	1142	512	625	102	136	222	210	217	151	103	238	432	471	254	1053	85	1195
	45%	-	*45%*	*42%*	*47%*	*32%*	*42%*	**41%e**	**54%efgk**	**51%eg**	**48%e**	*42%*	*37%*	**46%l**	**48%l**	**45%l**	**46%q**	*35%*	*46%*
Would not be happy to receive Email/ online portal from any organisation	**654**	-	654	333	318	87	100	151	94	90	75	58	187	245	222	133	581	61	620
	26%	-	*26%*	*27%*	*24%*	*28%*	**31%l**	*28%*	*24%*	*21%*	*24%*	*23%*	**29%n**	*26%*	*23%*	*24%*	*25%*	*25%*	*24%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**1139**	208	409	240	281	618	521	693	431	124	162	321	250	210	732	124	953
	45%	*41%*	**50%ac**	*41%*	*44%*	*46%*	*43%*	*46%*	*43%*	*39%*	*48%*	*47%*	*43%*	*46%*	*46%*	*39%*	*46%*
Your gas / electricity provider	**1289**	229	473	268	318	703	586	745	528	153	191	359	295	213	846	153	1073
	50%	*45%*	**57%acd**	*46%*	*50%*	*53%*	*48%*	*49%*	*53%*	*49%*	**57%m**	*52%*	*51%*	*46%*	*53%*	*49%*	*51%*
Your local council or tax office	**923**	169	336	196	222	506	417	549	362	114	117	255	209	164	580	114	753
	36%	*33%*	**41%ac**	*33%*	*35%*	*38%*	*34%*	*36%*	*36%*	*36%*	*35%*	*37%*	*36%*	*36%*	*36%*	*36%*	*36%*
Your GP / medical or healthcare professional	**611**	128	214	131	138	342	269	417	185	64	86	169	134	122	389	64	516
	24%	*25%*	*26%*	*22%*	*22%*	*26%*	*22%*	**28%h**	*18%*	*20%*	*26%*	*25%*	*23%*	*27%*	*24%*	*20%*	*25%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1140**	228	403	234	275	631	509	716	412	115	149	332	273	201	755	115	968
	45%	*45%*	**49%c**	*40%*	*43%*	**47%f**	*42%*	**47%h**	*41%*	*37%*	*45%*	**48%i**	**48%i**	*44%*	**47%i**	*36%*	**46%o**
Your landline phone provider	**1184**	222	429	254	280	651	533	676	492	135	171	322	285	200	778	135	993
	46%	*43%*	**52%acd**	*43%*	*44%*	*49%*	*44%*	*45%*	*49%*	*43%*	*51%*	*47%*	*50%*	*43%*	*49%*	*43%*	*48%*
Your paid TV provider	**1242**	222	444	265	312	665	577	751	478	147	181	323	303	220	807	147	1041
	49%	*43%*	**54%ac**	*45%*	*49%*	*50%*	*47%*	*50%*	*48%*	*47%*	*54%*	*47%*	*53%*	*48%*	*50%*	*46%*	*50%*
Your broadband provider	**1423**	264	513	299	348	777	646	838	570	161	211	392	348	230	952	162	1197
	56%	*52%*	**62%acd**	*51%*	*55%*	**58%f**	*53%*	*55%*	*57%*	*52%*	**63%im**	*57%*	**61%im**	*50%*	**60%im**	*51%*	*57%*
Your mobile phone provider	**1142**	231	376	248	286	608	534	704	424	138	155	304	271	202	730	139	949
	45%	*45%*	*46%*	*42%*	*45%*	*45%*	*44%*	*46%*	*42%*	*44%*	*46%*	*44%*	*47%*	*44%*	*46%*	*44%*	*46%*
Would not be happy to receive Email/ online portal from any organisation	**654**	114	185	178	177	299	355	365	273	99	83	160	151	104	393	101	502
	26%	*22%*	*22%*	**30%ab**	*28%*	*22%*	**29%e**	*24%*	*27%*	**32%kmn**	*25%*	*23%*	*26%*	*23%*	*25%*	**32%p**	*24%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	1139 45%	990 45%	149 41%	49 38%	946 44%	103 48%	61 49%	28 40%	45 47%	103 37%	98 47%	84 46%	115 50%im	86 37%	143 42%	163 45%	109 49%	13 38%	91 50%im
Your gas / electricity provider	1289 50%	1111 51%	178 49%	65 50%	1071 50%g	119 55%g	70 56%g	29 41%	52 55%	118 43%	106 51%	103 57%l	132 57%l	117 50%	160 47%	171 48%	111 50%	16 47%	103 56%l
Your local council or tax office	923 36%	799 36%	124 34%	41 32%	765 36%	84 39%	52 41%g	22 31%	32 34%	83 30%	93 45%lo	73 40%	89 39%	82 35%	124 37%	113 32%	77 34%	10 30%	74 40%
Your GP / medical or healthcare professional	611 24%	541 25%	70 19%	25 19%	524 24%g	44 20%	33 25%g	10 15%	22 23%	69 25%	48 23%	50 28%	63 27%	47 20%	96 28%	74 21%	54 24%	6 18%	38 21%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1140 45%	983 45%	157 44%	48 37%	940 44%	107 49%	62 50%	31 44%	42 44%	107 39%	91 44%	89 50%	99 43%	98 42%	147 43%	165 46%	103 46%	16 47%	91 50%l
Your landline phone provider	1184 46%	1009 46%	175 49%	62 48%	983 46%	117 54%dg	57 46%	27 39%	55 58%in	98 35%	105 51%l	93 52%l	112 49%l	107 46%	137 40%	167 46%	110 49%l	15 43%	103 56%in
Your paid TV provider	1242 49%	1074 49%c	168 47%	49 38%	1027 48%	117 54%	67 54%	32 45%	48 50%	119 43%	124 60%lnop	100 56%p	118 51%	112 48%	149 44%	166 46%	91 41%	17 50%	100 55%lp
Your broadband provider	1423 56%	1226 56%	198 55%	69 53%	1172 55%	135 62%d	79 64%d	38 54%	58 61%l	116 42%	122 59%l	105 58%l	133 58%l	132 57%l	171 51%	201 56%l	132 59%l	19 55%	116 64%ln
Your mobile phone provider	1142 45%	975 44%	167 46%	57 44%	950 44%	98 45%	62 50%	32 45%	50 53%lo	98 35%	90 43%	96 53%lo	113 49%l	97 42%	151 45%	141 39%	113 51%l	13 40%	84 46%l
Would not be happy to receive Email/ online portal from any organisation	654 26%	562 26%	92 26%	32 24%	560 26%	49 23%	25 20%	20 29%f	20 21%	90 33%kr	48 23%	36 20%	57 25%	69 29%	81 24%	99 27%	60 27%	11 33%	38 21%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	1139 *45%*	407 *42%*	456 *45%*	157 *48%*	78 *50%*	39 *57%*	863 *43%*	117 **53%a**	444 *44%*	428 *44%*	184 *47%*	52 *43%*	29 *71%*	872 *44%*	81 *50%*
Your gas / electricity provider	1289 *50%*	498 *51%*	514 *51%*	156 *48%*	77 *50%*	41 *61%*	1011 *51%*	119 *53%*	495 *49%*	498 *52%*	196 *50%*	61 *51%*	34 *82%*	993 *50%*	95 *59%*
Your local council or tax office	923 *36%*	332 *34%*	366 *36%*	122 *37%*	72 **46%af**	29 *42%*	698 *35%*	100 **45%af**	357 *35%*	350 *36%*	150 *38%*	44 *37%*	17 *41%*	707 *36%*	61 *38%*
Your GP / medical or healthcare professional	611 *24%*	211 *22%*	245 *24%*	85 *26%*	38 *25%*	30 **44%abcdf**	456 *23%*	67 **30%a**	234 *23%*	234 *24%*	95 *24%*	28 *23%*	17 *41%*	468 *24%*	45 *28%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1140 *45%*	412 *42%*	478 *47%*	150 *46%*	63 *41%*	33 *49%*	890 *45%*	97 *43%*	457 *45%*	437 *45%*	164 *42%*	55 *45%*	19 *48%*	895 *45%*	74 *46%*
Your landline phone provider	1184 *46%*	459 *47%*	463 *46%*	155 *48%*	66 *43%*	37 *54%*	922 *46%*	103 *46%*	454 *45%*	443 *46%*	193 *49%*	58 *48%*	31 *76%*	897 *45%*	89 *55%*
Your paid TV provider	1242 *49%*	461 *47%*	499 *50%*	154 *47%*	85 *55%*	40 *59%*	961 *48%*	125 *56%*	478 *47%*	483 *50%*	193 *49%*	58 *48%*	26 *63%*	961 *49%*	84 *52%*
Your broadband provider	1423 *56%*	536 *55%*	569 *56%*	167 *51%*	100 **65%c**	46 *68%*	1105 *56%*	146 **66%ac**	551 *54%*	523 *54%*	232 *59%*	76 *63%*	31 *75%*	1075 *54%*	106 **66%hi**
Your mobile phone provider	1142 *45%*	451 *46%*	444 *44%*	146 *45%*	65 *42%*	33 *49%*	894 *45%*	98 *44%*	444 *44%*	439 *45%*	173 *44%*	57 *47%*	26 *63%*	883 *45%*	82 *51%*
Would not be happy to receive Email/ online portal from any organisation	654 *26%*	243 *25%*	250 *25%*	101 *31%*	39 *25%*	11 *16%*	494 *25%*	50 *22%*	252 *25%*	256 *27%*	100 *26%*	29 *24%*	6 *15%*	508 *26%*	35 *22%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**1139**	80	1039	19	344	747	48	1115	14	4	1	1134	4
	45%	*41%*	*45%*	*33%*	**44%f**	**46%f**	*30%*	*45%*	*41%*	*34%*	*18%*	*45%*	*24%*
Your gas / electricity provider	**1289**	80	1186	23	369	868	52	1273	10	3	1	1286	2
	50%	*40%*	**52%a**	*38%*	**47%f**	**54%df**	*33%*	*51%*	*29%*	*22%*	*18%*	*51%*	*10%*
Your local council or tax office	**923**	56	847	20	265	612	46	909	12	2	-	923	*
	36%	*28%*	*37%*	*33%*	*34%*	*38%*	*29%*	*37%*	*33%*	*16%*	-	*36%*	*1%*
Your GP / medical or healthcare professional	**611**	48	553	9	168	411	31	592	14	3	-	609	2
	24%	*24%*	*24%*	*15%*	*22%*	*25%*	*20%*	*24%*	*39%*	*23%*	-	*24%*	*14%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1140**	64	1054	22	298	784	58	1126	8	1	1	1135	4
	45%	*32%*	**46%a**	*37%*	*38%*	**49%df**	*36%*	*45%*	*22%*	*9%*	*18%*	*45%*	*28%*
Your landline phone provider	**1184**	70	1095	20	329	815	41	1174	7	2	1	1183	1
	46%	*35%*	**48%a**	*33%*	**42%f**	**50%df**	*26%*	*47%*	*19%*	*16%*	*18%*	*47%*	*4%*
Your paid TV provider	**1242**	83	1140	19	365	828	50	1224	11	4	1	1240	2
	49%	*42%*	*50%*	*33%*	**47%f**	**51%f**	*31%*	*49%*	*32%*	*30%*	*18%*	*49%*	*10%*
Your broadband provider	**1423**	76	1323	24	396	971	56	1405	10	5	1	1421	2
	56%	*38%*	**58%a**	*41%*	**51%f**	**60%df**	*35%*	*57%*	*29%*	*38%*	*18%*	*56%*	*12%*
Your mobile phone provider	**1142**	85	1037	19	338	749	55	1119	15	5	1	1139	2
	45%	*43%*	*45%*	*33%*	*43%*	**46%f**	*35%*	*45%*	*42%*	*38%*	*18%*	*45%*	*10%*
Would not be happy to receive Email/ online portal from any organisation	**654**	62	568	25	211	389	54	631	7	5	5	643	6
	26%	*31%*	*25%*	**42%b**	*27%*	*24%*	**34%e**	*25%*	*20%*	*40%*	*82%*	*25%*	*39%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**1139**	200	413	174	352	-	200	-	217	-	196	-	174	-	178	-	174
	45%	*46%*	*47%*	*42%*	*42%*	-	*46%*	-	**50%n**	-	*44%*	-	*42%*	-	*41%*	-	*43%*
Your gas / electricity provider	**1289**	232	437	207	413	-	232	-	239	-	198	-	207	-	212	-	201
	50%	*53%*	*50%*	*50%*	*50%*	-	**53%j**	-	**56%j**	-	*44%*	-	*50%*	-	*49%*	-	*50%*
Your local council or tax office	**923**	168	299	159	297	-	168	-	159	-	140	-	159	-	142	-	155
	36%	*39%*	*34%*	*38%*	*36%*	-	*39%*	-	*37%*	-	*31%*	-	*38%*	-	*33%*	-	*39%*
Your GP / medical or healthcare professional	**611**	120	215	93	183	-	120	-	114	-	102	-	93	-	95	-	88
	24%	*28%*	*25%*	*22%*	*22%*	-	*28%*	-	*26%*	-	*23%*	-	*22%*	-	*22%*	-	*22%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1140**	194	423	181	342	-	194	-	212	-	211	-	181	-	164	-	178
	45%	*45%*	**48%d**	*44%*	*41%*	-	*45%*	-	**49%n**	-	**47%n**	-	*44%*	-	*38%*	-	*45%*
Your landline phone provider	**1184**	217	424	178	365	-	217	-	221	-	203	-	178	-	185	-	181
	46%	*50%*	*48%*	*43%*	*44%*	-	*50%*	-	*51%*	-	*45%*	-	*43%*	-	*43%*	-	*45%*
Your paid TV provider	**1242**	238	423	182	399	-	238	-	214	-	208	-	182	-	203	-	196
	49%	**55%c**	*48%*	*44%*	*48%*	-	**55%l**	-	*50%*	-	*47%*	-	*44%*	-	*47%*	-	*49%*
Your broadband provider	**1423**	257	501	217	447	-	257	-	261	-	240	-	217	-	224	-	224
	56%	*59%*	*57%*	*52%*	*54%*	-	*59%*	-	*61%*	-	*54%*	-	*52%*	-	*52%*	-	*56%*
Your mobile phone provider	**1142**	205	408	170	359	-	205	-	223	-	184	-	170	-	178	-	181
	45%	*47%*	*47%*	*41%*	*43%*	-	*47%*	-	**52%jln**	-	*41%*	-	*41%*	-	*41%*	-	*45%*
Would not be happy to receive Email/ online portal from any organisation	**654**	101	230	110	213	-	101	-	98	-	132	-	110	-	122	-	91
	26%	*23%*	*26%*	*27%*	*26%*	-	*23%*	-	*23%*	-	*30%*	-	*27%*	-	*28%*	-	*23%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Your bank / building society	**21**	-	21	6	15	1	4	2	2	5	8	1	4	4	13	8	19	2	18
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	**2%g**	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*
Your gas / electricity provider	**11**	-	11	9	3	3	*	2	-	5	*	-	4	2	5	*	9	2	9
	*	-	*	*1%*	*	*1%*	*	*	-	*1%*	*	-	*1%*	*	*1%*	*	*	*1%*	*
Your local council or tax office	**14**	-	14	9	5	2	2	4	-	4	2	-	4	4	6	2	12	2	12
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*	*1%*	*	*1%*	*1%*	*
Your GP / medical or healthcare professional	**28**	-	28	23	5	4	1	4	1	7	6	4	5	5	18	11	26	2	25
	1%	-	*1%*	**2%d**	*	*1%*	*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	-	19	7	11	3	1	4	*	2	4	4	5	4	10	8	14	4	23
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
Your landline phone provider	**16**	-	16	8	8	8	1	1	-	4	2	-	9	1	6	2	14	2	16
	1%	-	*1%*	*1%*	*1%*	**3%gh**	*	*	-	*1%*	*1%*	-	**1%m**	*	*1%*	*	*1%*	*1%*	*1%*
Your paid TV provider	**18**	-	18	6	11	3	4	*	2	*	2	6	7	3	8	8	15	3	15
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	**2%gl**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Your broadband provider	**18**	-	18	14	4	8	2	5	-	3	-	-	10	5	3	-	9	9	9
	1%	-	*1%*	**1%d**	*	**3%hj**	*1%*	*1%*	-	*1%*	-	-	**2%no**	*	*	-	*	**4%p**	*
Your mobile phone provider	**15**	-	15	7	8	5	2	2	*	2	2	1	7	2	6	4	12	3	12
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*
Would not be happy to receive Other from any organisation	**2447**	-	2447	1161	1277	291	309	524	387	404	297	234	600	911	936	532	2202	228	2472
	96%	-	*96%*	*95%*	*96%*	*93%*	*96%*	**98%e**	**99%eijk**	*95%*	*94%*	*95%*	*94%*	**98%lno**	*95%*	*94%*	*96%*	*93%*	*96%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Your bank / building society	**21**	2	4	5	10	6	15	12	9	3	5	7	6	2	17	3	18
	1%	*	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Your gas / electricity provider	**11**	3	3	2	3	7	4	7	4	3	-	-	3	3	3	3	6
	*	*1%*	*	*	*	*1%*	*	*	*	**1%k**	-	-	*1%*	*1%*	*	*1%*	*
Your local council or tax office	**14**	2	3	4	5	5	9	9	5	2	1	4	3	4	8	2	12
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Your GP / medical or healthcare professional	**28**	3	10	8	7	13	15	12	15	4	3	6	9	3	18	4	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	3	6	4	6	9	10	8	11	6	3	4	4	2	11	6	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
Your landline phone provider	**16**	3	7	2	4	10	6	9	7	1	2	4	7	*	13	1	13
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
Your paid TV provider	**18**	2	11	*	5	12	6	9	9	2	4	6	3	*	12	2	13
	1%	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Your broadband provider	**18**	3	8	3	4	11	7	16	1	2	2	5	4	5	12	2	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Your mobile phone provider	**15**	1	8	4	2	9	6	10	5	4	2	1	4	4	7	4	11
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Would not be happy to receive Other from any organisation	**2447**	494	785	565	604	1278	1169	1454	954	295	317	664	547	448	1529	298	2003
	96%	*97%*	*95%*	*96%*	*96%*	*96%*	*96%*	*96%*	*95%*	*94%*	*95%*	*96%*	*95%*	*97%*	*96%*	*94%*	*96%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Your bank / building society	**21**	19	2	2	20	1	*	*	2	3	7	1	1	4	-	-	2	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	**2%nor**	*1%*	**4%nor**	*1%*	*	*2%*	-	-	*1%*	**2%no**	*
Your gas / electricity provider	**11**	11	*	*	8	1	2	-	-	-	-	-	-	-	3	3	2	1	*
	*	*	*	*	*	*1%*	*1%*	-	-	-	-	-	-	-	*1%*	*1%*	*1%*	**2%jklm**	*
Your local council or tax office	**14**	13	1	1	12	1	1	-	-	3	-	1	-	1	2	5	-	1	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*	-	-	*1%*	-	*1%*	-	*	*	*1%*	-	**2%lp**	*
Your GP / medical or healthcare professional	**28**	26	3	1	25	2	1	*	-	7	-	-	1	1	2	7	6	-	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	-	*3%*	-	-	*1%*	*1%*	*1%*	*2%*	*3%*	-	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	14	4	2	14	1	3	1	1	2	1	4	-	2	3	-	1	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	**2%d**	*1%*	**1%o**	*1%*	*1%*	*2%*	-	*1%*	*1%*	-	*1%*	**2%lo**	*
Your landline phone provider	**16**	12	4	1	14	1	*	1	-	3	-	-	-	1	4	3	2	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	-	*1%*	-	-	-	*	*1%*	*1%*	*1%*	-	*
Your paid TV provider	**18**	15	3	*	15	1	2	*	-	2	-	2	3	3	3	3	-	-	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*
Your broadband provider	**18**	15	3	-	16	-	1	-	-	6	-	-	3	-	3	5	-	-	-
	1%	*1%*	*1%*	-	*1%*	-	*1%*	-	-	*2%*	-	-	*1%*	-	*1%*	*1%*	-	-	-
Your mobile phone provider	**15**	13	2	-	13	2	-	-	2	2	-	4	1	1	4	-	-	2	*
	1%	*1%*	*1%*	-	*1%*	*1%*	-	-	**2%op**	*1%*	-	*2%*	*	*	*1%*	-	-	**7%jlmnopr**	*
Would not be happy to receive Other from any organisation	**2447**	2102	345	125	2052	209	118	68	90	257	198	173	225	225	327	344	211	30	179
	96%	*96%*	*95%*	*97%*	*96%*	*97%*	*95%*	*97%*	*95%*	*93%*	*96%*	*96%*	**98%q**	**97%q**	**96%q**	*96%*	*94%*	*89%*	**98%lq**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Your bank / building society	21 *1%*	9 *1%*	11 *1%*	1 *	- -	- -	20 *1%*	- -	10 *1%*	5 *1%*	7 *2%*	- -	- -	15 *1%*	- -
Your gas / electricity provider	11 *	1 *	3 *	5 **2%af**	2 *1%*	* *	4 *	2 *1%*	6 *1%*	2 *	3 *1%*	- -	- -	8 *	- -
Your local council or tax office	14 *1%*	2 *	7 *1%*	5 **1%a**	* *	- -	9 *	* *	5 *	3 *	6 *1%*	- -	- -	8 *	- -
Your GP / medical or healthcare professional	28 *1%*	8 *1%*	10 *1%*	10 **3%af**	- -	- -	19 *1%*	- -	7 *1%*	13 *1%*	8 *2%*	* *	- -	20 *1%*	* *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	19 *1%*	7 *1%*	6 *1%*	5 *1%*	- -	1 *2%*	13 *1%*	1 *	5 *	8 *1%*	3 *1%*	1 *1%*	1 *3%*	13 *1%*	3 *2%*
Your landline phone provider	16 *1%*	1 *	9 **1%a**	4 **1%a**	2 **1%a**	- -	10 *1%*	2 *1%*	4 *	5 *	7 **2%m**	1 *1%*	- -	8 *	1 *1%*
Your paid TV provider	18 *1%*	4 *	11 *1%*	3 *1%*	- -	- -	15 *1%*	- -	5 *1%*	4 *	6 *1%*	3 **2%m**	- -	9 *	3 *2%*
Your broadband provider	18 *1%*	5 *1%*	4 *	8 **2%abj**	- -	- -	10 *	- -	2 *	7 *1%*	8 **2%hm**	1 *1%*	- -	9 *	1 *1%*
Your mobile phone provider	15 *1%*	7 *1%*	7 *1%*	2 *	- -	- -	13 *1%*	- -	6 *1%*	9 *1%*	- -	- -	- -	15 *1%*	- -
Would not be happy to receive Other from any organisation	2447 *96%*	945 **96%c**	965 *96%*	301 *92%*	153 **99%c**	66 *98%*	1910 **96%c**	219 **99%c**	981 **97%j**	925 *96%*	363 *93%*	116 *96%*	40 *97%*	1906 **96%j**	155 *96%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Your bank / building society	**21** ***1%***	2 *1%*	17 *1%*	2 *3%*	9 *1%*	10 *1%*	2 *1%*	21 *1%*	- -	- -	- -	21 *1%*	- -
Your gas / electricity provider	**11** *	3 **2%b**	8 *	- -	2 *	7 *	2 *1%*	10 *	1 *4%*	- -	- -	11 *	- -
Your local council or tax office	**14** ***1%***	4 **2%b**	10 *	- -	4 *1%*	8 *1%*	2 *1%*	11 *	3 *8%*	- -	- -	14 *1%*	- -
Your GP / medical or healthcare professional	**28** ***1%***	2 *1%*	26 *1%*	- -	7 *1%*	19 *1%*	2 *1%*	26 *1%*	2 *5%*	- -	- -	28 *1%*	- -
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19** ***1%***	1 *	18 *1%*	- -	6 *1%*	9 *1%*	4 *2%*	17 *1%*	- -	- -	- -	17 *1%*	1 *9%*
Your landline phone provider	**16** ***1%***	1 *1%*	15 *1%*	- -	4 *1%*	12 *1%*	* *	14 *1%*	1 *3%*	- -	- -	15 *1%*	1 *8%*
Your paid TV provider	**18** ***1%***	1 *1%*	17 *1%*	- -	10 *1%*	7 *	* *	17 *1%*	1 *3%*	* *1%*	- -	18 *1%*	- -
Your broadband provider	**18** ***1%***	3 *2%*	15 *1%*	- -	5 *1%*	6 *	7 **4%de**	13 *1%*	4 *10%*	- -	- -	16 *1%*	1 *9%*
Your mobile phone provider	**15** ***1%***	4 **2%b**	11 *	- -	2 *	10 *1%*	3 **2%d**	14 *1%*	1 *3%*	- -	- -	15 *1%*	- -
Would not be happy to receive Other from any organisation	**2447** ***96%***	187 *94%*	2202 *96%*	58 *97%*	742 *95%*	1557 *96%*	148 *93%*	2386 *96%*	29 *82%*	13 *99%*	6 *100%*	2428 *96%*	13 *83%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Your bank / building society	**21**	8	3	3	6	-	8	-	3	-	*	-	3	-	5	-	2
	1%	***2%b***	*	*1%*	*1%*	-	***2%j***	-	*1%*	-	*	-	*1%*	-	*1%*	-	*
Your gas / electricity provider	**11**	2	4	-	4	-	2	-	-	-	4	-	-	-	4	-	1
	*	*1%*	*1%*	-	*1%*	-	*1%*	-	-	-	*1%*	-	-	-	*1%*	-	*
Your local council or tax office	**14**	*	4	1	9	-	*	-	-	-	4	-	1	-	7	-	2
	1%	*	*	*	*1%*	-	*	-	-	-	*1%*	-	*	-	***2%fh***	-	*1%*
Your GP / medical or healthcare professional	**28**	1	7	4	16	-	1	-	4	-	3	-	4	-	11	-	5
	1%	*	*1%*	*1%*	***2%a***	-	*	-	*1%*	-	*1%*	-	*1%*	-	***3%f***	-	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	*	8	1	9	-	*	-	3	-	5	-	1	-	6	-	3
	1%	*	*1%*	*	*1%*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*
Your landline phone provider	**16**	2	9	1	4	-	2	-	6	-	4	-	1	-	4	-	*
	1%	*	*1%*	*	*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*
Your paid TV provider	**18**	1	7	4	7	-	1	-	4	-	3	-	4	-	4	-	2
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
Your broadband provider	**18**	-	10	3	5	-	-	-	2	-	7	-	3	-	2	-	4
	1%	-	*1%*	*1%*	*1%*	-	-	-	*1%*	-	***2%f***	-	*1%*	-	*	-	*1%*
Your mobile phone provider	**15**	1	10	2	2	-	1	-	4	-	6	-	2	-	2	-	-
	1%	*	*1%*	*	*	-	*	-	*1%*	-	*1%*	-	*	-	*	-	-
Would not be happy to receive Other from any organisation	**2447**	422	837	403	785	-	422	-	410	-	427	-	403	-	401	-	384
	96%	*97%*	*96%*	*97%*	*95%*	-	*97%*	-	*95%*	-	*96%*	-	*97%*	-	*93%*	-	*96%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**1227**	-	1227	553	669	98	116	217	185	237	203	172	213	402	612	375	1133	89	1292
	48%	-	*48%*	*45%*	*50%*	*31%*	*36%*	**40%e**	**47%ef**	**56%efg**	**64%efgh**	**69%efghi**	*34%*	**43%l**	**62%lm**	**67%lm**	**49%q**	*36%*	*50%*
Slightly agree (4)	**953**	-	953	463	486	126	152	235	150	141	89	61	278	385	291	150	851	93	901
	37%	-	*37%*	*38%*	*37%*	**40%jk**	**47%ijk**	**44%ijk**	**38%jk**	*33%*	*28%*	*25%*	**44%no**	**41%no**	*29%*	*27%*	*37%*	*38%*	*35%*
Neither agree nor disagree (3)	**258**	-	258	137	121	61	38	62	34	30	20	13	99	97	63	33	222	36	271
	10%	-	*10%*	*11%*	*9%*	**20%fghijk**	**12%k**	**12%k**	*9%*	*7%*	*6%*	*5%*	**16%mno**	**10%no**	*6%*	*6%*	*10%*	*15%*	*11%*
Slightly disagree (2)	**62**	-	62	40	23	17	10	14	14	4	3	*	27	28	7	3	45	17	55
	2%	-	*2%*	*3%*	*2%*	**5%ijk**	*3%*	*3%*	**4%k**	*1%*	*1%*	*	**4%no**	**3%no**	*1%*	*1%*	*2%*	**7%p**	*2%*
Strongly disagree (1)	**39**	-	39	19	20	10	3	9	5	8	2	2	14	14	12	3	31	7	37
	2%	-	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
Don't know	**14**	-	14	7	7	2	4	*	3	4	-	-	6	4	4	-	12	2	18
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	-	*1%*	*	*	-	*1%*	*1%*	*1%*
NET Agree	**2181**	-	2181	1017	1155	223	268	452	335	378	292	232	491	787	903	525	1983	182	2193
	85%	-	*85%*	*83%*	**87%c**	*71%*	**83%e**	**84%e**	**85%e**	**89%e**	**92%efgh**	**94%efgh**	*77%*	**85%l**	**91%lm**	**93%lm**	**86%q**	*75%*	*85%*
NET Disagree	**101**	-	101	58	43	27	13	23	20	13	4	2	40	43	19	6	76	24	92
	4%	-	*4%*	*5%*	*3%*	**9%gijk**	*4%*	*4%*	**5%jk**	*3%*	*1%*	*1%*	**6%no**	**5%no**	*2%*	*1%*	*3%*	**10%p**	*4%*
Mean	**4.29**	-	4.29	4.23	**4.33c**	3.91	**4.15e**	**4.19e**	**4.27e**	**4.41efg**	**4.55efgh**	**4.62efghi**	4.03	**4.22l**	**4.51lm**	**4.58lm**	**4.32q**	3.99	4.31
Std Dev.	**0.86**	-	0.86	0.89	0.83	1.01	0.82	0.86	0.88	0.83	0.69	0.66	0.93	0.87	0.75	0.68	0.83	1.03	0.85
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.08	0.02

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

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Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	1227	270	415	258	284	685	542	645	564	150	159	352	271	213	782	151	1015
		48%	**53%cd**	*50%*	*44%*	*45%*	**51%f**	*44%*	*43%*	**56%g**	*48%*	*48%*	*51%*	*47%*	*46%*	*49%*	*48%*	*49%*
Slightly agree	(4)	953	189	290	248	226	480	474	626	312	104	123	241	236	184	600	104	788
		37%	*37%*	*35%*	*42%*	*36%*	*36%*	*39%*	**41%h**	*31%*	*33%*	*37%*	*35%*	*41%*	*40%*	*38%*	*33%*	*38%*
Neither agree nor disagree	(3)	258	28	66	66	97	95	164	163	89	50	34	64	44	41	142	52	183
		10%	*6%*	*8%*	**11%a**	**15%ab**	*7%*	**13%e**	*11%*	*9%*	**16%klmn**	*10%*	*9%*	*8%*	*9%*	*9%*	**17%p**	*9%*
Slightly disagree	(2)	62	15	24	9	14	39	23	45	17	2	13	16	11	15	41	2	57
		2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	**4%l**	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*
Strongly disagree	(1)	39	8	17	5	10	25	15	25	15	6	4	11	8	8	23	6	31
		2%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
Don't know		14	*	12	*	2	12	2	11	3	*	1	5	5	*	11	*	11
		1%	*	**1%ac**	*	*	**1%f**	*	*1%*	*	*	*	*1%*	*1%*	*	*1%*	*	*1%*
NET Agree		2181	459	705	506	510	1164	1016	1271	876	254	282	593	506	397	1382	255	1803
		85%	**90%d**	*85%*	**86%d**	*81%*	**87%f**	*83%*	*84%*	**88%g**	*81%*	*84%*	*86%*	**88%i**	*86%*	*86%*	*81%*	**86%o**
NET Disagree		101	23	41	14	24	64	38	70	32	8	17	27	20	23	64	8	88
		4%	*4%*	*5%*	*2%*	*4%*	*5%*	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*3%*	*4%*
Mean		4.29	**4.37d**	4.31	4.27	4.21	**4.33f**	4.24	4.21	**4.40g**	4.25	4.26	4.33	4.31	4.26	4.31	4.24	4.30
Std Dev.		0.86	0.84	0.90	0.79	0.89	0.88	0.84	0.87	0.84	0.88	0.89	0.86	0.82	0.88	0.85	0.89	0.85
Std Error		0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	1227	1023	204	75	1016	108	68	36	45	119	96	78	111	120	141	173	131	18	89
		48%	47%	56%a	57%a	47%	50%	54%	51%	47%	43%	46%	43%	48%	51%	42%	48%	59%ikn	54%	49%
Slightly agree	(4)	953	836	117	43	817	77	37	23	33	103	71	75	88	85	149	137	76	13	63
		37%	38%	33%	33%	38%f	35%	30%	33%	35%	37%	35%	41%	38%	36%	44%	38%	34%	40%	35%
Neither agree nor disagree	(3)	258	228	31	9	218	23	9	9	13	36	27	20	16	25	22	44	13	1	22
		10%	10%	8%	7%	10%	11%	7%	13%f	13%p	13%p	13%p	11%	7%	11%	7%	12%	6%	2%	12%p
Slightly disagree	(2)	62	59	3	3	48	5	8	1	1	8	4	3	9	-	17	3	3	1	4
		2%	3%	1%	2%	2%	2%	7%deg	1%	2%	3%	2%	2%	4%m	-	5%mo	1%	1%	2%m	2%m
Strongly disagree	(1)	39	33	6	1	34	4	1	1	2	8	7	2	4	2	9	-	1	1	3
		2%	2%	2%	1%	2%	2%	1%	1%	2%o	3%o	3%o	1%	2%	1%	3%	-	1%	2%o	2%o
Don't know		14	14	*	*	12	*	1	1	1	2	1	2	1	1	-	3	-	-	*
		1%	1%	*	*	1%	*	1%	1%e	1%	1%	1%	1%	1%	1%	-	1%	-	-	*
NET Agree		2181	1859	321	117	1833	184	105	59	78	223	167	153	199	205	291	310	207	32	153
		85%	85%	89%	90%	85%	85%	84%	84%	83%	81%	81%	85%	86%	88%	86%	86%	92%hijr	94%	84%
NET Disagree		101	93	9	3	82	9	10	1	3	15	11	5	13	2	26	3	4	1	7
		4%	4%	2%	3%	4%	4%	8%dg	2%	3%	6%mo	5%mo	3%	6%mo	1%	8%mop	1%	2%	4%	4%mo
Mean		4.29	4.26	4.41a	4.45a	4.28	4.29	4.32	4.35	4.26	4.16	4.20	4.26	4.28	4.39in	4.17	4.35	4.49hijklnr	4.42	4.27
Std Dev.		0.86	0.87	0.81	0.77	0.86	0.88	0.94	0.81	0.88	0.95	0.97	0.82	0.89	0.74	0.94	0.72	0.71	0.81	0.89
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.05	0.08	0.08	0.08	0.07	0.07	0.06	0.08	0.06	0.06	0.09	0.04

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

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QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	1227	705	407	66	35	13	1112	48	678	397	106	29	14	1075	43
		48%	**72%bcdefg**	**40%cdeg**	*20%*	*23%*	*19%*	**56%bcdeg**	*22%*	**67%ijkmn**	**41%jkn**	*27%*	*24%*	*34%*	**54%ijkn**	*27%*
Slightly agree	(4)	953	211	490	139	78	29	701	106	272	438	160	58	16	710	74
		37%	*22%*	**49%af**	**43%a**	**50%af**	**42%a**	**35%a**	**48%af**	*27%*	**45%hm**	**41%h**	**48%hm**	*39%*	**36%h**	**46%h**
Neither agree nor disagree	(3)	258	39	78	96	27	11	117	38	50	81	91	23	6	131	28
		10%	*4%*	**8%a**	**29%abdfg**	**18%abf**	**17%af**	*6%*	**17%abf**	*5%*	**8%h**	**23%him**	**19%him**	*14%*	*7%*	**18%him**
Slightly disagree	(2)	62	15	23	7	10	7	38	17	9	27	16	7	3	37	10
		2%	*2%*	*2%*	*2%*	**7%abf**	**11%abcf**	*2%*	**8%abcf**	*1%*	**3%h**	**4%h**	**6%hm**	*6%*	*2%*	**6%hm**
Strongly disagree	(1)	39	10	8	13	2	7	18	9	4	16	14	4	1	20	5
		2%	*1%*	*1%*	**4%abf**	*1%*	**10%abdf**	*1%*	**4%abf**	*	**2%h**	**4%hm**	**3%h**	*3%*	*1%*	**3%hm**
Don't know		14	1	2	6	2	1	3	4	1	6	5	-	1	6	1
		1%	*	*	**2%abf**	**2%af**	**2%af**	*	**2%af**	*	*1%*	**1%h**	-	*3%*	*	*1%*
NET Agree		2181	916	897	205	113	41	1813	154	950	835	266	87	30	1785	117
		85%	**93%bcdeg**	**89%cdeg**	*63%*	*73%*	*61%*	**91%cdeg**	*69%*	**94%ijkmn**	**87%jkn**	*68%*	*72%*	*73%*	**90%ijkn**	*72%*
NET Disagree		101	25	31	20	12	14	56	26	13	43	30	11	4	56	15
		4%	*3%*	*3%*	**6%af**	**8%abf**	**21%abcdf**	*3%*	**12%abf**	*1%*	**4%h**	**8%hm**	**9%hm**	*10%*	**3%h**	**9%hm**
Mean		4.29	**4.62bcdefg**	**4.26cdeg**	3.74	3.88	3.50	**4.44bcdeg**	3.76	**4.59ijkmn**	**4.22jkn**	3.85	3.84	3.97	**4.41ijkn**	3.87
Std Dev.		0.86	0.72	0.76	0.94	0.89	1.21	0.77	1.01	0.67	0.84	0.99	0.97	1.05	0.78	0.99
Std Error		0.02	0.02	0.02	0.05	0.07	0.15	0.02	0.07	0.02	0.03	0.05	0.09	0.17	0.02	0.08

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

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QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**1227**	103	1106	18	399	773	55	1215	6	3	1	1224	2
		48%	**52%c**	**48%c**	*31%*	**51%f**	**48%f**	*35%*	*49%*	*18%*	*20%*	*18%*	*48%*	*16%*
Slightly agree	(4)	**953**	59	868	27	259	628	66	929	15	5	3	948	3
		37%	*30%*	*38%*	*44%*	*33%*	**39%d**	*42%*	*37%*	*41%*	*37%*	*46%*	*37%*	*17%*
Neither agree nor disagree	(3)	**258**	24	223	12	81	152	25	241	7	3	-	251	7
		10%	*12%*	*10%*	*20%*	*10%*	*9%*	**16%e**	*10%*	*21%*	*21%*	-	*10%*	*44%*
Slightly disagree	(2)	**62**	6	55	1	25	31	6	54	2	3	2	59	1
		2%	*3%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	*6%*	*22%*	*36%*	*2%*	*8%*
Strongly disagree	(1)	**39**	6	31	2	15	21	4	33	5	-	-	38	1
		2%	*3%*	*1%*	*4%*	*2%*	*1%*	*2%*	*1%*	*14%*	-	-	*1%*	*9%*
Don't know		**14**	-	14	*	*	12	2	13	-	-	-	13	1
		1%	-	*1%*	*	*	*1%*	**1%d**	*1%*	-	-	-	*1%*	*6%*
NET Agree		**2181**	162	1974	45	659	1401	121	2144	21	8	4	2172	5
		85%	*82%*	*86%*	*75%*	*84%*	**87%f**	*76%*	*86%*	*59%*	*57%*	*64%*	*86%*	*33%*
NET Disagree		**101**	12	86	3	40	52	10	87	7	3	2	97	3
		4%	*6%*	*4%*	*5%*	*5%*	*3%*	*6%*	*3%*	*20%*	*22%*	*36%*	*4%*	*18%*
Mean		**4.29**	4.24	**4.30c**	3.98	**4.29f**	**4.31f**	4.04	4.31	3.43	3.55	3.45	4.29	3.23
Std Dev.		**0.86**	1.00	0.84	0.95	0.91	0.82	0.94	0.84	1.28	1.08	1.27	0.85	1.17
Std Error		**0.02**	0.07	0.02	0.13	0.03	0.02	0.08	0.02	0.23	0.29	0.73	0.02	0.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**1227**	208	440	194	385	-	208	-	239	-	201	-	194	-	226	-	160
		48%	*48%*	*50%*	*47%*	*46%*	-	*48%*	-	***56%jp***	-	*45%*	-	*47%*	-	***52%p***	-	*40%*
Slightly agree	(4)	**953**	149	336	139	329	-	149	-	148	-	188	-	139	-	154	-	175
		37%	*34%*	*38%*	*33%*	*40%*	-	*34%*	-	*35%*	-	*42%*	-	*33%*	-	*36%*	-	***44%fhl***
Neither agree nor disagree	(3)	**258**	57	71	57	74	-	57	-	29	-	42	-	57	-	36	-	38
		10%	***13%b***	*8%*	***14%b***	*9%*	-	***13%h***	-	*7%*	-	*9%*	-	***14%h***	-	*8%*	-	*10%*
Slightly disagree	(2)	**62**	9	17	12	24	-	9	-	9	-	8	-	12	-	9	-	15
		2%	*2%*	*2%*	*3%*	*3%*	-	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*4%*
Strongly disagree	(1)	**39**	8	8	8	15	-	8	-	3	-	5	-	8	-	5	-	10
		2%	*2%*	*1%*	*2%*	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*3%*
Don't know		**14**	4	5	4	2	-	4	-	2	-	3	-	4	-	1	-	1
		1%	*1%*	*1%*	*1%*	*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*	-	*
NET Agree		**2181**	358	776	333	714	-	358	-	388	-	388	-	333	-	380	-	335
		85%	*82%*	***89%ac***	*80%*	***86%c***	-	*82%*	-	***90%fip***	-	*87%*	-	*80%*	-	***88%i***	-	*84%*
NET Disagree		**101**	17	25	21	39	-	17	-	11	-	13	-	21	-	14	-	25
		4%	*4%*	*3%*	*5%*	*5%*	-	*4%*	-	*3%*	-	*3%*	-	*5%*	-	*3%*	-	*6%*
Mean		**4.29**	4.25	**4.36c**	4.21	4.26	-	4.25	-	**4.43fjlp**	-	4.29	-	4.21	-	**4.37p**	-	4.15
Std Dev.		**0.86**	0.90	0.78	0.93	0.88	-	0.90	-	0.76	-	0.80	-	0.93	-	0.82	-	0.92
Std Error		**0.02**	0.04	0.03	0.05	0.03	-	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	695	-	695	352	338	112	90	163	113	107	58	52	202	276	217	109	613	79	681
	27%	-	27%	29%	26%	36%ijk	28%j	30%jk	29%j	25%	18%	21%	32%no	30%no	22%	19%	27%	32%	26%
Slightly agree (4)	884	-	884	419	460	97	136	209	124	145	100	75	232	333	319	174	806	78	895
	35%	-	35%	34%	35%	31%	42%ehjk	39%	32%	34%	32%	30%	37%	36%	32%	31%	35%	32%	35%
Neither agree nor disagree (3)	555	-	555	262	293	59	70	88	91	103	80	63	130	179	246	143	500	50	571
	22%	-	22%	22%	22%	19%	22%	16%	23%	24%g	25%g	26%g	20%	19%	25%m	25%m	22%	20%	22%
Slightly disagree (2)	251	-	251	110	141	35	15	47	47	36	44	29	49	94	108	72	224	27	260
	10%	-	10%	9%	11%	11%f	5%	9%	12%f	8%	14%f	12%f	8%	10%	11%	13%l	10%	11%	10%
Strongly disagree (1)	153	-	153	67	86	8	8	30	13	30	35	29	16	43	93	63	137	11	154
	6%	-	6%	5%	6%	3%	2%	6%	3%	7%ef	11%efgh	12%efgh	3%	5%	9%lm	11%lm	6%	5%	6%
Don't know	17	-	17	10	7	3	4	*	5	4	1	-	7	5	5	1	14	-	13
	1%	-	1%	1%	1%	1%	1%	*	1%	1%	*	-	1%	1%	*	*	1%	-	1%
NET Agree	1579	-	1579	771	798	209	226	372	237	252	157	127	434	609	536	284	1419	157	1576
	62%	-	62%	63%	60%	66%jk	70%ijk	69%hijk	60%j	59%	50%	51%	68%no	66%no	54%	50%	62%	64%	61%
NET Disagree	404	-	404	176	227	43	23	77	60	66	78	57	65	137	201	136	361	38	414
	16%	-	16%	14%	17%	14%f	7%	14%f	15%f	15%f	25%efghi	23%efg	10%	15%	20%lm	24%lm	16%	16%	16%
Mean	3.68	-	3.68	3.73	3.62	3.87ijk	3.89ijk	3.80jk	3.71jk	3.63jk	3.32	3.37	3.88no	3.76no	3.47	3.35	3.67	3.76	3.66
Std Dev.	1.15	-	1.15	1.14	1.16	1.11	0.95	1.13	1.11	1.16	1.24	1.26	1.03	1.12	1.22	1.25	1.15	1.15	1.15
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.06	0.08	0.04	0.04	0.04	0.05	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	695	168	233	136	157	401	294	448	238	81	61	200	144	159	405	81	569
		27%	33%cd	28%	23%	25%	30%f	24%	30%h	24%	26%	18%	29%j	25%	34%ljn	25%j	26%	27%
Slightly agree	(4)	884	197	292	194	202	488	396	564	306	105	127	220	215	168	563	108	738
		35%	38%	35%	33%	32%	37%	32%	37%h	31%	34%	38%	32%	37%	37%	35%	34%	35%
Neither agree nor disagree	(3)	555	80	174	149	152	254	301	288	257	75	78	152	125	76	354	75	435
		22%	16%	21%	25%a	24%a	19%	25%e	19%	26%g	24%m	23%	22%	22%	16%	22%m	24%	21%
Slightly disagree	(2)	251	36	75	72	69	110	141	133	110	30	37	62	62	42	162	30	209
		10%	7%	9%	12%a	11%	8%	12%e	9%	11%	10%	11%	9%	11%	9%	10%	10%	10%
Strongly disagree	(1)	153	30	40	34	49	70	83	66	86	21	30	48	24	16	101	21	119
		6%	6%	5%	6%	8%	5%	7%	4%	9%g	7%	9%lm	7%	4%	3%	6%	7%	6%
Don't know		17	*	11	2	3	12	5	14	2	-	2	6	5	*	14	-	14
		1%	*	1%	*	1%	1%	*	1%	*	-	1%	1%	1%	*	1%	-	1%
NET Agree		1579	365	525	330	359	889	690	1013	544	186	188	420	359	327	967	189	1307
		62%	71%bcd	64%cd	56%	57%	67%f	57%	67%h	54%	59%	56%	61%	63%	71%ljkln	61%	60%	63%
NET Disagree		404	66	115	105	118	180	224	199	197	51	67	110	86	58	262	51	329
		16%	13%	14%	18%	19%a	14%	18%e	13%	20%g	16%	20%m	16%	15%	13%	16%	16%	16%
Mean		3.68	3.86cd	3.74cd	3.56	3.56	3.79f	3.56	3.80h	3.50	3.62	3.46	3.68j	3.69j	3.89ljkln	3.64	3.63	3.69
Std Dev.		1.15	1.13	1.12	1.14	1.20	1.12	1.17	1.10	1.21	1.17	1.17	1.19	1.09	1.08	1.15	1.16	1.15
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.05	0.04	0.05	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	695	610	85	36	582	56	34	23	28	79	56	55	51	72	96	80	66	7	49
		27%	28%	23%	28%	27%	26%	28%	33%	29%	28%	27%	30%	22%	31%	28%	22%	29%	22%	27%
Slightly agree	(4)	884	763	122	43	752	71	41	20	32	92	67	54	97	70	124	139	77	12	59
		35%	35%	34%	33%	35%	33%	33%	28%	34%	33%	33%	30%	42%k	30%	37%	39%	34%	37%	32%
Neither agree nor disagree	(3)	555	475	80	30	455	55	30	15	24	52	38	45	33	52	63	105	43	8	47
		22%	22%	22%	23%	21%	26%	24%	21%	25%l	19%	18%	25%l	14%	22%	19%	29%ln	19%	24%	26%l
Slightly disagree	(2)	251	201	50	13	209	23	12	7	4	36	24	18	24	23	45	18	17	3	20
		10%	9%	14%a	10%	10%	11%	10%	10%	4%	13%ho	12%	10%	10%	10%	13%ho	5%	8%	10%	11%o
Strongly disagree	(1)	153	128	25	8	131	10	7	5	6	14	21	9	23	15	8	14	21	2	8
		6%	6%	7%	6%	6%	5%	6%	7%	6%	5%	10%nor	5%	10%no	7%	2%	4%	9%n	7%	4%
Don't know		17	16	*	*	16	*	-	1	1	5	-	-	3	1	2	3	-	-	*
		1%	1%	*	*	1%	*	-	1%	1%	2%	-	-	1%	1%	1%	1%	-	-	*
NET Agree		1579	1373	206	79	1334	127	75	43	59	171	123	108	147	142	220	219	143	20	107
		62%	63%	57%	61%	62%	59%	60%	61%	63%	62%	60%	60%	64%	61%	65%	61%	64%	58%	59%
NET Disagree		404	330	74	21	340	33	19	12	10	49	45	27	46	38	53	32	38	6	28
		16%	15%	21%a	16%	16%	15%	15%	17%	11%	18%o	22%ho	15%	20%o	16%	16%	9%	17%o	18%	15%
Mean		3.68	3.70b	3.53	3.66	3.68	3.65	3.67	3.71	3.76	3.69	3.55	3.70	3.57	3.69	3.76	3.71	3.67	3.55	3.66
Std Dev.		1.15	1.14	1.19	1.17	1.15	1.12	1.14	1.23	1.12	1.17	1.28	1.15	1.23	1.20	1.08	1.00	1.24	1.17	1.11
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.07	0.10	0.10	0.11	0.10	0.10	0.10	0.09	0.08	0.10	0.13	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	695	284	249	73	53	35	532	88	338	221	81	29	23	558	53
		27%	29%	25%	22%	35%c	52%abcf	27%	40%abcf	33%ijm	23%	21%	24%	57%	28%ij	33%ij
Slightly agree	(4)	884	307	398	102	48	25	706	73	330	373	133	33	11	703	44
		35%	31%	39%ac	31%	31%	36%	35%	33%	33%	39%hn	34%	27%	27%	36%	27%
Neither agree nor disagree	(3)	555	194	208	109	31	6	402	37	171	221	110	37	5	392	42
		22%	20%	21%	33%abdefg	20%	8%	20%	17%	17%	23%h	28%hm	30%hm	13%	20%	26%h
Slightly disagree	(2)	251	101	98	34	17	1	199	19	92	99	46	15	*	191	15
		10%	10%	10%	10%	11%	2%	10%	8%	9%	10%	12%	12%	*	10%	9%
Strongly disagree	(1)	153	95	47	6	4	1	142	5	83	46	15	7	1	129	8
		6%	10%bcdg	5%	2%	3%	2%	7%cg	2%	8%ij	5%	4%	6%	3%	7%	5%
Don't know		17	-	8	4	-	-	8	-	-	5	7	-	-	5	-
		1%	-	1%a	1%a	-	-	*	-	-	1%	2%hm	-	-	*	-
NET Agree		1579	591	647	174	102	59	1238	161	667	594	214	62	34	1261	97
		62%	60%	64%c	53%	66%	88%abcdf	62%c	73%acf	66%jk	62%	55%	52%	84%	64%jk	60%
NET Disagree		404	195	145	39	21	3	341	24	175	145	61	22	1	320	23
		16%	20%bceg	14%	12%	14%	4%	17%e	11%	17%	15%	16%	18%	3%	16%	14%
Mean		3.68	3.60	3.70	3.63	3.84	4.34abcdf	3.65	3.99abcf	3.74	3.65	3.57	3.52	4.35	3.69	3.73
Std Dev.		1.15	1.27	1.09	1.00	1.11	0.85	1.18	1.06	1.24	1.09	1.07	1.16	0.92	1.17	1.16
Std Error		0.02	0.04	0.03	0.06	0.09	0.11	0.03	0.07	0.04	0.03	0.06	0.11	0.14	0.03	0.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**695**	54	632	9	233	431	31	682	8	3	-	692	3
		27%	*27%*	*27%*	*16%*	***30%f***	*27%*	*19%*	*27%*	*22%*	*20%*	-	*27%*	*18%*
Slightly agree	(4)	**884**	63	800	21	258	568	58	862	15	4	-	882	3
		35%	*32%*	*35%*	*36%*	*33%*	*35%*	*37%*	*35%*	*43%*	*34%*	-	*35%*	*16%*
Neither agree nor disagree	(3)	**555**	44	494	17	151	361	43	539	5	3	3	546	6
		22%	*22%*	*22%*	*29%*	*19%*	*22%*	*27%*	*22%*	*13%*	*19%*	*46%*	*22%*	*41%*
Slightly disagree	(2)	**251**	21	222	8	83	152	16	237	6	3	3	247	2
		10%	*11%*	*10%*	*13%*	*11%*	*9%*	*10%*	*10%*	*18%*	*25%*	*54%*	*10%*	*10%*
Strongly disagree	(1)	**153**	16	134	3	54	90	8	150	1	*	-	151	2
		6%	*8%*	*6%*	*5%*	*7%*	*6%*	*5%*	*6%*	*4%*	*2%*	-	*6%*	*11%*
Don't know		**17**	-	16	1	1	14	2	16	-	-	-	16	1
		1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	-	-	*1%*	*4%*
NET Agree		**1579**	117	1431	31	491	1000	89	1544	23	7	-	1574	5
		62%	*59%*	*62%*	*52%*	*63%*	*62%*	*56%*	*62%*	*65%*	*54%*	-	*62%*	*34%*
NET Disagree		**404**	37	356	11	137	242	25	387	8	4	3	398	3
		16%	*19%*	*15%*	*18%*	*18%*	*15%*	*16%*	*16%*	*22%*	*27%*	*54%*	*16%*	*20%*
Mean		**3.68**	3.60	3.69	3.44	3.68	3.69	3.55	3.68	3.62	3.44	2.46	3.68	3.23
Std Dev.		**1.15**	1.22	1.15	1.08	1.20	1.13	1.09	1.15	1.14	1.17	0.55	1.15	1.24
Std Error		**0.02**	0.08	0.02	0.14	0.04	0.03	0.09	0.02	0.21	0.31	0.32	0.02	0.33

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**695**	119	226	101	249	-	119	-	119	-	107	-	101	-	122	-	128
		27%	*27%*	*26%*	*24%*	*30%*	-	*27%*	-	*28%*	-	*24%*	-	*24%*	-	*28%*	-	**32%j**
Slightly agree	(4)	**884**	140	317	143	285	-	140	-	158	-	159	-	143	-	137	-	148
		35%	*32%*	*36%*	*34%*	*34%*	-	*32%*	-	*37%*	-	*36%*	-	*34%*	-	*32%*	-	*37%*
Neither agree nor disagree	(3)	**555**	113	183	95	164	-	113	-	75	-	108	-	95	-	87	-	77
		22%	*26%*	*21%*	*23%*	*20%*	-	**26%h**	-	*18%*	-	*24%*	-	*23%*	-	*20%*	-	*19%*
Slightly disagree	(2)	**251**	29	102	46	74	-	29	-	62	-	39	-	46	-	46	-	28
		10%	*7%*	**12%a**	*11%*	*9%*	-	*7%*	-	**15%fjp**	-	*9%*	-	*11%*	-	*11%*	-	*7%*
Strongly disagree	(1)	**153**	28	43	26	56	-	28	-	15	-	28	-	26	-	38	-	19
		6%	*6%*	*5%*	*6%*	*7%*	-	*6%*	-	*3%*	-	*6%*	-	*6%*	-	**9%h**	-	*5%*
Don't know		**17**	6	6	4	1	-	6	-	1	-	6	-	4	-	1	-	-
		1%	**1%d**	*1%*	*1%*	*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*	-	-
NET Agree		**1579**	259	543	243	534	-	259	-	277	-	266	-	243	-	258	-	276
		62%	*60%*	*62%*	*59%*	*64%*	-	*60%*	-	*64%*	-	*60%*	-	*59%*	-	*60%*	-	**69%fjln**
NET Disagree		**404**	57	144	72	130	-	57	-	77	-	67	-	72	-	84	-	47
		16%	*13%*	*16%*	*17%*	*16%*	-	*13%*	-	*18%*	-	*15%*	-	*17%*	-	**19%p**	-	*12%*
Mean		**3.68**	3.68	3.67	3.60	3.72	-	3.68	-	3.71	-	3.63	-	3.60	-	3.60	-	**3.85jln**
Std Dev.		**1.15**	1.14	1.13	1.16	1.18	-	1.14	-	1.12	-	1.13	-	1.16	-	1.25	-	1.09
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.05	-	0.05	-	0.06	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 49

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**791**	-	791	376	411	69	92	179	117	149	99	86	161	296	335	185	732	56	819
	31%	-	*31%*	*31%*	*31%*	*22%*	*29%*	**33%e**	*30%*	**35%e**	**31%e**	**35%e**	*25%*	**32%l**	**34%l**	**33%l**	**32%q**	*23%*	*32%*
Slightly agree (4)	**874**	-	874	406	463	100	117	196	133	130	106	92	217	330	327	198	771	100	891
	34%	-	*34%*	*33%*	*35%*	*32%*	*36%*	*36%*	*34%*	*31%*	*34%*	*37%*	*34%*	*35%*	*33%*	*35%*	*34%*	*41%*	*35%*
Neither agree nor disagree (3)	**458**	-	458	228	228	59	58	111	69	55	62	43	118	180	161	105	414	38	462
	18%	-	*18%*	*19%*	*17%*	*19%*	*18%*	**21%l**	*18%*	*13%*	*20%*	*17%*	*18%*	*19%*	*16%*	*19%*	*18%*	*15%*	*18%*
Slightly disagree (2)	**254**	-	254	130	124	53	26	34	39	62	24	17	79	73	102	41	222	31	239
	10%	-	*10%*	*11%*	*9%*	**17%fgjk**	*8%*	*6%*	*10%*	**14%fgjk**	*8%*	*7%*	**12%mo**	*8%*	*10%*	*7%*	*10%*	*12%*	*9%*
Strongly disagree (1)	**152**	-	152	70	81	27	25	18	30	25	19	9	51	48	53	28	131	19	139
	6%	-	*6%*	*6%*	*6%*	**8%g**	**8%g**	*3%*	**8%g**	*6%*	*6%*	*3%*	*8%*	*5%*	*5%*	*5%*	*6%*	*8%*	*5%*
Don't know	**26**	-	26	8	17	7	4	*	4	4	5	1	11	4	11	6	23	2	24
	1%	-	*1%*	*1%*	*1%*	**2%g**	*1%*	*	*1%*	*1%*	**2%g**	*	**2%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree	**1665**	-	1665	783	874	169	209	375	250	279	205	178	378	625	662	383	1503	155	1710
	65%	-	*65%*	*64%*	*66%*	*54%*	**65%e**	**70%e**	**64%e**	**66%e**	**65%e**	**72%e**	*59%*	**67%l**	**67%l**	**68%l**	*66%*	*63%*	*66%*
NET Disagree	**406**	-	406	200	206	79	51	52	69	86	43	25	130	121	155	68	353	50	378
	16%	-	*16%*	*16%*	*16%*	**25%fgjk**	**16%g**	*10%*	**18%g**	**20%gk**	*14%*	*10%*	**20%mo**	*13%*	*16%*	*12%*	*15%*	*20%*	*15%*
Mean	**3.75**	-	3.75	3.73	3.76	3.43	**3.71e**	**3.90eh**	**3.69e**	**3.75e**	**3.78e**	**3.94e**	3.57	**3.81l**	**3.81l**	**3.85l**	3.77	3.59	3.79
Std Dev.	**1.17**	-	1.17	1.17	1.17	1.25	1.19	1.04	1.22	1.24	1.16	1.05	1.23	1.12	1.17	1.11	1.17	1.20	1.15
Std Error	**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.06	0.06	0.07	0.05	0.04	0.04	0.05	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 49

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	791	190	253	164	184	443	348	480	298	98	90	220	159	166	469	99	645
		31%	37%cd	31%	28%	29%	33%	29%	32%	30%	31%	27%	32%	28%	36%jln	29%	31%	31%
Slightly agree	(4)	874	161	312	214	187	473	401	531	335	84	119	251	209	148	579	84	735
		34%	32%	38%d	37%	30%	35%	33%	35%	34%	27%	36%	36%l	36%l	32%	36%l	27%	35%o
Neither agree nor disagree	(3)	458	72	132	119	136	203	255	252	197	74	70	107	109	67	285	76	357
		18%	14%	16%	20%a	21%ab	15%	21%e	17%	20%	24%km	21%	16%	19%	14%	18%	24%p	17%
Slightly disagree	(2)	254	66	66	51	71	132	122	160	89	34	30	61	57	57	149	34	208
		10%	13%b	8%	9%	11%	10%	10%	11%	9%	11%	9%	9%	10%	12%	9%	11%	10%
Strongly disagree	(1)	152	21	48	33	49	69	83	80	69	21	26	37	36	23	100	21	122
		6%	4%	6%	6%	8%a	5%	7%	5%	7%	7%	8%	5%	6%	5%	6%	7%	6%
Don't know		26	1	14	5	5	15	11	12	12	3	-	12	5	*	17	3	17
		1%	*	2%a	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	*	1%	1%	1%
NET Agree		1665	351	565	378	371	916	749	1011	633	182	208	471	368	314	1047	183	1380
		65%	69%d	68%d	64%	59%	69%f	61%	67%	63%	58%	62%	68%l	64%	68%l	66%l	58%	66%o
NET Disagree		406	87	114	84	120	201	204	239	158	55	57	99	93	80	249	55	330
		16%	17%	14%	14%	19%b	15%	17%	16%	16%	17%	17%	14%	16%	17%	16%	17%	16%
Mean		3.75	3.85d	3.81d	3.73	3.61	3.82f	3.67	3.78	3.71	3.66	3.64	3.82	3.70	3.82	3.74	3.66	3.76
Std Dev.		1.17	1.18	1.14	1.13	1.24	1.15	1.19	1.16	1.19	1.22	1.19	1.15	1.16	1.19	1.16	1.21	1.17
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.06	0.04	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	791	668	123	47	661	62	42	26	29	88	56	51	69	75	107	96	91	9	53
		31%	30%	34%	36%	31%	29%	33%	37%	30%	32%	27%	28%	30%	32%	32%	27%	41%jkor	27%	29%
Slightly agree	(4)	874	767	107	37	739	71	40	23	36	97	70	56	92	75	113	141	60	14	56
		34%	35%	30%	29%	34%	33%	32%	34%	38%	35%	34%	31%	40%p	32%	33%	39%p	27%	42%	31%
Neither agree nor disagree	(3)	458	375	83	23	383	44	20	11	12	45	44	46	39	51	58	57	33	7	37
		18%	17%	23%a	18%	18%	20%	16%	15%	13%	16%	21%	26%hop	17%	22%	17%	16%	15%	20%	20%
Slightly disagree	(2)	254	226	28	12	208	27	13	6	8	22	16	17	16	23	39	37	30	1	26
		10%	10%	8%	9%	10%	12%	11%	9%	9%	8%	8%	9%	7%	10%	12%	10%	13%	3%	14%l
Strongly disagree	(1)	152	134	17	10	131	10	8	3	8	19	16	10	14	8	21	23	11	3	8
		6%	6%	5%	8%	6%	5%	7%	4%	9%	7%	8%	6%	6%	4%	6%	6%	5%	8%	4%
Don't know		26	22	4	1	22	2	1	1	2	6	5	-	1	1	1	5	-	-	2
		1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	3%	-	1%	1%	*	1%	-	-	1%
NET Agree		1665	1435	230	84	1401	133	82	50	64	185	126	107	160	149	220	238	151	23	110
		65%	65%	64%	65%	65%	61%	66%	71%e	68%	67%	61%	60%	70%	64%	65%	66%	67%	68%	60%
NET Disagree		406	361	45	22	338	37	21	9	16	41	32	27	29	32	60	60	41	4	33
		16%	16%	13%	17%	16%	17%	17%	13%	17%	15%	15%	15%	13%	14%	18%	17%	18%	11%	18%
Mean		3.75	3.74	3.81	3.77	3.75	3.69	3.76	3.93e	3.73	3.79	3.66	3.68	3.81	3.79	3.73	3.71	3.85	3.76	3.68
Std Dev.		1.17	1.18	1.14	1.25	1.17	1.16	1.22	1.12	1.24	1.19	1.19	1.15	1.12	1.11	1.20	1.16	1.23	1.13	1.17
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.06	0.12	0.10	0.10	0.10	0.09	0.10	0.10	0.09	0.10	0.12	0.05

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

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QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	791	397	263	67	41	22	659	63	398	271	77	33	10	669	43
		31%	**40%bcdfg**	*26%*	*21%*	*27%*	*33%*	**33%bc**	*29%*	**39%ijkmn**	**28%j**	*20%*	*27%*	*25%*	**34%ij**	*27%*
Slightly agree	(4)	874	275	431	101	44	19	705	64	307	385	119	43	14	692	57
		34%	*28%*	**43%acdfg**	*31%*	*29%*	*29%*	**35%a**	*29%*	*30%*	**40%hj**	*30%*	*36%*	*35%*	*35%*	*36%*
Neither agree nor disagree	(3)	458	152	162	99	27	11	314	37	148	155	122	18	7	303	25
		18%	*16%*	*16%*	**30%abdfg**	*17%*	*16%*	*16%*	*17%*	*15%*	*16%*	**31%hikmn**	*15%*	*17%*	*15%*	*15%*
Slightly disagree	(2)	254	84	102	34	26	8	186	33	92	100	42	17	3	191	20
		10%	*9%*	*10%*	*10%*	**17%af**	*11%*	*9%*	**15%af**	*9%*	*10%*	*11%*	*14%*	*8%*	*10%*	*12%*
Strongly disagree	(1)	152	71	40	17	16	8	111	24	67	51	17	9	6	118	15
		6%	**7%b**	*4%*	*5%*	**10%b**	**12%b**	*6%*	**11%bf**	*7%*	*5%*	*4%*	*8%*	*15%*	*6%*	*10%*
Don't know		26	2	11	9	*	-	12	*	1	4	13	1	-	5	1
		1%	*	*1%*	**3%af**	*	-	*1%*	*	*	*	**3%him**	*1%*	-	*	*1%*
NET Agree		1665	671	694	169	86	41	1365	127	705	656	196	76	25	1361	100
		65%	**69%cdg**	**69%cdg**	*52%*	*56%*	*61%*	**69%cdg**	*57%*	**70%j**	**68%j**	*50%*	*63%*	*61%*	**69%j**	*62%*
NET Disagree		406	155	143	51	41	16	298	57	159	151	59	26	9	309	35
		16%	*16%*	*14%*	*16%*	**27%abcd**	*23%*	*15%*	**26%abcd**	*16%*	*16%*	*15%*	*22%*	*23%*	*16%*	*22%*
Mean		3.75	**3.86cdg**	**3.77cdg**	3.53	3.45	3.59	**3.82cdg**	3.50	**3.87jn**	**3.75j**	3.52	3.61	3.48	**3.81j**	3.58
Std Dev.		1.17	1.24	1.07	1.10	1.32	1.36	1.16	1.33	1.22	1.13	1.07	1.24	1.36	1.18	1.27
Std Error		0.02	0.04	0.03	0.06	0.11	0.17	0.03	0.09	0.04	0.04	0.06	0.12	0.21	0.03	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**791**	86	690	15	284	476	31	777	8	5	-	791	1
		31%	***43%b***	*30%*	*25%*	***36%ef***	***29%f***	*20%*	*31%*	*23%*	*37%*	-	*31%*	*4%*
Slightly agree	(4)	**874**	53	800	21	241	561	72	849	17	4	1	870	3
		34%	*27%*	*35%*	*35%*	*31%*	*35%*	***45%de***	*34%*	*49%*	*27%*	*18%*	*34%*	*17%*
Neither agree nor disagree	(3)	**458**	27	418	13	117	306	35	445	2	1	3	448	8
		18%	*14%*	*18%*	*22%*	*15%*	*19%*	*22%*	*18%*	*6%*	*8%*	*46%*	*18%*	*48%*
Slightly disagree	(2)	**254**	21	227	6	83	156	15	245	4	3	2	252	-
		10%	*11%*	*10%*	*10%*	*11%*	*10%*	*10%*	*10%*	*12%*	*20%*	*36%*	*10%*	-
Strongly disagree	(1)	**152**	9	138	5	44	104	4	148	1	-	-	149	3
		6%	*5%*	*6%*	*8%*	*6%*	*6%*	*2%*	*6%*	*4%*	-	-	*6%*	*18%*
Don't know		**26**	1	24	*	11	13	2	21	2	1	-	24	2
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*6%*	*8%*	-	*1%*	*12%*
NET Agree		**1665**	139	1490	36	525	1037	103	1627	26	8	1	1661	3
		65%	*70%*	*65%*	*60%*	*67%*	*64%*	*65%*	*65%*	*73%*	*65%*	*18%*	*66%*	*21%*
NET Disagree		**406**	31	364	11	127	260	19	393	5	3	2	401	3
		16%	*16%*	*16%*	*18%*	*16%*	*16%*	*12%*	*16%*	*15%*	*20%*	*36%*	*16%*	*18%*
Mean		**3.75**	3.94	3.74	3.60	3.83	3.72	3.71	3.76	3.82	3.88	2.82	3.76	2.87
Std Dev.		**1.17**	1.20	1.17	1.20	1.20	1.18	0.98	1.17	1.08	1.21	0.79	1.17	1.14
Std Error		**0.02**	0.08	0.02	0.16	0.04	0.03	0.08	0.02	0.20	0.34	0.45	0.02	0.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 49

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**791**	133	272	116	270	-	133	-	143	-	129	-	116	-	156	-	114
		31%	*31%*	*31%*	*28%*	*33%*	-	*31%*	-	*33%*	-	*29%*	-	*28%*	-	*36%*	-	*29%*
Slightly agree	(4)	**874**	140	308	140	285	-	140	-	135	-	173	-	140	-	134	-	151
		34%	*32%*	*35%*	*34%*	*34%*	-	*32%*	-	*31%*	-	*39%*	-	*34%*	-	*31%*	-	*38%*
Neither agree nor disagree	(3)	**458**	65	161	83	148	-	65	-	90	-	71	-	83	-	80	-	69
		18%	*15%*	*18%*	*20%*	*18%*	-	*15%*	-	*21%*	-	*16%*	-	*20%*	-	*19%*	-	*17%*
Slightly disagree	(2)	**254**	62	81	46	65	-	62	-	34	-	47	-	46	-	36	-	29
		10%	**14%bd**	*9%*	*11%*	*8%*	-	**14%hnp**	-	*8%*	-	*11%*	-	*11%*	-	*8%*	-	*7%*
Strongly disagree	(1)	**152**	20	48	25	58	-	20	-	26	-	22	-	25	-	25	-	34
		6%	*5%*	*6%*	*6%*	*7%*	-	*5%*	-	*6%*	-	*5%*	-	*6%*	-	*6%*	-	*8%*
Don't know		**26**	14	6	3	3	-	14	-	2	-	4	-	3	-	*	-	3
		1%	**3%bd**	*1%*	*1%*	*	-	**3%hnp**	-	*	-	*1%*	-	*1%*	-	*	-	*1%*
NET Agree		**1665**	273	580	257	555	-	273	-	279	-	302	-	257	-	290	-	265
		65%	*63%*	*66%*	*62%*	*67%*	-	*63%*	-	*65%*	-	*68%*	-	*62%*	-	*67%*	-	*66%*
NET Disagree		**406**	83	129	71	123	-	83	-	60	-	70	-	71	-	61	-	63
		16%	*19%*	*15%*	*17%*	*15%*	-	*19%*	-	*14%*	-	*16%*	-	*17%*	-	*14%*	-	*16%*
Mean		**3.75**	3.72	3.78	3.68	3.78	-	3.72	-	3.79	-	3.76	-	3.68	-	3.84	-	3.71
Std Dev.		**1.17**	1.19	1.15	1.17	1.19	-	1.19	-	1.17	-	1.13	-	1.17	-	1.17	-	1.20
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.05	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**377**	-	377	206	168	58	61	111	44	46	41	17	119	155	104	57	319	57	338
	15%	-	*15%*	**17%d**	*13%*	**19%hik**	**19%hik**	**21%hijk**	*11%*	*11%*	*13%*	*7%*	**19%no**	**17%no**	*10%*	*10%*	*14%*	**23%p**	*13%*
Slightly agree (4)	**627**	-	627	310	315	97	90	154	101	92	54	39	187	255	185	93	548	76	609
	25%	-	*25%*	*25%*	*24%*	**31%ijk**	**28%jk**	**29%jk**	**26%jk**	*22%*	*17%*	*16%*	**29%no**	**27%no**	*19%*	*16%*	*24%*	*31%*	*24%*
Neither agree nor disagree (3)	**589**	-	589	278	309	66	73	115	124	84	62	66	138	238	212	128	529	54	605
	23%	-	*23%*	*23%*	*23%*	*21%*	*23%*	*21%*	**32%egij**	*20%*	*19%*	*27%*	*22%*	*26%*	*21%*	*23%*	*23%*	*22%*	*24%*
Slightly disagree (2)	**538**	-	538	241	294	55	67	102	67	111	84	53	122	169	248	137	496	40	533
	21%	-	*21%*	*20%*	*22%*	*17%*	*21%*	*19%*	*17%*	**26%egh**	**27%eh**	*21%*	*19%*	*18%*	**25%lm**	**24%m**	*22%*	*16%*	*21%*
Strongly disagree (1)	**404**	-	404	177	227	34	27	53	54	88	76	72	61	107	236	148	386	16	474
	16%	-	*16%*	*15%*	*17%*	*11%*	*8%*	*10%*	*14%*	**21%efg**	**24%efgh**	**29%efgh**	*10%*	*12%*	**24%lm**	**26%lm**	**17%q**	*6%*	*18%*
Don't know	**19**	-	19	7	13	5	5	3	3	4	-	-	10	6	4	-	16	3	15
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	-	**1%o**	*1%*	*	-	*1%*	*1%*	*1%*
NET Agree	**1004**	-	1004	516	483	155	150	265	145	139	95	56	306	409	289	150	867	133	947
	39%	-	*39%*	**42%d**	*36%*	**49%hijk**	**47%ijk**	**49%hijk**	**37%k**	**33%k**	*30%*	*23%*	**48%no**	**44%no**	*29%*	*27%*	*38%*	**54%p**	*37%*
NET Disagree	**943**	-	943	418	521	89	94	155	121	199	160	125	183	276	484	285	882	56	1007
	37%	-	*37%*	*34%*	*39%*	*28%*	*29%*	*29%*	*31%*	**47%efgh**	**51%efgh**	**51%efgh**	*29%*	*30%*	**49%lm**	**51%lm**	**38%q**	*23%*	*39%*
Mean	**3.01**	-	3.01	**3.10d**	2.93	**3.29hijk**	**3.28ijk**	**3.31hijk**	**3.04ijk**	2.76	2.68	2.49	**3.29no**	**3.20no**	2.67	2.60	2.96	**3.49p**	2.92
Std Dev.	**1.30**	-	1.30	1.31	1.29	1.27	1.24	1.27	1.20	1.30	1.35	1.25	1.25	1.25	1.31	1.31	1.30	1.20	1.31
Std Error	**0.03**	-	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.06	0.07	0.08	0.05	0.04	0.04	0.05	0.03	0.10	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	377	108	108	79	82	216	161	260	106	35	34	94	80	105	207	35	316
		15%	**21%bcd**	*13%*	*13%*	*13%*	*16%*	*13%*	**17%h**	*11%*	*11%*	*10%*	*14%*	*14%*	**23%ijkln**	*13%*	*11%*	*15%*
Slightly agree	(4)	627	143	187	143	154	330	297	406	214	82	67	171	128	142	367	82	512
		25%	*28%*	*23%*	*24%*	*24%*	*25%*	*24%*	**27%h**	*21%*	*26%*	*20%*	*25%*	*22%*	**31%ijln**	*23%*	*26%*	*25%*
Neither agree nor disagree	(3)	589	88	193	126	181	282	307	331	249	79	100	164	113	86	377	82	466
		23%	*17%*	**23%a**	*21%*	**29%ac**	*21%*	*25%*	*22%*	*25%*	*25%*	**30%lm**	*24%*	*20%*	*19%*	*24%*	*26%*	*22%*
Slightly disagree	(2)	538	93	194	128	124	286	252	307	224	71	68	140	151	76	360	71	445
		21%	*18%*	*23%*	*22%*	*20%*	*21%*	*21%*	*20%*	*22%*	*23%*	*20%*	*20%*	**26%m**	*16%*	**23%m**	*22%*	*21%*
Strongly disagree	(1)	404	78	131	111	85	209	196	198	199	45	61	113	98	52	272	45	331
		16%	*15%*	*16%*	*19%*	*13%*	*16%*	*16%*	*13%*	**20%g**	*14%*	**18%m**	*16%*	*17%*	*11%*	**17%m**	*14%*	*16%*
Don't know		19	*	13	-	6	13	6	12	7	2	4	6	4	*	15	2	15
		1%	*	**2%ac**	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
NET Agree		1004	251	295	222	236	546	458	666	320	117	101	265	208	247	574	117	828
		39%	**49%bcd**	*36%*	*38%*	*37%*	*41%*	*38%*	**44%h**	*32%*	*37%*	*30%*	**39%j**	*36%*	**54%ijkln**	*36%*	*37%*	*40%*
NET Disagree		943	171	324	239	209	495	448	505	423	116	130	253	249	128	632	116	776
		37%	*33%*	*39%*	**41%d**	*33%*	*37%*	*37%*	*33%*	**42%g**	**37%m**	**39%m**	**37%m**	**43%m**	*28%*	**40%m**	*37%*	*37%*
Mean		3.01	**3.22bc**	2.94	2.92	3.04	3.04	2.98	**3.15h**	2.80	2.97	2.83	2.99	2.90	**3.37ijkln**	2.92	2.97	3.02
Std Dev.		1.30	1.37	1.28	1.32	1.23	1.32	1.28	1.29	1.28	1.23	1.24	1.29	1.31	1.30	1.29	1.23	1.31
Std Error		0.03	0.05	0.05	0.06	0.05	0.04	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	377	323	54	25	334	20	13	11	14	49	19	31	24	35	74	57	31	1	18
		15%	15%	15%	19%	16%e	9%	11%	15%e	15%	18%	9%	17%	10%	15%	22%jlqr	16%	14%	4%	10%
Slightly agree	(4)	627	566	60	24	523	59	28	17	22	72	58	42	65	44	83	94	44	10	49
		25%	26%b	17%	19%	24%	27%	22%	24%	23%	26%	28%	23%	28%	19%	24%	26%	20%	29%	27%
Neither agree nor disagree	(3)	589	504	85	21	501	42	29	16	24	85	43	45	47	61	86	72	39	5	36
		23%	23%	23%	17%	23%	19%	23%	23%	26%	31%opr	21%	25%	20%	26%	25%	20%	17%	16%	20%
Slightly disagree	(2)	538	451	87	28	452	48	25	14	19	38	54	31	57	54	61	76	60	4	44
		21%	21%	24%	22%	21%	22%	20%	20%	20%	14%	26%l	17%	25%l	23%	18%	21%	27%l	13%	24%l
Strongly disagree	(1)	404	331	74	31	316	47	29	12	15	31	32	31	36	34	32	55	50	13	35
		16%	15%	20%a	24%a	15%	22%d	23%d	17%	16%	11%	15%	17%	16%	15%	10%	15%	22%in	38%hijklmnor	19%in
Don't know		19	19	*	*	18	-	1	1	1	2	-	-	1	5	4	5	-	-	-
		1%	1%	*	*	1%	-	1%	1%	1%	1%	-	-	1%	2%	1%	1%	-	-	-
NET Agree		1004	889	115	49	857	78	41	28	36	120	77	73	88	79	156	151	75	11	67
		39%	41%b	32%	38%	40%	36%	33%	40%	38%	43%	38%	40%	38%	34%	46%p	42%	33%	33%	37%
NET Disagree		943	782	161	59	768	96	54	25	34	70	86	62	93	88	93	131	110	17	79
		37%	36%	45%a	45%	36%	44%d	43%d	36%	36%	25%	42%in	35%	41%in	38%l	27%	36%l	49%hikno	51%in	43%in
Mean		3.01	3.05b	2.82	2.89	3.05ef	2.79	2.77	3.02	3.01q	3.25jlpqr	2.90	3.06q	2.92	2.97q	3.31jlmpqr	3.06q	2.76	2.49	2.85
Std Dev.		1.30	1.29	1.34	1.46	1.30	1.31	1.32	1.32	1.29	1.23	1.24	1.34	1.26	1.28	1.27	1.32	1.36	1.38	1.29
Std Error		0.03	0.03	0.04	0.07	0.04	0.06	0.06	0.07	0.12	0.10	0.11	0.12	0.10	0.11	0.10	0.11	0.11	0.15	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	**377**	167	127	30	31	21	294	52	185	124	32	22	14	308	35
		15%	**17%bc**	*13%*	*9%*	**20%c**	**31%abcf**	**15%c**	**24%bcf**	**18%j**	*13%*	*8%*	**18%j**	*33%*	**16%j**	**22%ij**
Slightly agree	(4)	**627**	181	280	79	61	23	461	84	193	293	93	33	11	486	44
		25%	*18%*	**28%af**	*24%*	**39%abcf**	**35%a**	**23%a**	**38%abcf**	*19%*	**30%hm**	*24%*	*27%*	*27%*	**25%h**	*27%*
Neither agree nor disagree	(3)	**589**	179	254	112	25	8	433	34	185	219	129	31	10	404	41
		23%	*18%*	**25%ag**	**34%abdefg**	*16%*	*12%*	*22%*	*15%*	*18%*	*23%*	**33%him**	*26%*	*25%*	*20%*	*26%*
Slightly disagree	(2)	**538**	205	232	67	28	6	437	35	220	203	90	25	-	423	25
		21%	*21%*	**23%e**	*21%*	*18%*	*9%*	*22%*	*16%*	*22%*	*21%*	*23%*	*20%*	-	*21%*	*15%*
Strongly disagree	(1)	**404**	246	110	31	9	9	356	18	228	118	43	11	6	345	16
		16%	**25%bcdfg**	*11%*	*9%*	*6%*	*13%*	**18%bcdg**	*8%*	**22%ijkmn**	*12%*	*11%*	*9%*	*14%*	**17%ij**	*10%*
Don't know		**19**	3	6	8	-	-	9	-	4	9	4	-	-	13	-
		1%	*	*1%*	**3%abf**	-	-	*	-	*	*1%*	*1%*	-	-	*1%*	-
NET Agree		**1004**	348	407	109	92	44	755	136	378	417	125	55	25	794	79
		39%	*35%*	*40%*	*33%*	**60%abcf**	**65%abcf**	*38%*	**61%abcf**	*37%*	**43%hj**	*32%*	**45%j**	*61%*	**40%j**	**49%hj**
NET Disagree		**943**	451	342	98	37	15	792	52	447	321	132	35	6	769	41
		37%	**46%bcdefg**	**34%g**	*30%*	*24%*	*22%*	**40%bcdeg**	*24%*	**44%ijkmn**	*33%*	*34%*	*29%*	*14%*	**39%in**	*25%*
Mean		**3.01**	2.81	**3.08af**	3.03	**3.50abcf**	**3.61abcf**	2.95	**3.53abcf**	2.89	**3.11h**	2.96	**3.25h**	3.66	2.99	**3.35hjm**
Std Dev.		**1.30**	1.43	1.20	1.10	1.18	1.36	1.33	1.23	1.43	1.23	1.12	1.22	1.33	1.34	1.26
Std Error		**0.03**	0.05	0.04	0.06	0.10	0.17	0.03	0.08	0.04	0.04	0.06	0.12	0.21	0.03	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**377**	52	316	9	140	206	31	362	11	2	-	375	3
		15%	***26%b***	*14%*	*16%*	***18%e***	*13%*	*19%*	*15%*	*32%*	*12%*	-	*15%*	*17%*
Slightly agree	(4)	**627**	44	567	16	182	395	50	605	11	7	-	623	4
		25%	*22%*	*25%*	*26%*	*23%*	*24%*	*31%*	*24%*	*32%*	*51%*	-	*25%*	*23%*
Neither agree nor disagree	(3)	**589**	35	544	9	167	381	41	570	7	2	5	579	5
		23%	*18%*	*24%*	*15%*	*21%*	*24%*	*26%*	*23%*	*21%*	*16%*	*82%*	*23%*	*30%*
Slightly disagree	(2)	**538**	29	494	15	169	343	26	530	3	2	-	536	3
		21%	*15%*	*21%*	*26%*	*22%*	*21%*	*16%*	*21%*	*9%*	*19%*	-	*21%*	*17%*
Strongly disagree	(1)	**404**	36	358	11	118	278	9	400	2	*	1	402	1
		16%	*18%*	*16%*	*18%*	***15%f***	***17%f***	*5%*	*16%*	*5%*	*2%*	*18%*	*16%*	*9%*
Don't know		**19**	1	18	*	4	13	2	19	-	-	-	19	1
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*4%*
NET Agree		**1004**	96	883	25	322	601	81	967	23	8	-	998	6
		39%	***49%b***	*38%*	*42%*	*41%*	*37%*	***51%e***	*39%*	*64%*	*64%*	-	*39%*	*40%*
NET Disagree		**943**	65	852	26	287	622	35	930	5	3	1	938	4
		37%	*33%*	*37%*	*43%*	***37%f***	***38%f***	*22%*	*37%*	*15%*	*21%*	*18%*	*37%*	*26%*
Mean		**3.01**	**3.24b**	3.00	2.96	3.08	2.94	**3.44de**	3.00	3.77	3.53	2.65	3.01	3.23
Std Dev.		**1.30**	1.45	1.28	1.37	1.33	1.29	1.15	1.30	1.17	1.03	0.84	1.30	1.25
Std Error		**0.03**	0.10	0.03	0.18	0.05	0.03	0.09	0.03	0.21	0.28	0.49	0.03	0.33

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**377**	50	101	67	159	-	50	-	49	-	53	-	67	-	69	-	90
		15%	*12%*	*12%*	*16%*	**19%ab**	-	*12%*	-	*11%*	-	*12%*	-	*16%*	-	*16%*	-	**23%fhj**
Slightly agree	(4)	**627**	126	213	88	200	-	126	-	108	-	105	-	88	-	103	-	97
		25%	*29%*	*24%*	*21%*	*24%*	-	*29%*	-	*25%*	-	*24%*	-	*21%*	-	*24%*	-	*24%*
Neither agree nor disagree	(3)	**589**	102	199	108	179	-	102	-	99	-	100	-	108	-	95	-	84
		23%	*23%*	*23%*	*26%*	*22%*	-	*23%*	-	*23%*	-	*22%*	-	*26%*	-	*22%*	-	*21%*
Slightly disagree	(2)	**538**	84	215	88	152	-	84	-	106	-	108	-	88	-	79	-	74
		21%	*19%*	**25%d**	*21%*	*18%*	-	*19%*	-	*25%*	-	*24%*	-	*21%*	-	*18%*	-	*18%*
Strongly disagree	(1)	**404**	66	141	60	138	-	66	-	64	-	77	-	60	-	85	-	54
		16%	*15%*	*16%*	*14%*	*17%*	-	*15%*	-	*15%*	-	*17%*	-	*14%*	-	*20%*	-	*13%*
Don't know		**19**	7	8	4	1	-	7	-	4	-	3	-	4	-	*	-	1
		1%	**2%d**	*1%*	*1%*	*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*
NET Agree		**1004**	177	314	155	359	-	177	-	156	-	158	-	155	-	171	-	187
		39%	*41%*	*36%*	*37%*	**43%b**	-	*41%*	-	*36%*	-	*35%*	-	*37%*	-	*40%*	-	**47%hjl**
NET Disagree		**943**	149	355	148	291	-	149	-	170	-	185	-	148	-	164	-	127
		37%	*34%*	*41%*	*36%*	*35%*	-	*34%*	-	*40%*	-	**41%p**	-	*36%*	-	*38%*	-	*32%*
Mean		**3.01**	3.03	2.91	3.03	**3.11b**	-	3.03	-	2.93	-	2.88	-	3.03	-	2.98	-	**3.24hjn**
Std Dev.		**1.30**	1.26	1.26	1.29	1.36	-	1.26	-	1.25	-	1.28	-	1.29	-	1.36	-	1.35
Std Error		**0.03**	0.06	0.04	0.06	0.05	-	0.06	-	0.06	-	0.06	-	0.06	-	0.07	-	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**867**	-	867	388	478	65	80	159	113	159	169	122	144	273	450	291	808	58	906
	34%	-	*34%*	*32%*	*36%*	*21%*	*25%*	**30%e**	*29%*	**37%efg**	**53%efghi**	**49%efghi**	*23%*	**29%l**	**46%lm**	**52%lm**	**35%q**	*24%*	*35%*
Slightly agree (4)	**831**	-	831	412	414	91	110	190	144	135	77	84	200	334	297	161	746	82	821
	33%	-	*33%*	*34%*	*31%*	*29%*	*34%*	**35%j**	**37%j**	*32%*	*24%*	*34%*	*31%*	**36%no**	*30%*	*29%*	*33%*	*33%*	*32%*
Neither agree nor disagree (3)	**457**	-	457	220	235	81	64	104	60	70	51	26	145	164	148	77	402	47	460
	18%	-	*18%*	*18%*	*18%*	**26%hijk**	**20%k**	**19%k**	*15%*	*17%*	*16%*	*11%*	**23%no**	*18%*	*15%*	*14%*	*18%*	*19%*	*18%*
Slightly disagree (2)	**234**	-	234	112	120	37	41	59	40	35	13	9	78	99	57	22	199	34	226
	9%	-	*9%*	*9%*	*9%*	**12%jk**	**13%jk**	**11%jk**	**10%jk**	*8%*	*4%*	*4%*	**12%no**	**11%no**	*6%*	*4%*	*9%*	*14%*	*9%*
Strongly disagree (1)	**133**	-	133	74	59	38	22	22	23	21	5	3	59	45	29	8	111	21	134
	5%	-	*5%*	*6%*	*4%*	**12%ghijk**	**7%jk**	*4%*	**6%jk**	*5%*	*1%*	*1%*	**9%mno**	**5%o**	*3%*	*1%*	*5%*	*8%*	*5%*
Don't know	**33**	-	33	13	20	3	6	3	12	4	2	2	9	16	8	4	28	4	27
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**3%g**	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Agree	**1698**	-	1698	800	892	156	189	349	257	295	246	206	345	606	747	452	1554	139	1727
	66%	-	*66%*	*66%*	*67%*	*50%*	*59%*	**65%e**	**66%e**	**69%ef**	**78%efgh**	**83%efghi**	*54%*	**65%l**	**76%lm**	**80%lm**	**68%q**	*57%*	*67%*
NET Disagree	**367**	-	367	187	179	75	63	81	63	56	18	12	138	144	86	30	310	55	360
	14%	-	*14%*	*15%*	*13%*	**24%gijk**	**20%jk**	**15%jk**	**16%jk**	**13%jk**	*6%*	*5%*	**22%mno**	**16%no**	*9%*	*5%*	*14%*	**22%p**	*14%*
Mean	**3.82**	-	3.82	3.77	3.87	3.35	3.58	**3.76e**	**3.75e**	**3.90ef**	**4.25efghi**	**4.28efghi**	3.47	**3.75l**	**4.10lm**	**4.26lmn**	**3.86q**	3.50	3.84
Std Dev.	**1.16**	-	1.16	1.17	1.14	1.27	1.19	1.12	1.17	1.15	0.97	0.89	1.24	1.14	1.05	0.93	1.14	1.24	1.16
Std Error	**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.05	0.05	0.06	0.05	0.04	0.03	0.04	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	867	184	289	204	191	472	395	455	401	104	123	235	191	157	550	105	720
		34%	*36%*	*35%*	*35%*	*30%*	*35%*	*32%*	*30%*	**40%g**	*33%*	*37%*	*34%*	*33%*	*34%*	*34%*	*33%*	*35%*
Slightly agree	(4)	831	170	268	193	200	438	393	508	313	103	108	205	197	158	510	103	675
		33%	*33%*	*32%*	*33%*	*32%*	*33%*	*32%*	*34%*	*31%*	*33%*	*32%*	*30%*	*34%*	*34%*	*32%*	*32%*	*32%*
Neither agree nor disagree	(3)	457	78	132	104	142	210	246	272	170	71	54	134	95	58	283	73	346
		18%	*15%*	*16%*	*18%*	**22%ab**	*16%*	**20%e**	*18%*	*17%*	**23%m**	*16%*	**19%m**	*17%*	*13%*	*18%*	**23%p**	*17%*
Slightly disagree	(2)	234	48	87	51	48	135	99	166	67	19	33	63	51	58	147	19	205
		9%	*9%*	*11%*	*9%*	*8%*	*10%*	*8%*	**11%h**	*7%*	*6%*	*10%*	*9%*	*9%*	**13%i**	*9%*	*6%*	*10%*
Strongly disagree	(1)	133	31	35	27	41	66	67	91	41	12	13	39	33	30	85	12	116
		5%	*6%*	*4%*	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	*4%*	*4%*	*6%*	*6%*	*7%*	*5%*	*4%*	*6%*
Don't know		33	1	14	9	10	14	18	23	8	4	4	12	7	-	23	4	23
		1%	*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	-	*1%*	*1%*	*1%*
NET Agree		1698	353	557	397	392	910	788	962	714	206	231	440	388	315	1060	207	1395
		66%	**69%d**	*67%*	*68%*	*62%*	*68%*	*65%*	*64%*	**71%g**	*66%*	*69%*	*64%*	*68%*	*68%*	*66%*	*66%*	*67%*
NET Disagree		367	79	122	77	89	201	166	257	108	32	45	102	84	88	231	32	321
		14%	*15%*	*15%*	*13%*	*14%*	*15%*	*14%*	**17%h**	*11%*	*10%*	*13%*	*15%*	*15%*	**19%i**	*14%*	*10%*	**15%o**
Mean		3.82	3.84	3.85	3.86	3.73	3.84	3.79	3.72	**3.98g**	3.86	3.90	3.79	3.81	3.77	3.82	3.86	3.81
Std Dev.		1.16	1.19	1.15	1.13	1.17	1.16	1.15	1.18	1.10	1.08	1.13	1.18	1.17	1.23	1.16	1.08	1.18
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	867	723	145	51	724	74	43	26	30	76	66	54	87	79	102	147	83	15	59
		34%	33%	40%a	40%	34%	34%	35%	37%	31%	27%	32%	30%	38%	34%	30%	41%l	37%	44%l	32%
Slightly agree	(4)	831	734	97	24	715	63	32	21	31	101	56	66	70	70	148	102	72	13	50
		33%	33%bc	27%	19%	33%f	29%	26%	30%	33%	36%	27%	36%	30%	30%	44%ilmopr	28%	32%	37%	28%
Neither agree nor disagree	(3)	457	394	63	23	376	41	25	15	16	53	45	37	40	49	39	58	40	1	39
		18%	18%	17%	18%	18%	19%	20%	21%	17%	19%q	22%nq	20%nq	17%	21%nq	12%	16%	18%q	4%	21%nq
Slightly disagree	(2)	234	196	38	18	194	23	12	4	14	14	25	16	16	25	40	22	22	3	21
		9%	9%	10%	14%	9%	11%	10%	6%	14%ilo	5%	12%l	9%	7%	11%	12%i	6%	10%	8%	11%l
Strongly disagree	(1)	133	114	19	14	106	13	11	3	4	21	12	7	13	9	8	24	7	2	11
		5%	5%	5%	10%a	5%	6%	9%d	4%	4%	8%n	6%	4%	6%	4%	2%	7%	3%	6%	6%
Don't know		33	32	1	*	29	3	*	1	1	12	2	1	5	1	2	5	1	*	3
		1%	1%	*	*	1%	1%	*	1%	1%	4%np	1%	1%	2%	1%	1%	1%	*	*	1%
NET Agree		1698	1457	241	76	1439	137	76	47	60	177	123	120	157	150	250	249	154	27	109
		66%	66%	67%	58%	67%	63%	61%	67%	64%	64%	59%	66%	68%	64%	74%jr	69%	69%	82%hijmr	60%
NET Disagree		367	311	57	31	300	36	24	8	18	35	38	23	29	34	48	47	29	5	32
		14%	14%	16%	24%a	14%	17%	19%g	11%	19%	13%	18%	13%	12%	14%	14%	13%	13%	14%	17%
Mean		3.82	3.81	3.86	3.63	3.83	3.75	3.67	3.90	3.72	3.74	3.68	3.81	3.90	3.80	3.88	3.92	3.90	4.06	3.70
Std Dev.		1.16	1.15	1.21	1.39	1.14	1.21	1.29	1.12	1.18	1.16	1.22	1.08	1.16	1.14	1.05	1.21	1.11	1.18	1.21
Std Error		0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.06	0.11	0.10	0.10	0.10	0.10	0.10	0.08	0.10	0.09	0.13	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	**867**	543	266	38	13	7	809	20	487	283	73	16	6	770	22
		34%	**55%bcdefg**	**26%cdeg**	*12%*	*8%*	*11%*	**41%bcdeg**	*9%*	**48%ijkmn**	**29%jkn**	*19%*	*13%*	*15%*	**39%ijkn**	*14%*
Slightly agree	(4)	**831**	251	416	96	46	17	667	63	290	378	116	37	5	669	41
		33%	*26%*	**41%acdefg**	*29%*	*30%*	*25%*	**34%a**	*28%*	*29%*	**39%hjmn**	*30%*	*30%*	*11%*	**34%h**	*26%*
Neither agree nor disagree	(3)	**457**	98	195	115	29	12	294	42	121	166	122	26	14	287	40
		18%	*10%*	**19%af**	**35%abdefg**	**19%a**	*18%*	**15%a**	**19%a**	*12%*	**17%h**	**31%him**	**21%h**	*35%*	*15%*	**25%hm**
Slightly disagree	(2)	**234**	59	66	46	47	15	125	63	70	79	47	30	7	149	37
		9%	*6%*	*7%*	**14%abf**	**31%abcf**	**23%abf**	*6%*	**28%abcf**	*7%*	*8%*	**12%hm**	**24%hijm**	*18%*	*8%*	**23%hijm**
Strongly disagree	(1)	**133**	26	50	23	18	16	77	33	40	51	24	10	8	91	18
		5%	*3%*	**5%a**	**7%a**	**12%abf**	**23%abcf**	*4%*	**15%abcf**	*4%*	*5%*	*6%*	*8%*	*20%*	*5%*	**11%him**
Don't know		**33**	2	16	9	1	*	18	1	5	8	9	3	1	13	3
		1%	*	**2%a**	**3%af**	*1%*	*	*1%*	*	*1%*	*1%*	**2%hm**	*2%*	*2%*	*1%*	*2%*
NET Agree		**1698**	795	681	134	59	24	1476	83	778	662	190	53	11	1439	64
		66%	**81%bcdefg**	**68%cdeg**	*41%*	*38%*	*36%*	**74%bcdeg**	*37%*	**77%ijkn**	**69%jkn**	*48%*	*44%*	*26%*	**73%jkn**	*39%*
NET Disagree		**367**	85	116	69	65	31	201	96	110	130	71	39	15	239	55
		14%	*9%*	*12%*	**21%abf**	**42%abcf**	**46%abcf**	*10%*	**43%abcf**	*11%*	*13%*	**18%hm**	**33%hijm**	*37%*	*12%*	**34%hijm**
Mean		**3.82**	**4.25bcdefg**	**3.79cdeg**	**3.25deg**	2.93	2.78	**4.02bcdeg**	2.88	**4.11ijkmn**	**3.80jkn**	**3.44n**	3.17	2.83	**3.96ijkn**	3.08
Std Dev.		**1.16**	1.04	1.07	1.07	1.19	1.35	1.08	1.24	1.11	1.11	1.12	1.19	1.31	1.12	1.23
Std Error		**0.02**	0.03	0.03	0.06	0.10	0.17	0.02	0.08	0.03	0.04	0.06	0.11	0.21	0.02	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**867**	87	763	18	306	518	43	856	4	4	1	865	1
		34%	***44%b***	*33%*	*30%*	***39%ef***	*32%*	*27%*	*34%*	*12%*	*33%*	*18%*	*34%*	*8%*
Slightly agree	(4)	**831**	58	756	17	235	529	67	805	17	5	3	826	2
		33%	*29%*	*33%*	*28%*	*30%*	*33%*	***42%d***	*32%*	*47%*	*35%*	*46%*	*33%*	*15%*
Neither agree nor disagree	(3)	**457**	26	416	15	114	310	33	444	6	3	-	453	4
		18%	*13%*	*18%*	*26%*	*15%*	***19%d***	*21%*	*18%*	*17%*	*20%*	-	*18%*	*26%*
Slightly disagree	(2)	**234**	14	213	7	68	161	5	222	6	-	2	228	4
		9%	*7%*	*9%*	*12%*	*9%*	***10%f***	*3%*	*9%*	*16%*	-	*36%*	*9%*	*27%*
Strongly disagree	(1)	**133**	11	120	2	54	71	8	125	3	2	-	130	3
		5%	*6%*	*5%*	*3%*	***7%e***	*4%*	*5%*	*5%*	*9%*	*12%*	-	*5%*	*21%*
Don't know		**33**	2	31	-	3	28	2	32	-	-	-	32	1
		1%	*1%*	*1%*	-	*	***2%d***	*1%*	*1%*	-	-	-	*1%*	*4%*
NET Agree		**1698**	145	1519	35	541	1046	111	1661	21	9	4	1691	4
		66%	*73%*	*66%*	*58%*	*69%*	*65%*	*70%*	*67%*	*59%*	*67%*	*64%*	*67%*	*23%*
NET Disagree		**367**	25	332	10	123	231	13	347	9	2	2	358	8
		14%	*13%*	*14%*	*16%*	*16%*	*14%*	*8%*	*14%*	*25%*	*12%*	*36%*	*14%*	*48%*
Mean		**3.82**	3.99	3.81	3.69	3.86	3.79	3.85	3.83	3.37	3.75	3.45	3.83	2.60
Std Dev.		**1.16**	1.18	1.15	1.14	1.23	1.13	1.03	1.15	1.17	1.31	1.27	1.15	1.26
Std Error		**0.02**	0.08	0.02	0.15	0.04	0.03	0.08	0.02	0.21	0.35	0.73	0.02	0.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree (5)	**867**	118	326	138	285	-	118	-	170	-	156	-	138	-	166	-	120
	34%	*27%*	**37%a**	*33%*	**34%a**	-	*27%*	-	**40%fp**	-	*35%*	-	*33%*	-	**39%fp**	-	*30%*
Slightly agree (4)	**831**	140	275	116	300	-	140	-	127	-	148	-	116	-	160	-	140
	33%	*32%*	*31%*	*28%*	**36%c**	-	*32%*	-	*30%*	-	*33%*	-	*28%*	-	**37%l**	-	*35%*
Neither agree nor disagree (3)	**457**	89	149	83	136	-	89	-	80	-	69	-	83	-	72	-	64
	18%	*21%*	*17%*	*20%*	*16%*	-	*21%*	-	*19%*	-	*15%*	-	*20%*	-	*17%*	-	*16%*
Slightly disagree (2)	**234**	45	82	39	68	-	45	-	36	-	46	-	39	-	24	-	44
	9%	*10%*	*9%*	*10%*	*8%*	-	**10%n**	-	*8%*	-	*10%*	-	*10%*	-	*6%*	-	**11%n**
Strongly disagree (1)	**133**	30	37	30	36	-	30	-	14	-	22	-	30	-	8	-	28
	5%	*7%*	*4%*	*7%*	*4%*	-	**7%n**	-	*3%*	-	*5%*	-	**7%n**	-	*2%*	-	**7%n**
Don't know	**33**	12	8	8	4	-	12	-	2	-	5	-	8	-	*	-	4
	1%	**3%bd**	*1%*	*2%*	*1%*	-	**3%n**	-	*1%*	-	*1%*	-	**2%n**	-	*	-	*1%*
NET Agree	**1698**	258	602	254	585	-	258	-	297	-	304	-	254	-	326	-	260
	66%	*59%*	**69%a**	*61%*	**71%ac**	-	*59%*	-	**69%f**	-	**68%f**	-	*61%*	-	**76%flp**	-	*65%*
NET Disagree	**367**	75	118	70	104	-	75	-	50	-	68	-	70	-	32	-	72
	14%	*17%*	*14%*	*17%*	*13%*	-	**17%n**	-	*12%*	-	**15%n**	-	**17%n**	-	*7%*	-	**18%hn**
Mean	**3.82**	3.64	**3.89a**	3.72	**3.89a**	-	3.64	-	**3.94flp**	-	3.84	-	3.72	-	**4.05fjlp**	-	3.71
Std Dev.	**1.16**	1.20	1.14	1.24	1.10	-	1.20	-	1.11	-	1.17	-	1.24	-	0.97	-	1.21
Std Error	**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.05	-	0.06	-	0.06	-	0.05	-	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**286**	-	286	161	125	35	33	79	54	40	23	22	68	133	85	45	254	30	260
	11%	-	*11%*	**13%d**	*9%*	*11%*	*10%*	**15%j**	*14%*	*10%*	*7%*	*9%*	*11%*	**14%no**	*9%*	*8%*	*11%*	*12%*	*10%*
Slightly agree (4)	**652**	-	652	310	340	66	93	152	100	101	77	62	160	252	240	139	586	66	598
	26%	-	*26%*	*25%*	*26%*	*21%*	*29%*	*28%*	*25%*	*24%*	*24%*	*25%*	*25%*	*27%*	*24%*	*25%*	*26%*	*27%*	*23%*
Neither agree nor disagree (3)	**522**	-	522	236	284	86	58	119	78	75	58	48	144	197	180	106	467	49	523
	20%	-	*20%*	*19%*	*21%*	**27%ij**	*18%*	*22%*	*20%*	*18%*	*18%*	*19%*	*23%*	*21%*	*18%*	*19%*	*20%*	*20%*	*20%*
Slightly disagree (2)	**584**	-	584	265	317	64	67	109	91	110	87	57	131	200	253	144	530	51	650
	23%	-	*23%*	*22%*	*24%*	*20%*	*21%*	*20%*	*23%*	*26%*	*27%*	*23%*	*21%*	*21%*	*26%*	*26%*	*23%*	*21%*	*25%*
Strongly disagree (1)	**493**	-	493	241	247	59	67	75	70	92	71	58	126	146	221	129	441	47	526
	19%	-	*19%*	*20%*	*19%*	*19%*	*21%*	*14%*	*18%*	**22%g**	**23%g**	**24%g**	*20%*	*16%*	**22%m**	**23%m**	*19%*	*19%*	*20%*
Don't know	**18**	-	18	6	12	5	4	2	*	7	-	-	8	2	7	-	15	2	17
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*	*	*2%*	-	-	**1%o**	*	*1%*	-	*1%*	*1%*	*1%*
NET Agree	**938**	-	938	472	465	101	127	232	153	141	100	84	228	385	326	184	840	95	858
	37%	-	*37%*	*39%*	*35%*	*32%*	*39%*	**43%eijl**	*39%*	*33%*	*32%*	*34%*	*36%*	**41%no**	*33%*	*33%*	*37%*	*39%*	*33%*
NET Disagree	**1077**	-	1077	506	564	123	134	185	161	202	158	115	257	345	475	273	971	98	1176
	42%	-	*42%*	*41%*	*43%*	*39%*	*41%*	*34%*	*41%*	**47%g**	**50%eg**	**47%g**	*40%*	*37%*	**48%lm**	**49%lm**	*42%*	*40%*	*46%*
Mean	**2.86**	-	2.86	2.91	2.83	2.85	2.87	**3.09eijk**	**2.94j**	2.73	2.66	2.73	2.86	**3.03no**	2.71	2.69	2.86	2.92	2.77
Std Dev.	**1.30**	-	1.30	1.34	1.27	1.27	1.32	1.28	1.32	1.31	1.27	1.31	1.30	1.30	1.29	1.28	1.30	1.32	1.29
Std Error	**0.03**	-	0.03	0.04	0.03	0.07	0.08	0.06	0.07	0.06	0.07	0.09	0.05	0.04	0.04	0.05	0.03	0.11	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	286	73	80	77	56	153	133	190	92	36	30	66	53	81	149	36	230
		11%	14%bd	10%	13%	9%	11%	11%	13%h	9%	12%	9%	10%	9%	18%jkln	9%	12%	11%
Slightly agree	(4)	652	162	206	133	151	368	284	400	242	79	76	156	155	145	387	79	539
		26%	32%bcd	25%	23%	24%	28%	23%	26%	24%	25%	23%	23%	27%	32%jkn	24%	25%	26%
Neither agree nor disagree	(3)	522	71	176	129	146	246	275	305	203	72	85	150	113	62	348	75	414
		20%	14%	21%a	22%a	23%a	18%	23%	20%	20%	23%m	25%m	22%m	20%	13%	22%m	24%	20%
Slightly disagree	(2)	584	113	191	120	160	304	280	334	246	65	86	177	128	97	391	65	494
		23%	22%	23%	20%	25%	23%	23%	22%	25%	21%	26%	26%	22%	21%	24%	21%	24%
Strongly disagree	(1)	493	90	162	128	112	253	240	275	209	56	57	136	121	75	314	56	398
		19%	18%	20%	22%	18%	19%	20%	18%	21%	18%	17%	20%	21%	16%	20%	18%	19%
Don't know		18	*	11	-	7	11	7	9	7	5	*	4	4	*	9	5	9
		1%	*	1%c	-	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*
NET Agree		938	236	286	210	207	521	417	590	334	115	106	221	208	226	536	115	769
		37%	46%bcd	35%	36%	33%	39%	34%	39%h	33%	37%	32%	32%	36%	49%ijkln	34%	37%	37%
NET Disagree		1077	204	353	248	272	557	520	610	456	121	143	313	250	172	705	122	893
		42%	40%	43%	42%	43%	42%	43%	40%	46%g	39%	43%	45%m	43%	37%	44%	38%	43%
Mean		2.86	3.03bd	2.82	2.85	2.81	2.90	2.83	2.93h	2.76	2.92	2.81	2.76	2.81	3.13jkln	2.79	2.92	2.86
Std Dev.		1.30	1.35	1.28	1.34	1.24	1.31	1.29	1.31	1.28	1.29	1.22	1.27	1.30	1.37	1.27	1.29	1.30
Std Error		0.03	0.05	0.05	0.06	0.05	0.03	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	286	250	36	22	247	20	14	6	11	35	17	25	19	45	49	25	19	2	18
		11%	11%	10%	17%	11%	9%	11%	9%	12%	13%	8%	14%	8%	19%lopr	14%o	7%	9%	6%	10%
Slightly agree	(4)	652	569	83	27	559	48	31	14	28	86	69	38	54	48	101	86	49	4	43
		26%	26%	23%	20%	26%	22%	25%	20%	29%	31%q	33%kmpq	21%	24%	21%	30%q	24%	22%	13%	24%
Neither agree nor disagree	(3)	522	447	74	23	437	52	20	13	23	55	37	41	49	41	68	78	44	9	44
		20%	20%	21%	18%	20%	24%f	16%	18%	24%	20%	18%	23%	21%	18%	20%	22%	19%	26%	24%
Slightly disagree	(2)	584	500	84	25	476	50	38	20	13	45	43	38	60	62	68	98	49	9	41
		23%	23%	23%	19%	22%	23%	30%d	29%d	14%	16%	21%	21%	26%hl	26%hl	20%	27%hl	22%	28%	22%
Strongly disagree	(1)	493	410	83	33	409	46	21	16	19	53	41	37	45	37	49	68	61	9	37
		19%	19%	23%	26%	19%	21%	17%	23%	20%	19%	20%	21%	19%	16%	14%	19%	27%mn	27%	20%
Don't know		18	18	*	*	17	*	1	1	1	2	-	-	2	1	4	5	2	-	*
		1%	1%	*	*	1%	*	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	*
NET Agree		938	819	119	49	806	68	45	20	39	121	86	64	74	93	150	111	68	6	61
		37%	37%	33%	38%	38%g	31%	36%	29%	41%q	44%lopq	42%q	35%	32%	40%q	44%lopqr	31%	30%	19%	33%
NET Disagree		1077	910	167	58	885	96	59	36	32	98	83	75	105	98	117	165	111	19	78
		42%	41%	46%	45%	41%	45%	47%	52%d	34%	35%	40%	42%	46%	42%	34%	46%n	49%hin	55%hin	43%
Mean		2.86	2.88	2.74	2.85	2.89g	2.74	2.83	2.62	2.99pq	3.02pq	2.90q	2.87	2.75	3.01pq	3.10lopqr	2.73	2.62	2.43	2.80
Std Dev.		1.30	1.30	1.31	1.45	1.31	1.27	1.29	1.29	1.32	1.33	1.29	1.35	1.25	1.37	1.29	1.22	1.32	1.20	1.28
Std Error		0.03	0.03	0.04	0.07	0.04	0.05	0.06	0.07	0.12	0.11	0.11	0.12	0.10	0.12	0.11	0.10	0.11	0.13	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	286	160	94	13	18	2	253	20	148	100	19	13	5	248	18
		11%	**16%bcefg**	**9%c**	*4%*	**12%c**	*3%*	**13%bc**	*9%*	**15%ij**	**10%j**	*5%*	*11%*	*12%*	**13%j**	**11%j**
Slightly agree	(4)	652	227	296	72	42	10	523	52	229	263	97	43	11	492	53
		26%	*23%*	**29%a**	*22%*	*27%*	*15%*	*26%*	*23%*	*23%*	*27%*	*25%*	**35%h**	*26%*	*25%*	**33%h**
Neither agree nor disagree	(3)	522	143	201	127	33	11	344	43	148	202	137	18	9	350	27
		20%	*15%*	**20%a**	**39%abdefg**	*21%*	*16%*	*17%*	*20%*	*15%*	**21%h**	**35%hikmn**	*15%*	*22%*	*18%*	*17%*
Slightly disagree	(2)	584	203	270	63	40	9	472	48	215	253	73	37	6	468	43
		23%	*21%*	**27%ac**	*19%*	*26%*	*13%*	*24%*	*22%*	*21%*	**26%hj**	*19%*	**30%j**	*16%*	*24%*	*27%*
Strongly disagree	(1)	493	247	143	47	22	33	390	55	273	141	58	10	10	414	20
		19%	**25%bcdf**	*14%*	*14%*	*14%*	**48%abcdfg**	**20%b**	**25%bc**	**27%ijkmn**	*15%*	*15%*	*8%*	*24%*	**21%ijkn**	*12%*
Don't know		18	*	6	5	-	3	6	3	1	6	8	-	-	6	-
		1%	*	*1%*	**2%af**	-	**5%abdf**	*	**1%a**	*	*1%*	**2%hm**	-	-	*	-
NET Agree		938	387	390	84	60	12	777	72	378	363	116	56	16	740	72
		37%	**39%ce**	**39%ce**	*26%*	**39%ce**	*18%*	**39%ce**	*33%*	*37%*	**38%j**	*30%*	**46%j**	*38%*	**37%j**	**44%j**
NET Disagree		1077	450	412	110	62	41	862	103	488	395	131	47	16	882	63
		42%	**46%c**	*41%*	*34%*	*40%*	**61%bcdf**	**43%c**	**46%c**	**48%ij**	*41%*	*33%*	*38%*	*39%*	**45%j**	*39%*
Mean		2.86	**2.85e**	**2.93e**	**2.81e**	**2.96e**	2.07	**2.89e**	**2.70e**	2.77	2.92	2.86	3.11	2.88	2.84	3.05
Std Dev.		1.30	1.44	1.23	1.06	1.26	1.27	1.34	1.32	1.43	1.24	1.11	1.19	1.37	1.34	1.24
Std Error		0.03	0.05	0.04	0.06	0.10	0.16	0.03	0.09	0.04	0.04	0.06	0.11	0.21	0.03	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**286**	44	235	7	104	163	19	272	8	6	-	286	-
		11%	***22%b***	*10%*	*13%*	*13%*	*10%*	*12%*	*11%*	*23%*	*45%*	-	*11%*	-
Slightly agree	(4)	**652**	44	596	12	179	422	51	627	17	2	3	646	4
		26%	*22%*	*26%*	*21%*	*23%*	*26%*	*32%*	*25%*	*47%*	*14%*	*46%*	*25%*	*22%*
Neither agree nor disagree	(3)	**522**	38	466	18	173	309	40	505	7	3	-	514	7
		20%	*19%*	*20%*	*30%*	*22%*	*19%*	*25%*	*20%*	*19%*	*20%*	-	*20%*	*45%*
Slightly disagree	(2)	**584**	36	527	21	181	371	32	576	2	3	2	580	2
		23%	*18%*	*23%*	***36%a***	*23%*	*23%*	*20%*	*23%*	*6%*	*21%*	*36%*	*23%*	*11%*
Strongly disagree	(1)	**493**	33	459	*	138	340	16	489	-	-	1	489	3
		19%	***17%c***	***20%c***	*1%*	*18%*	***21%f***	*10%*	*20%*	-	-	*18%*	*19%*	*17%*
Don't know		**18**	3	15	*	5	11	2	16	2	-	-	17	1
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*5%*	-	-	*1%*	*4%*
NET Agree		**938**	88	830	20	283	586	70	900	25	8	3	932	4
		37%	*44%*	*36%*	*33%*	*36%*	*36%*	*44%*	*36%*	*70%*	*59%*	*46%*	*37%*	*22%*
NET Disagree		**1077**	69	986	22	319	711	47	1065	2	3	3	1070	4
		42%	*35%*	*43%*	*36%*	***41%f***	***44%f***	*30%*	*43%*	*6%*	*21%*	*54%*	*42%*	*28%*
Mean		**2.86**	***3.15b***	2.83	3.08	2.91	2.81	***3.16e***	2.85	3.92	3.83	2.74	2.86	2.77
Std Dev.		**1.30**	1.41	1.30	1.05	1.31	1.31	1.18	1.30	0.84	1.26	1.34	1.30	1.04
Std Error		**0.03**	0.09	0.03	0.14	0.05	0.03	0.09	0.03	0.16	0.34	0.77	0.03	0.28

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**286**	34	84	43	126	-	34	-	41	-	43	-	43	-	69	-	57
		11%	*8%*	*10%*	*10%*	**15%ab**	-	*8%*	-	*10%*	-	*10%*	-	*10%*	-	**16%fhj**	-	**14%f**
Slightly agree	(4)	**652**	89	217	114	232	-	89	-	106	-	110	-	114	-	120	-	112
		26%	*20%*	*25%*	*28%*	**28%a**	-	*20%*	-	*25%*	-	*25%*	-	*28%*	-	*28%*	-	**28%f**
Neither agree nor disagree	(3)	**522**	108	164	84	166	-	108	-	79	-	84	-	84	-	85	-	81
		20%	**25%b**	*19%*	*20%*	*20%*	-	*25%*	-	*18%*	-	*19%*	-	*20%*	-	*20%*	-	*20%*
Slightly disagree	(2)	**584**	101	240	109	135	-	101	-	124	-	116	-	109	-	68	-	66
		23%	**23%d**	**27%d**	**26%d**	*16%*	-	**23%n**	-	**29%np**	-	**26%np**	-	**26%np**	-	*16%*	-	*17%*
Strongly disagree	(1)	**493**	99	165	62	167	-	99	-	75	-	90	-	62	-	87	-	80
		19%	**23%c**	*19%*	*15%*	*20%*	-	**23%l**	-	*17%*	-	*20%*	-	*15%*	-	*20%*	-	*20%*
Don't know		**18**	4	8	3	4	-	4	-	4	-	3	-	3	-	1	-	4
		1%	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*
NET Agree		**938**	123	300	157	358	-	123	-	147	-	153	-	157	-	190	-	169
		37%	*28%*	*34%*	**38%a**	**43%ab**	-	*28%*	-	*34%*	-	*34%*	-	**38%f**	-	**44%fhj**	-	**42%f**
NET Disagree		**1077**	200	405	171	301	-	200	-	199	-	206	-	171	-	155	-	146
		42%	**46%d**	**46%d**	*41%*	*36%*	-	**46%np**	-	**46%np**	-	**46%np**	-	*41%*	-	*36%*	-	*37%*
Mean		**2.86**	2.67	2.79	**2.92a**	**3.02ab**	-	2.67	-	2.80	-	2.77	-	**2.92f**	-	**3.04fhj**	-	**3.00f**
Std Dev.		**1.30**	1.25	1.28	1.25	1.37	-	1.25	-	1.26	-	1.29	-	1.25	-	1.38	-	1.36
Std Error		**0.03**	0.06	0.04	0.06	0.05	-	0.06	-	0.06	-	0.06	-	0.06	-	0.07	-	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base		**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base		**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree	(5)	**513**	-	513	247	259	57	59	115	78	90	68	46	115	194	204	113	467	44	523
		20%	-	*20%*	*20%*	*20%*	*18%*	*18%*	*21%*	*20%*	*21%*	*21%*	*18%*	*18%*	*21%*	*21%*	*20%*	*20%*	*18%*	*20%*
Slightly agree	(4)	**917**	-	917	391	524	110	110	197	139	150	122	89	220	336	361	211	824	90	873
		36%	-	*36%*	*32%*	**40%c**	*35%*	*34%*	*37%*	*35%*	*35%*	*39%*	*36%*	*35%*	*36%*	*37%*	*38%*	*36%*	*37%*	*34%*
Neither agree nor disagree	(3)	**592**	-	592	289	302	80	79	124	91	91	63	64	159	215	218	127	528	58	638
		23%	-	*23%*	*24%*	*23%*	*26%*	*24%*	*23%*	*23%*	*21%*	*20%*	*26%*	*25%*	*23%*	*22%*	*22%*	*23%*	*24%*	*25%*
Slightly disagree	(2)	**287**	-	287	159	128	34	40	71	36	39	31	36	75	107	106	67	256	30	300
		11%	-	*11%*	**13%d**	*10%*	*11%*	*13%*	*13%*	*9%*	*9%*	*10%*	*14%*	*12%*	*11%*	*11%*	*12%*	*11%*	*12%*	*12%*
Strongly disagree	(1)	**220**	-	220	117	104	29	29	31	41	50	31	10	58	72	91	41	197	22	218
		9%	-	*9%*	*10%*	*8%*	*9%*	*9%*	*6%*	**10%k**	**12%gk**	*10%*	*4%*	*9%*	*8%*	*9%*	*7%*	*9%*	*9%*	*8%*
Don't know		**26**	-	26	17	9	4	5	*	7	4	1	3	10	7	9	4	21	2	22
		1%	-	*1%*	*1%*	*1%*	**1%g**	**2%g**	*	**2%g**	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree		**1430**	-	1430	638	784	167	169	312	217	240	190	135	336	529	565	325	1291	134	1396
		56%	-	*56%*	*52%*	**59%c**	*53%*	*52%*	*58%*	*55%*	*57%*	*60%*	*55%*	*53%*	*57%*	*57%*	*58%*	*56%*	*55%*	*54%*
NET Disagree		**507**	-	507	276	231	63	69	102	77	89	62	46	132	178	197	107	453	52	518
		20%	-	*20%*	**23%d**	*17%*	*20%*	*22%*	*19%*	*20%*	*21%*	*20%*	*18%*	*21%*	*19%*	*20%*	*19%*	*20%*	*21%*	*20%*
Mean		**3.48**	-	3.48	3.41	**3.54c**	3.42	3.41	3.55	3.46	3.45	3.52	3.51	3.42	3.51	3.49	3.52	3.49	3.43	3.46
Std Dev.		**1.19**	-	1.19	1.23	1.14	1.18	1.19	1.13	1.22	1.26	1.21	1.08	1.18	1.17	1.20	1.16	1.19	1.18	1.19
Std Error		**0.02**	-	0.02	0.04	0.03	0.07	0.07	0.05	0.06	0.06	0.06	0.07	0.05	0.04	0.04	0.05	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 53

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	513	117	169	112	115	286	227	309	193	66	62	130	98	116	289	66	407
		20%	23%	21%	19%	18%	21%	19%	20%	19%	21%	18%	19%	17%	25%ln	18%	21%	20%
Slightly agree	(4)	917	186	317	209	205	503	414	571	335	95	111	238	247	160	596	97	767
		36%	37%	38%	36%	32%	38%	34%	38%	34%	30%	33%	35%	43%ijkm	35%	37%	31%	37%
Neither agree nor disagree	(3)	592	90	168	150	184	258	334	328	253	99	82	163	99	99	345	100	447
		23%	18%	20%	26%a	29%ab	19%	27%e	22%	25%	32%klmn	25%l	24%l	17%	22%	22%	31%p	21%
Slightly disagree	(2)	287	75	89	59	64	164	123	161	122	25	42	84	76	46	202	25	256
		11%	15%	11%	10%	10%	12%	10%	11%	12%	8%	13%	12%	13%	10%	13%	8%	12%
Strongly disagree	(1)	220	42	70	52	56	113	108	130	87	24	31	67	48	40	146	24	188
		9%	8%	9%	9%	9%	8%	9%	9%	9%	8%	9%	10%	8%	9%	9%	8%	9%
Don't know		26	*	12	5	8	12	14	16	9	4	7	6	6	*	19	4	19
		1%	*	1%a	1%	1%a	1%	1%	1%	1%	1%	2%m	1%	1%	*	1%	1%	1%
NET Agree		1430	303	486	320	320	789	641	879	528	161	173	368	345	276	886	163	1175
		56%	59%d	59%d	55%	51%	59%f	53%	58%h	53%	51%	52%	53%	60%	60%	55%	52%	56%
NET Disagree		507	117	160	111	120	277	231	291	209	50	73	152	124	86	348	50	444
		20%	23%	19%	19%	19%	21%	19%	19%	21%	16%	22%	22%	22%	19%	22%	16%	21%
Mean		3.48	3.51	3.52	3.46	3.42	3.52	3.44	3.51	3.43	3.50	3.40	3.41	3.48	3.58	3.43	3.50	3.46
Std Dev.		1.19	1.22	1.19	1.17	1.17	1.20	1.17	1.18	1.19	1.15	1.20	1.21	1.17	1.21	1.19	1.14	1.20
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 53

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	513	443	70	26	417	50	30	16	14	46	38	31	40	61	76	76	35	7	43
		20%	20%	19%	20%	19%	23%	24%	23%	14%	17%	18%	17%	17%	26%hp	22%	21%	15%	20%	24%
Slightly agree	(4)	917	790	127	47	788	72	37	20	38	95	71	60	99	78	119	140	88	10	62
		36%	36%	35%	36%	37%fg	33%	29%	29%	40%	34%	34%	33%	43%	34%	35%	39%	39%	31%	34%
Neither agree nor disagree	(3)	592	500	92	23	492	50	30	19	23	57	56	57	48	45	68	77	62	7	43
		23%	23%	25%	18%	23%	23%	24%	27%	24%	21%	27%	31%mn	21%	19%	20%	21%	28%	20%	24%
Slightly disagree	(2)	287	243	44	20	238	29	14	6	10	42	20	14	27	37	29	35	24	8	21
		11%	11%	12%	15%	11%	13%	11%	9%	10%	15%	10%	8%	12%	16%	9%	10%	11%	23%knop	12%
Strongly disagree	(1)	220	193	28	14	184	15	14	8	10	28	21	16	14	11	44	24	16	2	13
		9%	9%	8%	11%	9%	7%	11%	11%	10%	10%	10%	9%	6%	5%	13%m	7%	7%	6%	7%
Don't know		26	25	1	*	25	*	*	*	1	8	-	1	1	1	4	8	-	*	*
		1%	1%	*	*	1%	*	*	*	1%	3%	-	1%	1%	1%	1%	2%	-	*	*
NET Agree		1430	1233	197	73	1205	122	66	37	52	141	109	92	139	139	195	216	122	17	105
		56%	56%	54%	56%	56%	56%	53%	52%	54%	51%	53%	51%	60%	60%	57%	60%	55%	51%	57%
NET Disagree		507	436	72	34	422	44	28	14	20	70	41	30	42	48	73	58	40	10	34
		20%	20%	20%	26%	20%	20%	22%	20%	21%	25%	20%	17%	18%	21%	21%	16%	18%	29%	19%
Mean		3.48	3.48	3.46	3.40	3.48	3.52	3.44	3.46	3.38	3.33	3.41	3.43	3.54	3.61	3.46	3.60	3.45	3.37	3.55
Std Dev.		1.19	1.19	1.16	1.27	1.18	1.18	1.27	1.25	1.18	1.23	1.19	1.14	1.10	1.17	1.29	1.13	1.10	1.22	1.18
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.07	0.11	0.10	0.10	0.10	0.09	0.10	0.10	0.09	0.09	0.13	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 53

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Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	513	226	170	58	41	17	396	58	230	177	62	28	10	407	38
		20%	23%b	17%	18%	27%b	25%	20%	26%b	23%j	18%	16%	24%	24%	21%	24%
Slightly agree	(4)	917	317	427	97	51	20	744	71	337	395	124	40	15	732	55
		36%	32%	42%acg	30%	33%	30%	37%ac	32%	33%	41%hj	32%	33%	37%	37%	34%
Neither agree nor disagree	(3)	592	186	231	114	33	20	417	53	205	226	123	25	6	431	32
		23%	19%	23%	35%abdfg	22%	30%	21%	24%	20%	23%	31%himn	21%	15%	22%	19%
Slightly disagree	(2)	287	117	120	28	18	4	237	22	115	103	49	17	2	218	19
		11%	12%	12%	9%	12%	6%	12%	10%	11%	11%	13%	14%	6%	11%	12%
Strongly disagree	(1)	220	132	50	21	10	7	182	17	123	60	24	5	7	184	12
		9%	13%bcf	5%	6%	7%	10%	9%b	8%	12%ijk	6%	6%	4%	17%	9%l	7%
Don't know		26	3	10	8	*	-	13	*	3	4	9	6	-	7	6
		1%	*	1%	2%af	*	-	1%	*	*	*	2%him	5%him	-	*	4%him
NET Agree		1430	542	597	156	92	37	1140	129	567	572	186	68	25	1139	93
		56%	55%	59%c	48%	60%	55%	57%c	58%	56%j	59%j	47%	56%	61%	58%j	58%
NET Disagree		507	248	170	49	29	10	418	39	239	163	74	22	9	402	31
		20%	25%bcf	17%	15%	19%	15%	21%b	18%	24%kl	17%	19%	18%	23%	20%	19%
Mean		3.48	3.40	3.55a	3.45	3.61	3.55	3.47	3.59	3.43	3.55	3.39	3.61	3.45	3.49	3.57
Std Dev.		1.19	1.32	1.06	1.09	1.19	1.21	1.20	1.20	1.29	1.10	1.10	1.13	1.39	1.20	1.20
Std Error		0.02	0.04	0.03	0.06	0.10	0.15	0.03	0.08	0.04	0.04	0.06	0.11	0.21	0.03	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**513**	54	447	11	179	314	20	505	5	2	-	512	1
		20%	***27%b***	*19%*	*19%*	***23%f***	*19%*	*13%*	*20%*	*13%*	*12%*	-	*20%*	*7%*
Slightly agree	(4)	**917**	67	825	25	275	569	72	891	16	4	3	911	3
		36%	*34%*	*36%*	*42%*	*35%*	*35%*	***45%e***	*36%*	*45%*	*29%*	*46%*	*36%*	*20%*
Neither agree nor disagree	(3)	**592**	42	533	16	182	371	39	567	8	6	3	581	8
		23%	*21%*	*23%*	*27%*	*23%*	*23%*	*25%*	*23%*	*24%*	*45%*	*54%*	*23%*	*49%*
Slightly disagree	(2)	**287**	13	273	1	69	202	16	280	5	1	-	286	1
		11%	*6%*	*12%*	*2%*	*9%*	***12%d***	*10%*	*11%*	*14%*	*4%*	-	*11%*	*9%*
Strongly disagree	(1)	**220**	21	194	6	70	141	9	218	1	1	-	220	*
		9%	*10%*	*8%*	*10%*	*9%*	*9%*	*6%*	*9%*	*4%*	*9%*	-	*9%*	*1%*
Don't know		**26**	1	24	*	4	19	2	24	-	-	-	24	2
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*14%*
NET Agree		**1430**	121	1272	36	454	883	92	1397	21	5	3	1423	4
		56%	*61%*	*55%*	*61%*	*58%*	*55%*	*58%*	*56%*	*59%*	*42%*	*46%*	*56%*	*26%*
NET Disagree		**507**	33	467	7	139	343	25	498	6	2	-	506	2
		20%	*17%*	*20%*	*12%*	*18%*	*21%*	*16%*	*20%*	*18%*	*13%*	-	*20%*	*11%*
Mean		**3.48**	3.62	3.47	3.58	3.55	3.45	3.49	3.48	3.50	3.32	3.46	3.48	3.25
Std Dev.		**1.19**	1.24	1.18	1.14	1.20	1.19	1.04	1.19	1.02	1.09	0.55	1.19	0.84
Std Error		**0.02**	0.08	0.02	0.15	0.04	0.03	0.08	0.02	0.19	0.29	0.32	0.02	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 53

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**513**	82	160	76	195	-	82	-	81	-	79	-	76	-	106	-	90
		20%	*19%*	*18%*	*18%*	**24%b**	-	*19%*	-	*19%*	-	*18%*	-	*18%*	-	*25%*	-	*22%*
Slightly agree	(4)	**917**	140	346	140	291	-	140	-	183	-	163	-	140	-	134	-	157
		36%	*32%*	*39%*	*34%*	*35%*	-	*32%*	-	**43%fn**	-	*36%*	-	*34%*	-	*31%*	-	*39%*
Neither agree nor disagree	(3)	**592**	118	171	122	181	-	118	-	81	-	90	-	122	-	108	-	73
		23%	**27%b**	*20%*	**29%bd**	*22%*	-	**27%hp**	-	*19%*	-	*20%*	-	**29%hjp**	-	*25%*	-	*18%*
Slightly disagree	(2)	**287**	54	115	40	77	-	54	-	49	-	67	-	40	-	44	-	33
		11%	*12%*	*13%*	*10%*	*9%*	-	*12%*	-	*11%*	-	**15%p**	-	*10%*	-	*10%*	-	*8%*
Strongly disagree	(1)	**220**	34	77	30	80	-	34	-	34	-	43	-	30	-	37	-	43
		9%	*8%*	*9%*	*7%*	*10%*	-	*8%*	-	*8%*	-	*10%*	-	*7%*	-	*9%*	-	*11%*
Don't know		**26**	8	8	7	3	-	8	-	2	-	6	-	7	-	*	-	3
		1%	*2%*	*1%*	*2%*	*	-	*2%*	-	*	-	*1%*	-	*2%*	-	*	-	*1%*
NET Agree		**1430**	222	505	215	487	-	222	-	264	-	241	-	215	-	240	-	247
		56%	*51%*	*58%*	*52%*	*59%*	-	*51%*	-	**61%fl**	-	*54%*	-	*52%*	-	*56%*	-	**62%fl**
NET Disagree		**507**	87	192	70	158	-	87	-	82	-	110	-	70	-	81	-	76
		20%	*20%*	*22%*	*17%*	*19%*	-	*20%*	-	*19%*	-	**25%l**	-	*17%*	-	*19%*	-	*19%*
Mean		**3.48**	3.43	3.46	3.47	3.54	-	3.43	-	3.54	-	3.38	-	3.47	-	3.53	-	3.55
Std Dev.		**1.19**	1.16	1.19	1.12	1.22	-	1.16	-	1.15	-	1.22	-	1.12	-	1.21	-	1.23
Std Error		**0.02**	0.06	0.04	0.05	0.04	-	0.06	-	0.06	-	0.06	-	0.05	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree (5)	**789**	-	789	408	377	66	64	190	121	139	135	74	130	311	348	209	732	55	783
	31%	-	*31%*	**33%d**	*28%*	*21%*	*20%*	**35%ef**	**31%ef**	**33%ef**	**43%efhik**	**30%f**	*20%*	**33%l**	**35%l**	**37%l**	**32%q**	*22%*	*30%*
Slightly agree (4)	**1129**	-	1129	522	601	148	153	225	178	182	124	118	301	404	424	242	1004	121	1164
	44%	-	*44%*	*43%*	*45%*	*47%*	*48%*	*42%*	*45%*	*43%*	*39%*	*48%*	*47%*	*43%*	*43%*	*43%*	*44%*	*49%*	*45%*
Neither agree nor disagree (3)	**348**	-	348	158	190	58	66	81	51	40	25	28	124	132	92	52	301	44	338
	14%	-	*14%*	*13%*	*14%*	**18%ij**	**21%hijk**	**15%ij**	*13%*	*9%*	*8%*	*11%*	**20%mno**	**14%no**	*9%*	*9%*	*13%*	*18%*	*13%*
Slightly disagree (2)	**178**	-	178	77	101	29	22	23	31	34	25	14	51	54	73	39	160	18	181
	7%	-	*7%*	*6%*	*8%*	**9%g**	*7%*	*4%*	*8%*	*8%*	*8%*	*6%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*
Strongly disagree (1)	**88**	-	88	42	46	11	8	17	10	22	8	13	18	27	43	21	76	8	90
	3%	-	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*2%*	*5%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*
Don't know	**23**	-	23	13	9	3	9	2	*	8	-	-	12	2	8	-	20	-	18
	1%	-	*1%*	*1%*	*1%*	*1%*	**3%ghijk**	*	*	**2%h**	-	-	**2%mo**	*	*1%*	-	*1%*	-	*1%*
NET Agree	**1918**	-	1918	930	979	213	217	415	300	321	259	192	431	715	773	452	1737	175	1947
	75%	-	*75%*	*76%*	*74%*	*68%*	*67%*	**77%ef**	*76%*	*75%*	**82%ef**	**78%ef**	*68%*	**77%l**	**78%l**	**80%l**	*76%*	*72%*	*76%*
NET Disagree	**266**	-	266	119	147	40	30	40	41	56	32	27	70	81	116	60	236	26	271
	10%	-	*10%*	*10%*	*11%*	**13%g**	*9%*	*7%*	*10%*	**13%g**	*10%*	*11%*	*11%*	*9%*	*12%*	*11%*	*10%*	*11%*	*11%*
Mean	**3.93**	-	3.93	3.98	3.88	3.73	3.78	**4.03ef**	**3.94e**	3.92	**4.12ef**	3.92	3.76	**3.99l**	**3.98l**	**4.03l**	3.95	3.80	3.93
Std Dev.	**1.02**	-	1.02	1.02	1.02	1.01	0.93	0.98	0.99	1.11	1.01	1.05	0.97	0.99	1.07	1.04	1.02	0.98	1.02
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.04	0.05	0.05	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.08	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	789	174	242	197	176	416	373	459	318	98	101	214	177	151	492	98	654
		31%	34%	29%	34%	28%	31%	31%	30%	32%	31%	30%	31%	31%	33%	31%	31%	31%
Slightly agree	(4)	1129	223	361	254	291	584	545	672	441	140	140	320	259	203	719	141	931
		44%	44%	44%	43%	46%	44%	45%	44%	44%	45%	42%	46%	45%	44%	45%	44%	45%
Neither agree nor disagree	(3)	348	62	122	67	97	184	164	217	122	50	66	64	69	62	199	52	264
		14%	12%	15%	11%	15%	14%	13%	14%	12%	16%k	20%kln	9%	12%	13%	12%	16%	13%
Slightly disagree	(2)	178	34	57	43	44	91	88	97	79	17	15	57	43	28	115	17	145
		7%	7%	7%	7%	7%	7%	7%	6%	8%	5%	5%	8%	7%	6%	7%	5%	7%
Strongly disagree	(1)	88	18	33	23	15	50	37	53	34	5	10	27	20	17	57	5	74
		3%	3%	4%	4%	2%	4%	3%	3%	3%	2%	3%	4%	3%	4%	4%	2%	4%
Don't know		23	*	11	3	9	11	12	17	5	3	2	6	7	*	16	3	16
		1%	*	1%	*	1%a	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Agree		1918	397	603	451	467	1000	918	1131	760	238	241	534	436	354	1211	239	1585
		75%	78%	73%	77%	74%	75%	75%	75%	76%	76%	72%	78%	76%	77%	76%	76%	76%
NET Disagree		266	51	90	66	59	141	125	150	113	21	25	84	62	45	172	21	219
		10%	10%	11%	11%	9%	11%	10%	10%	11%	7%	8%	12%i	11%	10%	11%	7%	11%
Mean		3.93	3.98	3.89	3.96	3.91	3.92	3.93	3.93	3.94	4.00	3.92	3.93	3.94	3.96	3.93	4.00	3.94
Std Dev.		1.02	1.02	1.04	1.05	0.96	1.03	1.01	1.01	1.03	0.92	0.97	1.05	1.02	1.02	1.02	0.92	1.02
Std Error		0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.03	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	789	664	125	41	672	57	38	22	27	84	61	62	80	81	99	104	74	15	42
		31%	30%	35%	32%	31%	26%	31%	31%	29%	30%	30%	35%r	35%r	35%r	29%	29%	33%r	45%r	23%
Slightly agree	(4)	1129	983	146	50	940	101	55	33	40	115	94	72	100	91	145	180	104	14	87
		44%	45%	40%	38%	44%	47%	44%	47%	42%	41%	46%	40%	43%	39%	43%	50%	46%	40%	48%
Neither agree nor disagree	(3)	348	302	46	14	292	34	15	7	15	40	29	27	38	34	49	40	20	2	32
		14%	14%	13%	11%	14%	16%	12%	10%	15%	15%	14%	15%	17%	14%	14%	11%	9%	6%	17%b
Slightly disagree	(2)	178	149	29	16	144	19	10	5	6	17	17	13	4	18	30	21	19	2	17
		7%	7%	8%	12%a	7%	9%	8%	7%	6%l	6%	8%l	7%l	2%	8%l	9%l	6%	8%l	7%l	9%l
Strongly disagree	(1)	88	73	15	9	74	5	7	2	6	19	2	6	7	6	11	10	6	*	5
		3%	3%	4%	7%	3%	3%	5%	3%	7%j	7%j	1%	3%	3%	3%	3%	3%	3%	1%	3%
Don't know		23	22	1	*	22	*	*	1	1	2	2	-	1	4	5	5	2	-	*
		1%	1%	*	*	1%	*	*	1%e	1%	1%	1%	-	1%	2%	2%	1%	1%	-	*
NET Agree		1918	1647	271	91	1612	158	93	55	67	198	156	135	180	171	244	284	178	29	129
		75%	75%	75%	70%	75%	73%	75%	79%	70%	72%	76%	75%	78%	73%	72%	79%	79%	86%	71%
NET Disagree		266	222	44	24	218	24	16	7	12	36	20	19	11	24	41	31	25	3	22
		10%	10%	12%	19%a	10%	11%	13%	10%	13%l	13%l	10%	10%	5%	10%	12%l	9%	11%	8%	12%l
Mean		3.93	3.93	3.94	3.76	3.94	3.85	3.87	3.98	3.80	3.82	3.95	3.96	4.06hr	3.97	3.87	3.98	4.00	4.22hr	3.79
Std Dev.		1.02	1.01	1.08	1.21	1.02	0.99	1.10	0.99	1.13	1.14	0.94	1.04	0.92	1.03	1.04	0.95	1.00	0.93	0.99
Std Error		0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.11	0.10	0.08	0.09	0.08	0.09	0.08	0.08	0.08	0.10	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	789	443	250	62	25	9	693	35	427	251	72	24	13	678	38
		31%	**45%bcdefg**	**25%g**	*19%*	*16%*	*14%*	**35%bcdeg**	*16%*	**42%ijkmn**	**26%j**	*18%*	*20%*	*32%*	**34%ijkn**	*23%*
Slightly agree	(4)	1129	396	512	118	63	37	908	100	422	500	139	43	18	923	61
		44%	*40%*	**51%acf**	*36%*	*40%*	**55%c**	**46%ac**	*45%*	*42%*	**52%hjkmn**	*36%*	*35%*	*44%*	**47%j**	*37%*
Neither agree nor disagree	(3)	348	64	145	93	30	6	210	36	72	122	116	24	4	194	28
		14%	*7%*	**14%af**	**28%abefg**	**19%af**	*9%*	**11%a**	**16%a**	*7%*	**13%h**	**30%himn**	**20%hm**	*9%*	*10%*	**17%hm**
Slightly disagree	(2)	178	50	67	36	19	6	118	25	64	61	35	18	1	125	19
		7%	*5%*	*7%*	**11%af**	**12%af**	*8%*	*6%*	**11%af**	*6%*	*6%*	*9%*	**15%him**	*2%*	*6%*	**12%m**
Strongly disagree	(1)	88	26	28	12	13	9	54	22	26	27	21	9	6	53	15
		3%	*3%*	*3%*	*4%*	**8%abf**	**14%abcf**	*3%*	**10%abcf**	*3%*	*3%*	**5%m**	**8%him**	*13%*	*3%*	**9%him**
Don't know		23	1	7	6	5	-	7	5	2	5	9	3	-	7	3
		1%	*	*1%*	**2%af**	**3%abf**	-	*	**2%af**	*	*1%*	**2%him**	**2%hm**	-	*	*2%*
NET Agree		1918	839	761	180	88	47	1600	134	850	751	211	67	31	1600	98
		75%	**86%bcdefg**	**75%cdg**	*55%*	*57%*	*69%*	**80%bcdg**	*60%*	**84%ijkn**	**78%jkn**	*54%*	*56%*	*76%*	**81%jkn**	*61%*
NET Disagree		266	76	96	48	32	15	172	47	90	87	55	27	6	177	33
		10%	*8%*	*9%*	**15%af**	**20%abf**	**23%abf**	*9%*	**21%abf**	*9%*	*9%*	**14%him**	**22%him**	*16%*	*9%*	**21%him**
Mean		3.93	**4.21bcdefg**	**3.89cdeg**	3.57	3.46	3.46	**4.04bcdeg**	3.46	**4.15ijkmn**	**3.92jkn**	3.54	3.47	3.78	**4.04ijkn**	3.55
Std Dev.		1.02	0.96	0.95	1.04	1.17	1.25	0.97	1.19	0.98	0.94	1.06	1.20	1.31	0.97	1.23
Std Error		0.02	0.03	0.03	0.06	0.10	0.15	0.02	0.08	0.03	0.03	0.06	0.12	0.20	0.02	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**789**	67	712	11	230	533	26	782	4	3	-	789	*
		31%	*34%*	*31%*	*18%*	**30%f**	**33%f**	*16%*	*31%*	*10%*	*24%*	-	*31%*	*
Slightly agree	(4)	**1129**	64	1036	29	331	719	78	1105	13	7	1	1125	3
		44%	*32%*	**45%a**	*48%*	*42%*	*44%*	*49%*	*44%*	*36%*	*54%*	*18%*	*44%*	*19%*
Neither agree nor disagree	(3)	**348**	37	297	14	106	204	39	322	14	*	3	337	9
		14%	*19%*	*13%*	*24%*	*14%*	*13%*	**24%de**	*13%*	*40%*	*2%*	*46%*	*13%*	*55%*
Slightly disagree	(2)	**178**	19	155	4	76	91	12	170	2	2	2	173	3
		7%	*10%*	*7%*	*7%*	**10%e**	*6%*	*7%*	*7%*	*6%*	*12%*	*36%*	*7%*	*20%*
Strongly disagree	(1)	**88**	10	75	2	33	53	1	84	3	1	-	88	-
		3%	*5%*	*3%*	*3%*	*4%*	*3%*	*1%*	*3%*	*8%*	*8%*	-	*3%*	-
Don't know		**23**	1	22	*	4	16	2	22	-	-	-	22	1
		1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*6%*
NET Agree		**1918**	131	1748	39	562	1252	105	1887	16	10	1	1914	3
		75%	*66%*	**76%a**	*66%*	*72%*	**77%df**	*66%*	*76%*	*47%*	*78%*	*18%*	*76%*	*19%*
NET Disagree		**266**	29	231	6	108	144	13	254	5	3	2	261	3
		10%	*15%*	*10%*	*10%*	**14%e**	*9%*	*8%*	*10%*	*13%*	*20%*	*36%*	*10%*	*20%*
Mean		**3.93**	3.80	3.95	3.71	3.84	**3.99df**	3.74	3.95	3.35	3.75	2.82	3.94	3.00
Std Dev.		**1.02**	1.16	1.01	0.96	1.09	0.99	0.86	1.01	1.02	1.22	0.79	1.02	0.68
Std Error		**0.02**	0.08	0.02	0.13	0.04	0.03	0.07	0.02	0.19	0.33	0.45	0.02	0.19

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree (5)	**789**	132	269	127	261	-	132	-	142	-	127	-	127	-	142	-	120
	31%	*30%*	*31%*	*31%*	*32%*	-	*30%*	-	*33%*	-	*28%*	-	*31%*	-	*33%*	-	*30%*
Slightly agree (4)	**1129**	182	386	188	373	-	182	-	184	-	202	-	188	-	182	-	191
	44%	*42%*	*44%*	*45%*	*45%*	-	*42%*	-	*43%*	-	*45%*	-	*45%*	-	*42%*	-	*48%*
Neither agree nor disagree (3)	**348**	58	125	64	101	-	58	-	63	-	62	-	64	-	58	-	43
	14%	*13%*	*14%*	*15%*	*12%*	-	*13%*	-	*15%*	-	*14%*	-	*15%*	-	*14%*	-	*11%*
Slightly disagree (2)	**178**	39	59	19	61	-	39	-	24	-	35	-	19	-	31	-	30
	7%	*9%*	*7%*	*5%*	*7%*	-	*9%*	-	*6%*	-	*8%*	-	*5%*	-	*7%*	-	*7%*
Strongly disagree (1)	**88**	20	26	14	29	-	20	-	14	-	12	-	14	-	12	-	16
	3%	*5%*	*3%*	*3%*	*3%*	-	*5%*	-	*3%*	-	*3%*	-	*3%*	-	*3%*	-	*4%*
Don't know	**23**	4	11	3	5	-	4	-	3	-	8	-	3	-	5	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*2%p*	-	*1%*	-	*1%*	-	-
NET Agree	**1918**	315	654	315	634	-	315	-	326	-	328	-	315	-	324	-	310
	75%	*72%*	*75%*	*76%*	*76%*	-	*72%*	-	*76%*	-	*74%*	-	*76%*	-	*75%*	-	*78%*
NET Disagree	**266**	59	85	33	89	-	59	-	38	-	47	-	33	-	44	-	46
	10%	*13%*	*10%*	*8%*	*11%*	-	*13%*	-	*9%*	-	*11%*	-	*8%*	-	*10%*	-	*11%*
Mean	**3.93**	3.85	3.94	3.96	3.94	-	3.85	-	3.97	-	3.90	-	3.96	-	3.96	-	3.92
Std Dev.	**1.02**	1.09	1.00	0.97	1.02	-	1.09	-	1.00	-	1.00	-	0.97	-	1.01	-	1.03
Std Error	**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base		2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base		1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree	(5)	206	-	206	125	80	43	41	71	20	13	14	4	84	92	31	18	170	37	162
		8%	-	8%	10%d	6%	14%hijk	13%hijk	13%hijk	5%	3%	4%	2%	13%no	10%no	3%	3%	7%	15%p	6%
Slightly agree	(4)	354	-	354	197	156	61	85	98	46	28	17	19	146	144	65	36	293	58	340
		14%	-	14%	16%d	12%	19%hijk	26%ghijk	18%hijk	12%j	7%	5%	8%	23%mno	15%no	7%	6%	13%	24%p	13%
Neither agree nor disagree	(3)	436	-	436	226	208	90	71	103	64	58	33	16	162	167	107	49	371	63	406
		17%	-	17%	19%	16%	29%ghijk	22%ijk	19%jk	16%k	14%k	10%	6%	25%mno	18%no	11%	9%	16%	26%p	16%
Slightly disagree	(2)	428	-	428	185	239	53	42	117	62	67	52	35	95	179	155	87	390	32	431
		17%	-	17%	15%	18%	17%	13%	22%f	16%	16%	17%	14%	15%	19%	16%	16%	17%	13%	17%
Strongly disagree	(1)	1081	-	1081	454	627	64	73	140	188	245	198	173	137	328	616	371	1032	45	1193
		42%	-	42%	37%	47%c	20%	23%	26%	48%efg	58%efgh	63%efgh	70%efghi	22%	35%l	62%lm	66%lm	45%q	18%	46%
Don't know		49	-	49	33	17	4	10	9	12	14	2	-	13	20	16	2	37	10	42
		2%	-	2%	3%d	1%	1%	3%k	2%	3%k	3%k	1%	-	2%o	2%o	2%	*	2%	4%	2%
NET Agree		561	-	561	321	236	104	127	169	66	41	31	23	230	235	95	54	462	95	502
		22%	-	22%	26%d	18%	33%hijk	39%hijk	31%hijk	17%ik	10%	10%	9%	36%mno	25%no	10%	10%	20%	39%p	20%
NET Disagree		1509	-	1509	639	865	117	115	257	251	312	250	208	231	508	770	458	1422	76	1624
		59%	-	59%	52%	65%c	37%	36%	48%ef	64%efg	73%efgh	79%efgh	84%efghi	36%	55%l	78%lm	81%lm	62%q	31%	63%
Mean		2.27	-	2.27	2.45d	2.10	2.89hijk	2.94hijk	2.70hijk	2.07ijk	1.78	1.72	1.57	2.91mno	2.44no	1.70	1.65	2.19	3.05p	2.15
Std Dev.		1.36	-	1.36	1.41	1.29	1.32	1.37	1.39	1.27	1.12	1.13	1.02	1.34	1.37	1.10	1.08	1.33	1.33	1.31
Std Error		0.03	-	0.03	0.04	0.04	0.08	0.08	0.06	0.07	0.05	0.06	0.07	0.06	0.05	0.03	0.04	0.03	0.11	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 55

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I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	206	82	54	40	30	136	70	168	39	18	15	44	36	82	95	18	178
		8%	16%bcd	7%	7%	5%	10%f	6%	11%h	4%	6%	5%	6%	6%	18%ijkln	6%	6%	9%
Slightly agree	(4)	354	102	112	78	62	214	140	261	90	34	44	92	74	89	210	36	299
		14%	20%bcd	14%	13%	10%	16%f	11%	17%h	9%	11%	13%	13%	13%	19%ln	13%	11%	14%
Neither agree nor disagree	(3)	436	63	126	109	138	189	247	281	144	66	52	116	106	61	274	66	337
		17%	12%	15%	19%a	22%ab	14%	20%e	19%h	14%	21%m	16%	17%	18%	13%	17%	21%	16%
Slightly disagree	(2)	428	82	155	77	114	237	191	259	157	66	56	109	96	75	261	66	338
		17%	16%	19%c	13%	18%	18%	16%	17%	16%	21%	17%	16%	17%	16%	16%	21%	16%
Strongly disagree	(1)	1081	180	358	271	272	538	543	512	556	119	163	312	250	154	725	120	900
		42%	35%	43%a	46%a	43%a	40%	45%	34%	56%g	38%	49%lm	45%m	44%m	33%	45%m	38%	43%
Don't know		49	1	20	12	17	21	28	33	14	10	5	15	13	1	32	10	33
		2%	*	2%a	2%a	3%a	2%	2%	2%	1%	3%m	1%	2%m	2%m	*	2%m	3%	2%
NET Agree		561	185	166	118	92	351	210	428	128	52	59	137	110	170	305	54	476
		22%	36%bcd	20%d	20%	15%	26%f	17%	28%h	13%	17%	18%	20%	19%	37%ijkln	19%	17%	23%
NET Disagree		1509	262	513	348	386	775	734	771	714	185	219	421	347	228	987	186	1238
		59%	51%	62%a	59%	61%a	58%	60%	51%	71%g	59%m	65%m	61%m	60%m	50%	62%m	59%	59%
Mean		2.27	2.66bcd	2.19	2.20	2.13	2.37f	2.16	2.54h	1.88	2.23	2.07	2.18	2.20	2.72ijkln	2.16	2.24	2.28
Std Dev.		1.36	1.52	1.31	1.34	1.22	1.41	1.28	1.40	1.19	1.24	1.26	1.32	1.30	1.53	1.30	1.25	1.37
Std Error		0.03	0.06	0.05	0.06	0.05	0.04	0.04	0.04	0.03	0.07	0.07	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	206	187	19	12	183	16	4	4	6	40	11	11	8	21	41	28	17	2	14
		8%	9%	5%	9%	9%f	7%	3%	5%	7%	14%jklr	5%	6%	4%	9%	12%l	8%	8%	6%	7%
Slightly agree	(4)	354	319	35	16	302	28	15	9	14	52	18	23	39	26	73	47	12	2	26
		14%	15%b	10%	12%	14%	13%	12%	12%	14%p	19%jp	9%	13%p	17%p	11%	21%jmp	13%p	5%	7%	14%p
Neither agree nor disagree	(3)	436	374	62	22	370	38	16	12	8	42	28	29	41	36	86	70	29	6	32
		17%	17%	17%	17%	17%	17%	13%	17%	9%	15%	14%	16%	18%	15%	25%hijmp	20%h	13%	18%	17%h
Slightly disagree	(2)	428	369	59	26	358	31	25	14	17	47	44	26	44	35	46	47	52	1	30
		17%	17%	16%	20%	17%	14%	20%	20%	18%q	17%q	21%q	14%	19%q	15%	14%	13%	23%noq	4%	16%q
Strongly disagree	(1)	1081	896	185	53	885	102	63	30	49	84	103	87	95	113	87	159	109	22	80
		42%	41%	51%a	41%	41%	47%	50%d	43%	52%in	30%	50%in	48%in	41%n	48%in	26%	44%in	48%in	65%ilnor	44%in
Don't know		49	48	1	1	45	1	1	2	-	13	3	4	3	3	6	8	6	-	1
		2%	2%b	*	1%	2%	*	1%	2%o	-	5%r	1%	2%	1%	1%	2%	2%	3%	-	*
NET Agree		561	506	54	28	485	44	19	12	20	92	29	33	47	47	114	75	29	4	40
		22%	23%b	15%	22%	23%f	20%	15%	18%	21%	33%hjklmopqr	14%	19%	21%	20%	34%hjklmopqr	21%	13%	13%	22%p
NET Disagree		1509	1265	244	79	1244	134	88	44	66	131	147	113	139	148	133	206	160	23	110
		59%	58%	68%a	61%	58%	62%	71%de	63%	70%ino	47%	71%ino	63%in	60%in	63%in	39%	57%n	72%inor	69%in	60%in
Mean		2.27	2.32b	2.01	2.29	2.30f	2.18	1.96	2.15	2.06	2.69hjklmopqr	1.97	2.11	2.21	2.16	2.81hjklmopqr	2.25	1.98	1.85	2.24
Std Dev.		1.36	1.37	1.25	1.36	1.37	1.34	1.20	1.27	1.34	1.47	1.21	1.31	1.26	1.38	1.37	1.36	1.24	1.30	1.35
Std Error		0.03	0.03	0.04	0.07	0.04	0.06	0.06	0.07	0.12	0.12	0.10	0.12	0.10	0.12	0.11	0.11	0.10	0.14	0.06

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

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Table 55

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I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	206	96	71	19	8	12	167	21	116	61	20	6	3	177	9
		8%	10%	7%	6%	5%	18%bcdf	8%	9%	11%ij	6%	5%	5%	9%	9%	6%
Slightly agree	(4)	354	105	171	47	23	7	276	30	115	170	54	15	*	285	15
		14%	11%	17%a	14%	15%	10%	14%	14%	11%	18%h	14%	13%	*	14%	10%
Neither agree nor disagree	(3)	436	105	155	107	41	20	261	61	139	165	100	18	7	304	25
		17%	11%	15%a	33%abf	27%abf	30%abf	13%	28%abf	14%	17%	26%him	15%	18%	15%	16%
Slightly disagree	(2)	428	123	202	59	31	12	324	43	146	182	66	24	6	328	30
		17%	13%	20%a	18%	20%	18%	16%a	19%a	14%	19%h	17%	20%	15%	17%	19%
Strongly disagree	(1)	1081	551	387	78	47	16	938	63	493	366	135	56	24	859	80
		42%	56%bcdefg	38%cg	24%	31%	23%	47%bcdeg	28%	49%ijm	38%	35%	46%	58%	43%ij	49%ij
Don't know		49	*	23	16	3	1	23	4	4	22	15	2	-	27	2
		2%	*	2%a	5%af	2%a	1%	1%a	2%a	*	2%h	4%hm	2%	-	1%	1%
NET Agree		561	201	242	66	32	19	443	51	231	230	74	21	4	462	25
		22%	21%	24%	20%	20%	28%	22%	23%	23%	24%	19%	17%	9%	23%	15%
NET Disagree		1509	673	589	137	79	28	1262	106	639	548	202	80	30	1187	110
		59%	69%bcdefg	58%ceg	42%	51%	41%	63%bcdeg	48%	63%ij	57%	52%	66%ij	73%	60%ij	68%ij
Mean		2.27	2.05	2.33a	2.58abf	2.43a	2.82abf	2.19	2.55af	2.22	2.34n	2.35n	2.08	1.86	2.28	2.02
Std Dev.		1.36	1.41	1.34	1.19	1.23	1.39	1.38	1.29	1.44	1.32	1.25	1.25	1.25	1.38	1.25
Std Error		0.03	0.04	0.04	0.07	0.10	0.17	0.03	0.09	0.04	0.04	0.07	0.12	0.19	0.03	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**206**	31	168	7	101	93	12	196	8	3	-	206	-
		8%	***16%b***	*7%*	*12%*	***13%e***	*6%*	*8%*	*8%*	*22%*	*20%*	-	*8%*	-
Slightly agree	(4)	**354**	37	310	8	108	209	37	333	17	3	-	352	2
		14%	*19%*	*13%*	*13%*	*14%*	*13%*	***23%de***	*13%*	*47%*	*22%*	-	*14%*	*12%*
Neither agree nor disagree	(3)	**436**	32	389	14	111	277	48	415	4	5	5	425	6
		17%	*16%*	*17%*	*24%*	*14%*	*17%*	***30%de***	*17%*	*12%*	*41%*	*82%*	*17%*	*39%*
Slightly disagree	(2)	**428**	29	388	10	130	276	22	419	4	2	-	425	3
		17%	*15%*	*17%*	*18%*	*17%*	*17%*	*14%*	*17%*	*12%*	*16%*	-	*17%*	*21%*
Strongly disagree	(1)	**1081**	69	993	19	319	729	33	1076	2	*	1	1078	1
		42%	*35%*	*43%*	*32%*	***41%f***	***45%f***	*21%*	*43%*	*7%*	*	*18%*	*43%*	*9%*
Don't know		**49**	-	49	1	11	32	7	46	*	-	-	47	3
		2%	-	*2%*	*1%*	*1%*	*2%*	***4%d***	*2%*	*	-	-	*2%*	*18%*
NET Agree		**561**	68	478	15	209	302	49	529	24	6	-	559	2
		22%	***34%b***	*21%*	*25%*	***27%e***	*19%*	***31%e***	*21%*	*69%*	*42%*	-	*22%*	*12%*
NET Disagree		**1509**	98	1381	30	449	1005	55	1495	7	2	1	1504	5
		59%	*50%*	***60%a***	*50%*	***58%f***	***62%f***	*35%*	*60%*	*19%*	*17%*	*18%*	*59%*	*30%*
Mean		**2.27**	**2.66b**	2.23	2.54	**2.40e**	2.16	**2.82de**	2.24	3.64	3.45	2.65	2.27	2.67
Std Dev.		**1.36**	1.50	1.34	1.39	1.46	1.29	1.25	1.35	1.17	1.04	0.84	1.36	0.90
Std Error		**0.03**	0.10	0.03	0.19	0.05	0.03	0.10	0.03	0.22	0.28	0.49	0.03	0.25

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**206**	17	68	33	89	-	17	-	30	-	38	-	33	-	44	-	44
		8%	*4%*	*8%*	*8%*	**11%a**	-	*4%*	-	*7%*	-	**8%f**	-	*8%*	-	**10%f**	-	**11%f**
Slightly agree	(4)	**354**	51	138	43	122	-	51	-	53	-	85	-	43	-	63	-	59
		14%	*12%*	*16%*	*10%*	*15%*	-	*12%*	-	*12%*	-	**19%fhl**	-	*10%*	-	*15%*	-	*15%*
Neither agree nor disagree	(3)	**436**	85	133	76	140	-	85	-	67	-	66	-	76	-	79	-	61
		17%	*20%*	*15%*	*18%*	*17%*	-	*20%*	-	*16%*	-	*15%*	-	*18%*	-	*18%*	-	*15%*
Slightly disagree	(2)	**428**	81	151	66	131	-	81	-	68	-	83	-	66	-	63	-	68
		17%	*19%*	*17%*	*16%*	*16%*	-	*19%*	-	*16%*	-	*19%*	-	*16%*	-	*15%*	-	*17%*
Strongly disagree	(1)	**1081**	188	367	186	339	-	188	-	204	-	164	-	186	-	178	-	161
		42%	*43%*	*42%*	*45%*	*41%*	-	*43%*	-	**47%j**	-	*37%*	-	*45%*	-	*41%*	-	*40%*
Don't know		**49**	13	20	9	8	-	13	-	8	-	11	-	9	-	3	-	5
		2%	**3%d**	*2%*	*2%*	*1%*	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*
NET Agree		**561**	68	206	76	211	-	68	-	83	-	122	-	76	-	107	-	104
		22%	*16%*	**23%a**	*18%*	**25%ac**	-	*16%*	-	*19%*	-	**27%fhl**	-	*18%*	-	**25%f**	-	**26%fl**
NET Disagree		**1509**	269	518	252	470	-	269	-	271	-	246	-	252	-	241	-	229
		59%	*62%*	*59%*	*61%*	*57%*	-	*62%*	-	*63%*	-	*55%*	-	*61%*	-	*56%*	-	*57%*
Mean		**2.27**	2.12	2.29	2.18	**2.38a**	-	2.12	-	2.14	-	**2.43fh**	-	2.18	-	**2.37f**	-	**2.39fh**
Std Dev.		**1.36**	1.22	1.36	1.33	1.42	-	1.22	-	1.33	-	1.38	-	1.33	-	1.41	-	1.43
Std Error		**0.03**	0.06	0.05	0.06	0.05	-	0.06	-	0.06	-	0.07	-	0.06	-	0.07	-	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base		**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base		**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree	(5)	**1210**	-	1210	549	654	85	112	213	178	242	208	173	197	391	623	381	1113	94	1299
		47%	-	*47%*	*45%*	*49%*	*27%*	*35%*	**40%e**	**45%ef**	**57%efgh**	**66%efgh**	**70%efghi**	*31%*	**42%l**	**63%lm**	**68%lm**	**49%q**	*38%*	*50%*
Slightly agree	(4)	**937**	-	937	444	491	115	125	237	163	144	88	65	240	400	297	153	848	79	886
		37%	-	*37%*	*36%*	*37%*	**37%k**	**39%jk**	**44%ijk**	**42%jk**	*34%*	*28%*	*26%*	**38%no**	**43%no**	*30%*	*27%*	*37%*	*32%*	*34%*
Neither agree nor disagree	(3)	**240**	-	240	124	116	52	45	65	34	23	18	5	96	98	46	23	205	34	234
		9%	-	*9%*	*10%*	*9%*	**16%hijk**	**14%ijk**	**12%ijk**	**9%k**	*5%*	*6%*	*2%*	**15%mno**	**11%no**	*5%*	*4%*	*9%*	*14%*	*9%*
Slightly disagree	(2)	**94**	-	94	60	34	47	23	16	6	2	1	-	70	21	3	1	60	35	83
		4%	-	*4%*	**5%d**	*3%*	**15%fghijk**	**7%ghijk**	**3%ik**	*1%*	*	*	-	**11%mno**	**2%no**	*	*	*3%*	**14%p**	*3%*
Strongly disagree	(1)	**48**	-	48	27	21	14	13	7	6	6	1	2	28	12	8	2	43	3	48
		2%	-	*2%*	*2%*	*2%*	**5%gijk**	**4%gi**	*1%*	*1%*	*1%*	*	*1%*	**4%mno**	*1%*	*1%*	*	*2%*	*1%*	*2%*
Don't know		**25**	-	25	16	9	2	4	1	6	9	*	3	6	7	12	3	24	-	24
		1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	**2%g**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
NET Agree		**2147**	-	2147	993	1145	199	237	450	341	386	296	238	437	791	920	534	1962	173	2185
		84%	-	*84%*	*81%*	**86%c**	*63%*	**74%e**	**84%ef**	**87%ef**	**91%efg**	**94%efgh**	**96%efghi**	*69%*	**85%l**	**93%lm**	**95%lm**	**86%q**	*70%*	*85%*
NET Disagree		**142**	-	142	87	55	61	37	22	11	7	2	2	98	34	11	3	103	38	131
		6%	-	*6%*	**7%d**	*4%*	**19%fghijk**	**11%ghijk**	**4%jk**	*3%*	*2%*	*1%*	*1%*	**15%mno**	**4%no**	*1%*	*1%*	*4%*	**16%p**	*5%*
Mean		**4.25**	-	4.25	4.19	**4.31c**	3.67	**3.94e**	**4.18ef**	**4.30ef**	**4.48efgh**	**4.59efgh**	**4.67efghi**	3.81	**4.23l**	**4.56lm**	**4.62lm**	**4.29q**	3.92	4.30
Std Dev.		**0.91**	-	0.91	0.96	0.86	1.16	1.08	0.85	0.81	0.74	0.63	0.58	1.13	0.83	0.67	0.61	0.88	1.10	0.90
Std Error		**0.02**	-	0.02	0.03	0.02	0.07	0.06	0.04	0.04	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2574	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		2555	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		1439	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	1210	248	411	281	270	659	552	637	552	146	167	327	289	197	784	147	998
		47%	49%	50%d	48%	43%	49%	45%	42%	55%g	47%	50%	48%	50%	43%	49%	46%	48%
Slightly agree	(4)	937	184	291	212	250	475	462	605	318	111	121	246	201	197	568	111	772
		37%	36%	35%	36%	40%	36%	38%	40%h	32%	35%	36%	36%	35%	43%n	36%	35%	37%
Neither agree nor disagree	(3)	240	45	60	62	74	104	136	157	77	44	24	69	44	35	138	47	173
		9%	9%	7%	11%	12%b	8%	11%e	10%	8%	14%ijlmn	7%	10%	8%	7%	9%	15%p	8%
Slightly disagree	(2)	94	21	31	16	27	52	42	65	28	7	12	31	20	18	62	7	80
		4%	4%	4%	3%	4%	4%	3%	4%	3%	2%	3%	4%	4%	4%	4%	2%	4%
Strongly disagree	(1)	48	8	21	10	9	29	18	34	14	1	7	9	10	15	27	1	42
		2%	2%	3%	2%	1%	2%	2%	2%	1%	*	2%	1%	2%	3%l	2%	*	2%
Don't know		25	4	12	6	3	16	9	15	10	3	3	6	11	*	19	3	19
		1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	2%m	*	1%	1%	1%
NET Agree		2147	432	701	493	520	1134	1014	1243	871	257	289	574	490	393	1352	258	1770
		84%	85%	85%	84%	82%	85%	83%	82%	87%g	82%	86%	83%	85%	85%	85%	82%	85%
NET Disagree		142	29	52	25	35	81	61	99	42	9	19	40	30	33	89	9	122
		6%	6%	6%	4%	6%	6%	5%	7%	4%	3%	6%	6%	5%	7%l	6%	3%	6%
Mean		4.25	4.27	4.28	4.27	4.19	4.27	4.23	4.17	4.38g	4.27	4.29	4.25	4.31	4.18	4.28	4.26	4.26
Std Dev.		0.91	0.90	0.94	0.88	0.90	0.93	0.89	0.94	0.85	0.82	0.91	0.91	0.89	0.96	0.90	0.83	0.91
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	1210	1013	197	70	999	107	69	36	45	108	106	79	118	113	120	186	124	23	84
		47%	46%	55%a	54%	47%	49%	55%d	51%	47%	39%	51%n	44%	51%in	48%n	35%	52%in	55%in	67%hikmnr	46%n
Slightly agree	(4)	937	825	112	43	798	79	36	23	34	109	66	78	80	99	146	112	74	10	69
		37%	38%b	31%	33%	37%f	37%	29%	33%	35%	39%	32%	43%o	35%	43%	43%o	31%	33%	29%	38%
Neither agree nor disagree	(3)	240	201	39	12	203	21	8	7	11	33	15	15	19	17	38	40	13	1	20
		9%	9%	11%	9%	9%	10%	7%	10%	12%	12%	7%	9%	8%	7%	11%	11%	6%	4%	11%
Slightly disagree	(2)	94	85	10	4	79	5	8	3	3	10	7	6	6	-	26	16	6	-	5
		4%	4%	3%	3%	4%	2%	6%e	4%	3%m	4%m	3%m	3%m	3%	-	8%m	4%m	3%	-	3%m
Strongly disagree	(1)	48	45	3	*	41	3	3	1	2	12	9	-	4	-	9	-	5	-	3
		2%	2%	1%	*	2%	1%	2%	1%	2%mo	4%kmo	4%kmo	-	2%	-	3%o	-	2%o	-	2%o
Don't know		25	24	1	1	23	*	1	1	1	5	4	1	3	3	-	5	2	-	*
		1%	1%	*	*	1%	*	1%	1%	1%	2%	2%	1%	1%	1%	-	1%	1%	-	*
NET Agree		2147	1839	309	114	1797	186	105	59	78	217	172	157	198	212	266	298	198	32	154
		84%	84%	85%	88%	84%	86%	84%	84%	82%	78%	83%	87%	86%	91%hin	78%	83%	89%in	96%hinor	84%
NET Disagree		142	130	12	4	120	9	10	3	5	22	16	6	9	-	35	16	11	-	9
		6%	6%	3%	3%	6%	4%	8%	5%	5%m	8%m	8%m	3%m	4%m	-	10%km	4%m	5%m	-	5%m
Mean		4.25	4.23	4.36a	4.39	4.24	4.30	4.30	4.31	4.23	4.07	4.25	4.29n	4.34in	4.42inr	4.01	4.32in	4.38in	4.63hijknor	4.24n
Std Dev.		0.91	0.92	0.84	0.78	0.91	0.86	0.99	0.88	0.93	1.03	1.04	0.77	0.86	0.63	1.01	0.85	0.89	0.56	0.89
Std Error		0.02	0.02	0.03	0.04	0.03	0.04	0.05	0.05	0.09	0.09	0.09	0.07	0.07	0.05	0.08	0.07	0.07	0.06	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	1210	686	401	68	34	21	1087	55	662	395	104	34	12	1057	46
		47%	**70%bcdefg**	**40%cdg**	*21%*	*22%*	*31%*	**55%bcdeg**	*25%*	**65%ijkmn**	**41%jkn**	*27%*	*28%*	*29%*	**53%ijkn**	*28%*
Slightly agree	(4)	937	232	477	132	70	21	709	92	271	433	163	48	16	704	64
		37%	*24%*	**47%af**	**40%a**	**45%a**	*32%*	**36%a**	**41%a**	*27%*	**45%hm**	**42%h**	**40%h**	*39%*	**36%h**	**40%h**
Neither agree nor disagree	(3)	240	43	81	90	10	9	124	20	47	83	83	11	7	130	19
		9%	*4%*	**8%a**	**28%abdfg**	*7%*	**14%a**	*6%*	**9%a**	*5%*	**9%h**	**21%hikmn**	*9%*	*18%*	*7%*	**12%h**
Slightly disagree	(2)	94	3	34	21	29	8	37	37	15	38	19	22	1	53	22
		4%	*	**3%a**	**6%af**	**19%abcf**	**12%abf**	**2%a**	**17%abcf**	*1%*	**4%h**	**5%h**	**18%hijm**	*2%*	*3%*	**14%hijm**
Strongly disagree	(1)	48	8	12	9	10	7	20	17	11	12	15	4	4	24	8
		2%	*1%*	*1%*	**3%af**	**6%abf**	**11%abcf**	*1%*	**8%abcf**	*1%*	*1%*	**4%him**	*4%*	*9%*	*1%*	**5%him**
Don't know		25	7	4	7	1	1	12	2	7	4	7	2	1	11	3
		1%	*1%*	*	**2%bf**	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*2%*
NET Agree		2147	918	878	200	104	42	1796	146	933	828	268	82	28	1761	110
		84%	**94%bcdefg**	**87%cdeg**	*61%*	*68%*	*62%*	**90%bcdeg**	*66%*	**92%ijkmn**	**86%jkn**	*68%*	*67%*	*69%*	**89%jkn**	*68%*
NET Disagree		142	11	45	30	39	15	57	54	27	50	34	26	4	77	31
		6%	*1%*	**5%a**	**9%abf**	**25%abcf**	**23%abcf**	**3%a**	**24%abcf**	*3%*	**5%h**	**9%hm**	**22%hijm**	*11%*	*4%*	**19%hijm**
Mean		4.25	**4.63bcdefg**	**4.22cdeg**	3.71	3.59	3.60	**4.42bcdeg**	3.59	**4.55ijkmn**	**4.21jkn**	3.84	3.71	3.80	**4.38ijkn**	3.73
Std Dev.		0.91	0.67	0.82	0.97	1.21	1.34	0.78	1.25	0.75	0.85	1.00	1.17	1.18	0.82	1.17
Std Error		0.02	0.02	0.03	0.05	0.10	0.17	0.02	0.09	0.02	0.03	0.05	0.11	0.18	0.02	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**1210**	96	1086	29	381	774	56	1202	3	3	1	1208	1
		47%	*48%*	*47%*	*48%*	**49%f**	**48%f**	*35%*	*48%*	*8%*	*24%*	*18%*	*48%*	*7%*
Slightly agree	(4)	**937**	68	852	17	290	584	63	909	17	8	-	934	3
		37%	*34%*	*37%*	*29%*	*37%*	*36%*	*39%*	*37%*	*48%*	*64%*	-	*37%*	*17%*
Neither agree nor disagree	(3)	**240**	19	210	12	62	151	28	224	6	-	3	230	7
		9%	*9%*	*9%*	**19%b**	*8%*	*9%*	**18%de**	*9%*	*18%*	-	*46%*	*9%*	*48%*
Slightly disagree	(2)	**94**	8	84	2	28	63	4	82	6	2	2	89	4
		4%	*4%*	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	*16%*	*12%*	*36%*	*4%*	*23%*
Strongly disagree	(1)	**48**	6	42	-	17	23	7	44	3	-	-	48	*
		2%	*3%*	*2%*	-	*2%*	*1%*	**4%e**	*2%*	*10%*	-	-	*2%*	*1%*
Don't know		**25**	1	24	*	2	21	2	24	-	-	-	24	1
		1%	*	*1%*	*	*	**1%d**	*1%*	*1%*	-	-	-	*1%*	*4%*
NET Agree		**2147**	164	1937	46	671	1358	118	2111	20	11	1	2143	4
		84%	*83%*	*84%*	*77%*	**86%f**	**84%f**	*74%*	*85%*	*56%*	*88%*	*18%*	*85%*	*24%*
NET Disagree		**142**	15	126	2	45	86	11	126	9	2	2	136	4
		6%	*7%*	*5%*	*3%*	*6%*	*5%*	*7%*	*5%*	*26%*	*12%*	*36%*	*5%*	*24%*
Mean		**4.25**	4.21	4.26	4.23	**4.27f**	**4.27f**	3.99	4.28	3.29	3.99	2.99	4.26	3.05
Std Dev.		**0.91**	1.00	0.90	0.87	0.92	0.89	1.02	0.89	1.14	0.89	1.14	0.90	0.90
Std Error		**0.02**	0.07	0.02	0.12	0.03	0.02	0.08	0.02	0.21	0.24	0.66	0.02	0.24

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree	(5)	**1210**	198	441	187	384	-	198	-	235	-	206	-	187	-	213	-	171
		47%	*45%*	*50%*	*45%*	*46%*	-	*45%*	-	**55%fip**	-	*46%*	-	*45%*	-	*49%*	-	*43%*
Slightly agree	(4)	**937**	160	305	145	326	-	160	-	131	-	174	-	145	-	162	-	165
		37%	*37%*	*35%*	*35%*	*39%*	-	*37%*	-	*30%*	-	**39%h**	-	*35%*	-	*38%*	-	**41%h**
Neither agree nor disagree	(3)	**240**	40	73	48	80	-	40	-	42	-	31	-	48	-	40	-	39
		9%	*9%*	*8%*	*12%*	*10%*	-	*9%*	-	*10%*	-	*7%*	-	*12%*	-	*9%*	-	*10%*
Slightly disagree	(2)	**94**	18	35	24	18	-	18	-	12	-	23	-	24	-	5	-	12
		4%	*4%*	*4%*	**6%d**	*2%*	-	*4%*	-	*3%*	-	**5%n**	-	**6%n**	-	*1%*	-	*3%*
Strongly disagree	(1)	**48**	12	14	3	18	-	12	-	9	-	5	-	3	-	9	-	10
		2%	*3%*	*2%*	*1%*	*2%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*2%*
Don't know		**25**	8	8	7	3	-	8	-	1	-	7	-	7	-	1	-	2
		1%	**2%d**	*1%*	*2%*	*	-	*2%*	-	*	-	*2%*	-	*2%*	-	*	-	*
NET Agree		**2147**	358	746	332	711	-	358	-	366	-	380	-	332	-	375	-	336
		84%	*82%*	*85%*	*80%*	*86%*	-	*82%*	-	*85%*	-	*85%*	-	*80%*	-	**87%l**	-	*84%*
NET Disagree		**142**	30	49	28	36	-	30	-	21	-	28	-	28	-	14	-	22
		6%	*7%*	*6%*	*7%*	*4%*	-	*7%*	-	*5%*	-	*6%*	-	*7%*	-	*3%*	-	*6%*
Mean		**4.25**	4.20	4.29	4.20	4.26	-	4.20	-	4.33	-	4.26	-	4.20	-	4.32	-	4.20
Std Dev.		**0.91**	0.97	0.90	0.92	0.88	-	0.97	-	0.91	-	0.89	-	0.92	-	0.85	-	0.91
Std Error		**0.02**	0.05	0.03	0.04	0.03	-	0.05	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base		**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base		**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Strongly agree	(5)	**247**	-	247	167	79	46	53	85	38	13	8	4	100	123	24	11	209	36	197
		10%	-	*10%*	**14%d**	*6%*	**15%ijk**	**17%ijk**	**16%ijk**	**10%ijk**	*3%*	*2%*	*1%*	**16%no**	**13%no**	*2%*	*2%*	*9%*	*15%*	*8%*
Slightly agree	(4)	**486**	-	486	245	237	89	95	143	68	49	17	25	185	211	91	42	415	72	432
		19%	-	*19%*	*20%*	*18%*	**28%hijk**	**30%hijk**	**27%hijk**	**17%j**	**12%j**	*5%*	*10%*	**29%mno**	**23%no**	*9%*	*7%*	*18%*	**29%p**	*17%*
Neither agree nor disagree	(3)	**847**	-	847	377	467	112	104	163	147	135	110	75	216	311	320	185	759	84	896
		33%	-	*33%*	*31%*	*35%*	*36%*	*32%*	*30%*	*38%*	*32%*	*35%*	*30%*	*34%*	*33%*	*32%*	*33%*	*33%*	*34%*	*35%*
Slightly disagree	(2)	**458**	-	458	199	260	32	43	74	67	110	69	63	75	141	242	132	432	23	497
		18%	-	*18%*	*16%*	*20%*	*10%*	*13%*	*14%*	**17%e**	**26%efgh**	**22%efg**	**26%efg**	*12%*	*15%*	**24%lm**	**23%lm**	**19%q**	*10%*	*19%*
Strongly disagree	(1)	**384**	-	384	177	207	27	15	43	46	85	101	67	42	89	253	168	358	22	416
		15%	-	*15%*	*14%*	*16%*	*9%*	*5%*	*8%*	**12%f**	**20%efgh**	**32%efghi**	**27%efgh**	*7%*	*10%*	**26%lm**	**30%lm**	*16%*	*9%*	*16%*
Don't know		**133**	-	133	55	76	8	11	29	25	34	11	14	19	54	59	25	121	7	136
		5%	-	*5%*	*5%*	*6%*	*3%*	*4%*	*5%*	*6%*	**8%e**	*4%*	*6%*	*3%*	*6%*	**6%l**	*4%*	*5%*	*3%*	*5%*
NET Agree		**733**	-	733	412	316	136	149	228	106	62	25	28	284	334	115	53	623	108	629
		29%	-	*29%*	**34%d**	*24%*	**43%hijk**	**46%hijk**	**42%hijk**	**27%ijk**	**14%j**	*8%*	*12%*	**45%mno**	**36%no**	*12%*	*9%*	*27%*	**44%p**	*24%*
NET Disagree		**842**	-	842	376	467	59	58	117	114	194	170	130	117	231	494	300	790	46	913
		33%	-	*33%*	*31%*	*35%*	*19%*	*18%*	*22%*	**29%ef**	**46%efgh**	**54%efgh**	**53%efgh**	*18%*	**25%l**	**50%lm**	**53%lm**	**34%q**	*19%*	*35%*
Mean		**2.90**	-	2.90	**3.02d**	2.78	**3.31hijk**	**3.41hijk**	**3.30hijk**	**2.96ijk**	**2.48j**	2.22	2.30	**3.36mno**	**3.16no**	2.35	2.25	2.85	**3.32p**	2.79
Std Dev.		**1.19**	-	1.19	1.25	1.12	1.12	1.07	1.16	1.14	1.06	1.05	1.04	1.10	1.16	1.06	1.05	1.19	1.13	1.16
Std Error		**0.02**	-	0.02	0.04	0.03	0.07	0.06	0.05	0.06	0.05	0.06	0.07	0.05	0.04	0.03	0.04	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 57

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Strongly agree	(5)	**247**	82	44	67	53	127	120	196	49	33	18	55	51	82	123	33	207
		10%	***16%bd***	*5%*	***11%b***	*8%*	*9%*	*10%*	***13%h***	*5%*	*10%*	*5%*	*8%*	*9%*	***18%ijkln***	*8%*	*10%*	*10%*
Slightly agree	(4)	**486**	118	140	113	115	258	228	355	126	45	62	115	110	111	287	45	400
		19%	***23%b***	*17%*	*19%*	*18%*	*19%*	*19%*	***23%h***	*13%*	*15%*	*19%*	*17%*	*19%*	***24%ikn***	*18%*	*14%*	*19%*
Neither agree nor disagree	(3)	**847**	145	305	174	222	450	396	500	328	119	108	242	178	135	527	121	672
		33%	*28%*	***37%ac***	*30%*	*35%*	*34%*	*32%*	*33%*	*33%*	*38%*	*32%*	*35%*	*31%*	*29%*	*33%*	*38%*	*32%*
Slightly disagree	(2)	**458**	98	142	108	111	240	219	236	215	65	60	137	111	64	308	65	380
		18%	*19%*	*17%*	*18%*	*18%*	*18%*	*18%*	*16%*	***21%g***	*21%*	*18%*	*20%*	*19%*	*14%*	*19%*	*20%*	*18%*
Strongly disagree	(1)	**384**	53	135	107	88	189	195	152	227	33	67	109	93	55	269	34	329
		15%	*10%*	***16%a***	***18%a***	*14%*	*14%*	*16%*	*10%*	***23%g***	*11%*	***20%lm***	*16%*	*16%*	*12%*	***17%l***	*11%*	*16%*
Don't know		**133**	14	58	17	44	72	61	74	56	18	20	31	32	14	83	18	99
		5%	*3%*	***7%ac***	*3%*	***7%ac***	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*4%*	*6%*	*3%*	*5%*	*6%*	*5%*
NET Agree		**733**	200	185	180	168	385	348	551	175	78	80	170	160	192	411	78	606
		29%	***39%bcd***	*22%*	***31%b***	*27%*	*29%*	*29%*	***36%h***	*17%*	*25%*	*24%*	*25%*	*28%*	***42%ijkln***	*26%*	*25%*	*29%*
NET Disagree		**842**	151	278	215	199	428	414	389	441	98	127	246	204	119	577	99	709
		33%	*30%*	*34%*	*37%*	*31%*	*32%*	*34%*	*26%*	***44%g***	*31%*	***38%m***	***36%m***	***35%m***	*26%*	***36%m***	*31%*	*34%*
Mean		**2.90**	**3.16bcd**	2.76	2.87	2.89	2.92	2.88	**3.14h**	2.53	**2.93j**	2.69	2.80	2.84	**3.22ijkln**	2.79	2.93	2.89
Std Dev.		**1.19**	1.23	1.12	1.26	1.15	1.18	1.21	1.17	1.14	1.13	1.17	1.16	1.20	1.25	1.18	1.12	1.21
Std Error		**0.02**	0.05	0.04	0.06	0.05	0.03	0.04	0.03	0.03	0.07	0.06	0.05	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 57

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Strongly agree	(5)	247	222	24	17	223	12	7	5	13	39	13	20	18	24	59	21	17	2	10
		10%	*10%*	*7%*	*13%*	**10%ef**	*5%*	*5%*	*8%*	**14%jqr**	**14%or**	*7%*	*11%*	*8%*	*10%*	**17%jlopr**	*6%*	*7%*	*5%*	*5%*
Slightly agree	(4)	486	438	48	21	427	29	18	12	17	63	32	23	62	24	82	77	48	4	25
		19%	**20%b**	*13%*	*16%*	**20%e**	*13%*	*15%*	*17%*	*18%*	**23%kmr**	*15%*	*13%*	**27%jkmqr**	*10%*	**24%kmr**	**21%m**	**21%m**	*11%*	*14%*
Neither agree nor disagree	(3)	847	713	134	47	694	79	48	26	29	102	69	56	58	83	110	114	73	10	69
		33%	*32%*	*37%*	*36%*	*32%*	*37%*	*39%*	*37%*	*31%*	**37%l**	*33%*	*31%*	*25%*	*35%*	*32%*	*32%*	*33%*	*29%*	**38%l**
Slightly disagree	(2)	458	379	79	21	376	42	26	14	20	24	37	43	43	47	56	66	40	4	38
		18%	*17%*	*22%*	*16%*	*18%*	*19%*	*21%*	*20%*	**21%l**	*9%*	**18%l**	**24%l**	**19%l**	**20%l**	*17%*	**18%l**	**18%l**	*13%*	**21%l**
Strongly disagree	(1)	384	321	63	19	313	45	16	9	12	35	41	30	39	38	23	57	38	11	34
		15%	*15%*	*17%*	*15%*	*15%*	**21%dfg**	*13%*	*13%*	*12%*	*13%*	**20%n**	**16%n**	**17%n**	**16%n**	*7%*	**16%n**	**17%n**	**34%hiklmnopr**	**19%n**
Don't know		133	120	13	6	111	9	9	4	3	14	14	8	11	18	10	25	8	3	7
		5%	*5%*	*3%*	*4%*	*5%*	*4%*	*7%*	*6%*	*4%*	*5%*	*7%*	*5%*	*5%*	*8%*	*3%*	*7%*	*4%*	*8%*	*4%*
NET Agree		733	661	72	37	650	40	25	17	31	102	45	43	79	47	141	98	64	5	35
		29%	**30%b**	*20%*	*29%*	**30%ef**	*19%*	*20%*	*25%*	**32%mr**	**37%jkmqr**	*22%*	*24%*	**34%jmqr**	*20%*	**42%jkmopqr**	*27%*	**29%r**	*16%*	*19%*
NET Disagree		842	700	142	40	689	87	43	23	31	60	78	73	82	85	79	123	79	16	71
		33%	*32%*	**39%a**	*31%*	*32%*	**40%d**	*34%*	*33%*	**33%l**	*22%*	**38%ln**	**40%ln**	**36%ln**	**36%ln**	*23%*	**34%ln**	**35%ln**	**47%ln**	**39%ln**
Mean		2.90	**2.93b**	2.69	2.96	**2.94e**	2.61	2.76	**2.86e**	**3.01jqr**	**3.17jkmopqr**	2.68	2.77	**2.89q**	2.76	**3.30jklmopqr**	**2.82q**	**2.83q**	2.35	2.65
Std Dev.		1.19	1.20	1.13	1.22	1.20	1.14	1.07	1.12	1.23	1.20	1.19	1.22	1.22	1.19	1.15	1.16	1.18	1.27	1.11
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.12	0.10	0.11	0.11	0.10	0.11	0.09	0.10	0.10	0.14	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Strongly agree	(5)	247	113	85	27	14	8	198	22	131	80	25	8	3	211	11
		10%	*12%*	*8%*	*8%*	*9%*	*11%*	*10%*	*10%*	**13%j**	*8%*	*6%*	*7%*	*6%*	*11%*	*7%*
Slightly agree	(4)	486	118	244	68	33	20	362	53	169	214	68	23	7	383	30
		19%	*12%*	**24%af**	**21%a**	**21%a**	**29%a**	**18%a**	**24%a**	*17%*	**22%h**	*17%*	*19%*	*18%*	*19%*	*18%*
Neither agree nor disagree	(3)	847	288	325	145	63	19	613	83	285	352	155	35	10	637	46
		33%	*29%*	*32%*	**44%abf**	**41%a**	*28%*	*31%*	*37%*	*28%*	**36%h**	**40%hm**	*29%*	*25%*	*32%*	*28%*
Slightly disagree	(2)	458	188	188	44	27	9	376	36	177	180	65	33	2	357	35
		18%	*19%*	*19%*	*14%*	*17%*	*13%*	*19%*	*16%*	*17%*	*19%*	*17%*	**27%h**	*6%*	*18%*	*22%*
Strongly disagree	(1)	384	227	108	28	14	7	335	21	208	101	54	9	12	309	20
		15%	**23%bcdfg**	*11%*	*9%*	*9%*	*10%*	**17%bcg**	*9%*	**20%ijkm**	*10%*	*14%*	*7%*	*29%*	**16%l**	*13%*
Don't know		133	47	58	15	3	6	105	9	44	39	25	14	6	83	20
		5%	*5%*	*6%*	*5%*	*2%*	*8%*	*5%*	*4%*	*4%*	*4%*	*6%*	**11%him**	*16%*	*4%*	**12%him**
NET Agree		733	231	330	94	47	27	561	74	300	294	92	31	10	594	41
		29%	*24%*	**33%a**	*29%*	*30%*	**40%a**	**28%a**	**34%a**	*30%*	*30%*	*24%*	*25%*	*24%*	*30%*	*25%*
NET Disagree		842	415	296	73	41	15	711	56	384	281	118	42	14	665	56
		33%	**42%bcdefg**	*29%*	*22%*	*27%*	*23%*	**36%bcg**	*25%*	**38%l**	*29%*	*30%*	*34%*	*35%*	*34%*	*34%*
Mean		2.90	2.68	**3.01af**	**3.06af**	**3.04a**	**3.21a**	**2.85a**	**3.09af**	2.83	**2.99h**	2.85	2.89	2.61	2.91	2.83
Std Dev.		1.19	1.30	1.13	1.03	1.07	1.16	1.23	1.10	1.32	1.10	1.09	1.07	1.36	1.22	1.15
Std Error		0.02	0.04	0.04	0.06	0.09	0.15	0.03	0.08	0.04	0.04	0.06	0.11	0.22	0.03	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Strongly agree	(5)	**247**	42	194	10	109	113	24	238	4	5	-	246	*
		10%	**21%b**	*8%*	*17%*	**14%e**	*7%*	**15%e**	*10%*	*11%*	*35%*	-	*10%*	*1%*
Slightly agree	(4)	**486**	33	445	8	137	293	56	465	19	2	-	486	*
		19%	*17%*	*19%*	*14%*	*18%*	*18%*	**35%de**	*19%*	*54%*	*15%*	-	*19%*	*1%*
Neither agree nor disagree	(3)	**847**	55	772	19	225	564	57	824	8	2	3	834	10
		33%	*28%*	*34%*	*33%*	*29%*	**35%d**	*36%*	*33%*	*23%*	*13%*	*46%*	*33%*	*66%*
Slightly disagree	(2)	**458**	29	420	9	144	301	14	449	1	3	2	453	4
		18%	*15%*	*18%*	*15%*	**18%f**	**19%f**	*9%*	*18%*	*3%*	*20%*	*36%*	*18%*	*23%*
Strongly disagree	(1)	**384**	26	346	12	126	253	4	378	1	2	1	382	1
		15%	*13%*	*15%*	*20%*	**16%f**	**16%f**	*3%*	*15%*	*4%*	*16%*	*18%*	*15%*	*8%*
Don't know		**133**	12	119	1	37	91	4	131	2	-	-	133	*
		5%	*6%*	*5%*	*2%*	*5%*	*6%*	*3%*	*5%*	*5%*	-	-	*5%*	*1%*
NET Agree		**733**	76	639	19	247	407	80	703	23	7	-	733	*
		29%	**38%b**	*28%*	*31%*	**32%e**	*25%*	**50%de**	*28%*	*65%*	*50%*	-	*29%*	*3%*
NET Disagree		**842**	55	767	21	270	554	18	827	3	5	3	834	5
		33%	*28%*	*33%*	*35%*	**35%f**	**34%f**	*11%*	*33%*	*7%*	*37%*	*54%*	*33%*	*31%*
Mean		**2.90**	**3.20b**	2.87	2.94	2.95	2.81	**3.52de**	2.89	3.68	3.31	2.28	2.90	2.65
Std Dev.		**1.19**	1.33	1.17	1.35	1.28	1.15	0.96	1.19	0.89	1.57	0.82	1.20	0.72
Std Error		**0.02**	0.09	0.03	0.18	0.05	0.03	0.08	0.02	0.17	0.42	0.48	0.02	0.19

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Strongly agree (5)	**247**	26	77	34	110	-	26	-	29	-	48	-	34	-	58	-	52
	10%	*6%*	*9%*	*8%*	**13%abc**	-	*6%*	-	*7%*	-	*11%*	-	*8%*	-	**13%fh**	-	**13%fh**
Slightly agree (4)	**486**	70	180	84	152	-	70	-	84	-	96	-	84	-	70	-	83
	19%	*16%*	*21%*	*20%*	*18%*	-	*16%*	-	*19%*	-	*22%*	-	*20%*	-	*16%*	-	*21%*
Neither agree nor disagree (3)	**847**	169	288	138	252	-	169	-	154	-	134	-	138	-	137	-	115
	33%	**39%d**	*33%*	*33%*	*30%*	-	**39%jp**	-	*36%*	-	*30%*	-	*33%*	-	*32%*	-	*29%*
Slightly disagree (2)	**458**	73	167	71	147	-	73	-	85	-	82	-	71	-	63	-	84
	18%	*17%*	*19%*	*17%*	*18%*	-	*17%*	-	*20%*	-	*18%*	-	*17%*	-	*15%*	-	*21%*
Strongly disagree (1)	**384**	66	119	62	136	-	66	-	56	-	64	-	62	-	88	-	48
	15%	*15%*	*14%*	*15%*	*16%*	-	*15%*	-	*13%*	-	*14%*	-	*15%*	-	**21%hp**	-	*12%*
Don't know	**133**	30	45	25	32	-	30	-	23	-	22	-	25	-	14	-	18
	5%	*7%*	*5%*	*6%*	*4%*	-	*7%*	-	*5%*	-	*5%*	-	*6%*	-	*3%*	-	*5%*
NET Agree	**733**	97	257	117	262	-	97	-	112	-	144	-	117	-	128	-	135
	29%	*22%*	**29%a**	*28%*	**32%a**	-	*22%*	-	*26%*	-	**32%f**	-	*28%*	-	*30%*	-	**34%f**
NET Disagree	**842**	140	287	133	283	-	140	-	141	-	146	-	133	-	151	-	132
	33%	*32%*	*33%*	*32%*	*34%*	-	*32%*	-	*33%*	-	*33%*	-	*32%*	-	*35%*	-	*33%*
Mean	**2.90**	2.79	2.91	2.89	2.94	-	2.79	-	2.86	-	2.96	-	2.89	-	2.87	-	**3.02f**
Std Dev.	**1.19**	1.11	1.16	1.17	1.27	-	1.11	-	1.11	-	1.22	-	1.17	-	1.31	-	1.22
Std Error	**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.05	-	0.06	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
I value the option to be able to use the postal service	**2181**	-	2181	1017	1155	223	268	452	335	378	292	232	491	787	903	525	1983	182	2193
	85%	-	*85%*	*83%*	**87%c**	*71%*	**83%e**	**84%e**	**85%e**	**89%e**	**92%efgh**	**94%efgh**	*77%*	**85%l**	**91%lm**	**93%lm**	**86%q**	*75%*	*85%*
I prefer to send emails rather than letters whenever possible	**1579**	-	1579	771	798	209	226	372	237	252	157	127	434	609	536	284	1419	157	1576
	62%	-	*62%*	*63%*	*60%*	**66%jk**	**70%ijk**	**69%hijk**	**60%j**	*59%*	*50%*	*51%*	**68%no**	**66%no**	*54%*	*50%*	*62%*	*64%*	*61%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665**	-	1665	783	874	169	209	375	250	279	205	178	378	625	662	383	1503	155	1710
	65%	-	*65%*	*64%*	*66%*	*54%*	**65%e**	**70%e**	**64%e**	**66%e**	**65%e**	**72%e**	*59%*	**67%l**	**67%l**	**68%l**	*66%*	*63%*	*66%*
I only use post if there is no alternative	**1004**	-	1004	516	483	155	150	265	145	139	95	56	306	409	289	150	867	133	947
	39%	-	*39%*	**42%d**	*36%*	**49%hijk**	**47%ijk**	**49%hijk**	**37%k**	**33%k**	*30%*	*23%*	**48%no**	**44%no**	*29%*	*27%*	*38%*	**54%p**	*37%*
I would feel cut off from society if I couldn't send or receive post	**1698**	-	1698	800	892	156	189	349	257	295	246	206	345	606	747	452	1554	139	1727
	66%	-	*66%*	*66%*	*67%*	*50%*	*59%*	**65%e**	**66%e**	**69%ef**	**78%efgh**	**83%efghi**	*54%*	**65%l**	**76%lm**	**80%lm**	**68%q**	*57%*	*67%*
I only use post to send greetings cards	**938**	-	938	472	465	101	127	232	153	141	100	84	228	385	326	184	840	95	858
	37%	-	*37%*	*39%*	*35%*	*32%*	*39%*	**43%ej**	*39%*	*33%*	*32%*	*34%*	*36%*	**41%no**	*33%*	*33%*	*37%*	*39%*	*33%*
I send fewer letters by post now due to the cost	**1430**	-	1430	638	784	167	169	312	217	240	190	135	336	529	565	325	1291	134	1396
	56%	-	*56%*	*52%*	**59%c**	*53%*	*52%*	*58%*	*55%*	*57%*	*60%*	*55%*	*53%*	*57%*	*57%*	*58%*	*56%*	*55%*	*54%*
I trust second class post to get there in a reasonable timeframe	**1918**	-	1918	930	979	213	217	415	300	321	259	192	431	715	773	452	1737	175	1947
	75%	-	*75%*	*76%*	*74%*	*68%*	*67%*	**77%ef**	*76%*	*75%*	**82%ef**	**78%ef**	*68%*	**77%l**	**78%l**	**80%l**	*76%*	*72%*	*76%*
I nearly always send digital greetings cards now, instead of sending them by post	**561**	-	561	321	236	104	127	169	66	41	31	23	230	235	95	54	462	95	502
	22%	-	*22%*	**26%d**	*18%*	**33%hijk**	**39%hijk**	**31%hijk**	**17%ik**	*10%*	*10%*	*9%*	**36%mno**	**25%no**	*10%*	*10%*	*20%*	**39%p**	*20%*
There are some things that I will always need to send by post	**2147**	-	2147	993	1145	199	237	450	341	386	296	238	437	791	920	534	1962	173	2185
	84%	-	*84%*	*81%*	**86%c**	*63%*	**74%e**	**84%ef**	**87%ef**	**91%efg**	**94%efgh**	**96%efghi**	*69%*	**85%l**	**93%lm**	**95%lm**	**86%q**	*70%*	*85%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
I expect to use Royal Mail's competitors more in the future	**733**	-	733	412	316	136	149	228	106	62	25	28	284	334	115	53	623	108	629
	29%	-	*29%*	**34%d**	*24%*	**43%hijk**	**46%hijk**	**42%hijk**	**27%ijk**	**14%j**	*8%*	*12%*	**45%mno**	**36%no**	*12%*	*9%*	*27%*	**44%p**	*24%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
I value the option to be able to use the postal service	**2181**	459	705	506	510	1164	1016	1271	876	254	282	593	506	397	1382	255	1803
	85%	**90%d**	***85%***	**86%d**	***81%***	**87%f**	***83%***	***84%***	**88%g**	***81%***	***84%***	***86%***	**88%i**	***86%***	***86%***	***81%***	**86%o**
I prefer to send emails rather than letters whenever possible	**1579**	365	525	330	359	889	690	1013	544	186	188	420	359	327	967	189	1307
	62%	**71%bcd**	**64%cd**	***56%***	***57%***	**67%f**	***57%***	**67%h**	***54%***	***59%***	***56%***	***61%***	***63%***	**71%ijkln**	***61%***	***60%***	***63%***
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665**	351	565	378	371	916	749	1011	633	182	208	471	368	314	1047	183	1380
	65%	**69%d**	**68%d**	***64%***	***59%***	**69%f**	***61%***	***67%***	***63%***	***58%***	***62%***	**68%i**	***64%***	**68%i**	**66%i**	***58%***	**66%o**
I only use post if there is no alternative	**1004**	251	295	222	236	546	458	666	320	117	101	265	208	247	574	117	828
	39%	**49%bcd**	***36%***	***38%***	***37%***	***41%***	***38%***	**44%h**	***32%***	***37%***	***30%***	**39%j**	***36%***	**54%ijkln**	***36%***	***37%***	***40%***
I would feel cut off from society if I couldn't send or receive post	**1698**	353	557	397	392	910	788	962	714	206	231	440	388	315	1060	207	1395
	66%	**69%d**	***67%***	***68%***	***62%***	***68%***	***65%***	***64%***	**71%g**	***66%***	***69%***	***64%***	***68%***	***68%***	***66%***	***66%***	***67%***
I only use post to send greetings cards	**938**	236	286	210	207	521	417	590	334	115	106	221	208	226	536	115	769
	37%	**46%bcd**	***35%***	***36%***	***33%***	***39%***	***34%***	**39%h**	***33%***	***37%***	***32%***	***32%***	***36%***	**49%ijkln**	***34%***	***37%***	***37%***
I send fewer letters by post now due to the cost	**1430**	303	486	320	320	789	641	879	528	161	173	368	345	276	886	163	1175
	56%	**59%d**	**59%d**	***55%***	***51%***	**59%f**	***53%***	**58%h**	***53%***	***51%***	***52%***	***53%***	***60%***	***60%***	***55%***	***52%***	***56%***
I trust second class post to get there in a reasonable timeframe	**1918**	397	603	451	467	1000	918	1131	760	238	241	534	436	354	1211	239	1585
	75%	***78%***	***73%***	***77%***	***74%***	***75%***	***75%***	***75%***	***76%***	***76%***	***72%***	***78%***	***76%***	***77%***	***76%***	***76%***	***76%***
I nearly always send digital greetings cards now, instead of sending them by post	**561**	185	166	118	92	351	210	428	128	52	59	137	110	170	305	54	476
	22%	**36%bcd**	**20%d**	***20%***	***15%***	**26%f**	***17%***	**28%h**	***13%***	***17%***	***18%***	***20%***	***19%***	**37%ijkln**	***19%***	***17%***	***23%***
There are some things that I will always need to send by post	**2147**	432	701	493	520	1134	1014	1243	871	257	289	574	490	393	1352	258	1770
	84%	***85%***	***85%***	***84%***	***82%***	***85%***	***83%***	***82%***	**87%g**	***82%***	***86%***	***83%***	***85%***	***85%***	***85%***	***82%***	***85%***

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
I expect to use Royal Mail's competitors more in the future	**733**	200	185	180	168	385	348	551	175	78	80	170	160	192	411	78	606
	29%	**39%bcd**	*22%*	**31%b**	*27%*	*29%*	*29%*	**36%h**	*17%*	*25%*	*24%*	*25%*	*28%*	**42%ijkln**	*26%*	*25%*	*29%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
I value the option to be able to use the postal service	**2181** *85%*	1859 *85%*	321 *89%*	117 *90%*	1833 *85%*	184 *85%*	105 *84%*	59 *84%*	78 *83%*	223 *81%*	167 *81%*	153 *85%*	199 *86%*	205 *88%*	291 *86%*	310 *86%*	207 **92%hijr**	32 *94%*	153 *84%*
I prefer to send emails rather than letters whenever possible	**1579** *62%*	1373 *63%*	206 *57%*	79 *61%*	1334 *62%*	127 *59%*	75 *60%*	43 *61%*	59 *63%*	171 *62%*	123 *60%*	108 *60%*	147 *64%*	142 *61%*	220 *65%*	219 *61%*	143 *64%*	20 *58%*	107 *59%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665** *65%*	1435 *65%*	230 *64%*	84 *65%*	1401 *65%*	133 *61%*	82 *66%*	50 **71%o**	64 *68%*	185 *67%*	126 *61%*	107 *60%*	160 *70%*	149 *64%*	220 *65%*	238 *66%*	151 *67%*	23 *68%*	110 *60%*
I only use post if there is no alternative	**1004** *39%*	889 **41%b**	115 *32%*	49 *38%*	857 *40%*	78 *36%*	41 *33%*	28 *40%*	36 *38%*	120 *43%*	77 *38%*	73 *40%*	88 *38%*	79 *34%*	156 **46%p**	151 *42%*	75 *33%*	11 *33%*	67 *37%*
I would feel cut off from society if I couldn't send or receive post	**1698** *66%*	1457 *66%*	241 *67%*	76 *58%*	1439 *67%*	137 *63%*	76 *61%*	47 *67%*	60 *64%*	177 *64%*	123 *59%*	120 *66%*	157 *68%*	150 *64%*	250 **74%jr**	249 *69%*	154 *69%*	27 **82%hijmr**	109 *60%*
I only use post to send greetings cards	**938** *37%*	819 *37%*	119 *33%*	49 *38%*	806 **38%q**	68 *31%*	45 *36%*	20 *29%*	39 **41%q**	121 **44%lopq**	86 **42%q**	64 *35%*	74 *32%*	93 **40%q**	150 **44%lopqr**	111 *31%*	68 *30%*	6 *19%*	61 *33%*
I send fewer letters by post now due to the cost	**1430** *56%*	1233 *56%*	197 *54%*	73 *56%*	1205 *56%*	122 *56%*	66 *53%*	37 *52%*	52 *54%*	141 *51%*	109 *53%*	92 *51%*	139 *60%*	139 *60%*	195 *57%*	216 *60%*	122 *55%*	17 *51%*	105 *57%*
I trust second class post to get there in a reasonable timeframe	**1918** *75%*	1647 *75%*	271 *75%*	91 *70%*	1612 *75%*	158 *73%*	93 *75%*	55 *79%*	67 *70%*	198 *72%*	156 *76%*	135 *75%*	180 *78%*	171 *73%*	244 *72%*	284 *79%*	178 *79%*	29 *86%*	129 *71%*
I nearly always send digital greetings cards now, instead of sending them by post	**561** *22%*	506 **23%b**	54 *15%*	28 *22%*	485 **23%f**	44 *20%*	19 *15%*	12 *18%*	20 *21%*	92 **33%hjklmopqr**	29 *14%*	33 *19%*	47 *21%*	47 *20%*	114 **34%hjklmopqr**	75 *21%*	29 *13%*	4 *13%*	40 **22%p**
There are some things that I will always need to send by post	**2147** *84%*	1839 *84%*	309 *85%*	114 *88%*	1797 *84%*	186 *86%*	105 *84%*	59 *84%*	78 *82%*	217 *78%*	172 *83%*	157 *87%*	198 *86%*	212 **91%hin**	266 *78%*	298 *83%*	198 **89%in**	32 **96%hinor**	154 *84%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
I expect to use Royal Mail's competitors more in the future	**733**	661	72	37	650	40	25	17	31	102	45	43	79	47	141	98	64	5	35
	29%	**30%b**	*20%*	*29%*	**30%ef**	*19%*	*20%*	*25%*	**32%mr**	**37%jkmqr**	*22%*	*24%*	**34%jmqr**	*20%*	**42%jkmopqr**	*27%*	**29%r**	*16%*	*19%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
I value the option to be able to use the postal service	**2181**	916	897	205	113	41	1813	154	950	835	266	87	30	1785	117
	85%	**93%bcdeg**	**89%cdeg**	*63%*	*73%*	*61%*	**91%cdeg**	*69%*	**94%ijkmn**	**87%jkn**	*68%*	*72%*	*73%*	**90%jkn**	*72%*
I prefer to send emails rather than letters whenever possible	**1579**	591	647	174	102	59	1238	161	667	594	214	62	34	1261	97
	62%	*60%*	**64%c**	*53%*	*66%*	**88%abcdf**	**62%c**	**73%acf**	**66%jk**	*62%*	*55%*	*52%*	*84%*	**64%jk**	*60%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665**	671	694	169	86	41	1365	127	705	656	196	76	25	1361	100
	65%	**69%cdg**	**69%cdg**	*52%*	*56%*	*61%*	**69%cdg**	*57%*	**70%j**	**68%j**	*50%*	*63%*	*61%*	**69%j**	*62%*
I only use post if there is no alternative	**1004**	348	407	109	92	44	755	136	378	417	125	55	25	794	79
	39%	*35%*	*40%*	*33%*	**60%abcf**	**65%abcf**	*38%*	**61%abcf**	*37%*	**43%hj**	*32%*	**45%j**	*61%*	**40%j**	**49%hj**
I would feel cut off from society if I couldn't send or receive post	**1698**	795	681	134	59	24	1476	83	778	662	190	53	11	1439	64
	66%	**81%bcdefg**	**68%cdeg**	*41%*	*38%*	*36%*	**74%bcdeg**	*37%*	**77%ijkn**	**69%jkn**	*48%*	*44%*	*26%*	**73%jkn**	*39%*
I only use post to send greetings cards	**938**	387	390	84	60	12	777	72	378	363	116	56	16	740	72
	37%	**39%ce**	**39%ce**	*26%*	**39%ce**	*18%*	**39%ce**	*33%*	*37%*	**38%j**	*30%*	**46%j**	*38%*	**37%j**	**44%j**
I send fewer letters by post now due to the cost	**1430**	542	597	156	92	37	1140	129	567	572	186	68	25	1139	93
	56%	*55%*	**59%c**	*48%*	*60%*	*55%*	**57%c**	*58%*	**56%j**	**59%j**	*47%*	*56%*	*61%*	**58%j**	*58%*
I trust second class post to get there in a reasonable timeframe	**1918**	839	761	180	88	47	1600	134	850	751	211	67	31	1600	98
	75%	**86%bcdefg**	**75%cdg**	*55%*	*57%*	*69%*	**80%bcdg**	*60%*	**84%ijkn**	**78%jkn**	*54%*	*56%*	*76%*	**81%jkn**	*61%*
I nearly always send digital greetings cards now, instead of sending them by post	**561**	201	242	66	32	19	443	51	231	230	74	21	4	462	25
	22%	*21%*	*24%*	*20%*	*20%*	*28%*	*22%*	*23%*	*23%*	*24%*	*19%*	*17%*	*9%*	*23%*	*15%*
There are some things that I will always need to send by post	**2147**	918	878	200	104	42	1796	146	933	828	268	82	28	1761	110
	84%	**94%bcdefg**	**87%cdeg**	*61%*	*68%*	*62%*	**90%bcdeg**	*66%*	**92%ijkmn**	**86%jkn**	*68%*	*67%*	*69%*	**89%jkn**	*68%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
I expect to use Royal Mail's competitors more in the future	**733**	231	330	94	47	27	561	74	300	294	92	31	10	594	41
	29%	*24%*	**33%a**	*29%*	*30%*	**40%a**	**28%a**	**34%a**	*30%*	*30%*	*24%*	*25%*	*24%*	*30%*	*25%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
I value the option to be able to use the postal service	**2181**	162	1974	45	659	1401	121	2144	21	8	4	2172	5
	85%	*82%*	*86%*	*75%*	*84%*	**87%f**	*76%*	*86%*	*59%*	*57%*	*64%*	*86%*	*33%*
I prefer to send emails rather than letters whenever possible	**1579**	117	1431	31	491	1000	89	1544	23	7	-	1574	5
	62%	*59%*	*62%*	*52%*	*63%*	*62%*	*56%*	*62%*	*65%*	*54%*	-	*62%*	*34%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665**	139	1490	36	525	1037	103	1627	26	8	1	1661	3
	65%	*70%*	*65%*	*60%*	*67%*	*64%*	*65%*	*65%*	*73%*	*65%*	*18%*	*66%*	*21%*
I only use post if there is no alternative	**1004**	96	883	25	322	601	81	967	23	8	-	998	6
	39%	**49%b**	*38%*	*42%*	*41%*	*37%*	**51%e**	*39%*	*64%*	*64%*	-	*39%*	*40%*
I would feel cut off from society if I couldn't send or receive post	**1698**	145	1519	35	541	1046	111	1661	21	9	4	1691	4
	66%	*73%*	*66%*	*58%*	*69%*	*65%*	*70%*	*67%*	*59%*	*67%*	*64%*	*67%*	*23%*
I only use post to send greetings cards	**938**	88	830	20	283	586	70	900	25	8	3	932	4
	37%	*44%*	*36%*	*33%*	*36%*	*36%*	*44%*	*36%*	*70%*	*59%*	*46%*	*37%*	*22%*
I send fewer letters by post now due to the cost	**1430**	121	1272	36	454	883	92	1397	21	5	3	1423	4
	56%	*61%*	*55%*	*61%*	*58%*	*55%*	*58%*	*56%*	*59%*	*42%*	*46%*	*56%*	*26%*
I trust second class post to get there in a reasonable timeframe	**1918**	131	1748	39	562	1252	105	1887	16	10	1	1914	3
	75%	*66%*	**76%a**	*66%*	*72%*	**77%df**	*66%*	*76%*	*47%*	*78%*	*18%*	*76%*	*19%*
I nearly always send digital greetings cards now, instead of sending them by post	**561**	68	478	15	209	302	49	529	24	6	-	559	2
	22%	**34%b**	*21%*	*25%*	**27%e**	*19%*	**31%e**	*21%*	*69%*	*42%*	-	*22%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
There are some things that I will always need to send by post	**2147**	164	1937	46	671	1358	118	2111	20	11	1	2143	4
	84%	*83%*	*84%*	*77%*	**86%f**	**84%f**	*74%*	*85%*	*56%*	*88%*	*18%*	*85%*	*24%*
I expect to use Royal Mail's competitors more in the future	**733**	76	639	19	247	407	80	703	23	7	-	733	*
	29%	**38%b**	*28%*	*31%*	**32%e**	*25%*	**50%de**	*28%*	*65%*	*50%*	-	*29%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
I value the option to be able to use the postal service	**2181** *85%*	358 *82%*	776 **89%ac**	333 *80%*	714 **86%c**	- -	358 *82%*	- -	388 **90%fjp**	- -	388 *87%*	- -	333 *80%*	- -	380 **88%l**	- -	335 *84%*
I prefer to send emails rather than letters whenever possible	**1579** *62%*	259 *60%*	543 *62%*	243 *59%*	534 *64%*	- -	259 *60%*	- -	277 *64%*	- -	266 *60%*	- -	243 *59%*	- -	258 *60%*	- -	276 **69%jln**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1665** *65%*	273 *63%*	580 *66%*	257 *62%*	555 *67%*	- -	273 *63%*	- -	279 *65%*	- -	302 *68%*	- -	257 *62%*	- -	290 *67%*	- -	265 *66%*
I only use post if there is no alternative	**1004** *39%*	177 *41%*	314 *36%*	155 *37%*	359 **43%b**	- -	177 *41%*	- -	156 *36%*	- -	158 *35%*	- -	155 *37%*	- -	171 *40%*	- -	187 **47%hjl**
I would feel cut off from society if I couldn't send or receive post	**1698** *66%*	258 *59%*	602 **69%a**	254 *61%*	585 **71%ac**	- -	258 *59%*	- -	297 **69%f**	- -	304 **68%f**	- -	254 *61%*	- -	326 **76%flp**	- -	260 *65%*
I only use post to send greetings cards	**938** *37%*	123 *28%*	300 *34%*	157 **38%a**	358 **43%ab**	- -	123 *28%*	- -	147 *34%*	- -	153 *34%*	- -	157 **38%f**	- -	190 **44%fhl**	- -	169 **42%f**
I send fewer letters by post now due to the cost	**1430** *56%*	222 *51%*	505 *58%*	215 *52%*	487 *59%*	- -	222 *51%*	- -	264 **61%fl**	- -	241 *54%*	- -	215 *52%*	- -	240 *56%*	- -	247 **62%fl**
I trust second class post to get there in a reasonable timeframe	**1918** *75%*	315 *72%*	654 *75%*	315 *76%*	634 *76%*	- -	315 *72%*	- -	326 *76%*	- -	328 *74%*	- -	315 *76%*	- -	324 *75%*	- -	310 *78%*
I nearly always send digital greetings cards now, instead of sending them by post	**561** *22%*	68 *16%*	206 **23%a**	76 *18%*	211 **25%ac**	- -	68 *16%*	- -	83 *19%*	- -	122 **27%fhl**	- -	76 *18%*	- -	107 **25%f**	- -	104 **26%fl**
There are some things that I will always need to send by post	**2147** *84%*	358 *82%*	746 *85%*	332 *80%*	711 *86%*	- -	358 *82%*	- -	366 *85%*	- -	380 *85%*	- -	332 *80%*	- -	375 **87%l**	- -	336 *84%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
I expect to use Royal Mail's competitors more in the future	**733**	97	257	117	262	-	97	-	112	-	144	-	117	-	128	-	135
	29%	22%	**29%a**	28%	**32%a**	-	22%	-	26%	-	**32%f**	-	28%	-	30%	-	**34%f**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
I value the option to be able to use the postal service	**101**	-	101	58	43	27	13	23	20	13	4	2	40	43	19	6	76	24	92
	4%	-	*4%*	*5%*	*3%*	**9%gijk**	*4%*	*4%*	**5%jk**	*3%*	*1%*	*1%*	**6%no**	**5%no**	*2%*	*1%*	*3%*	**10%p**	*4%*
I prefer to send emails rather than letters whenever possible	**404**	-	404	176	227	43	23	77	60	66	78	57	65	137	201	136	361	38	414
	16%	-	*16%*	*14%*	*17%*	**14%f**	*7%*	**14%f**	**15%f**	**15%f**	**25%efghi**	**23%efg**	*10%*	*15%*	**20%lm**	**24%lm**	*16%*	*16%*	*16%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**406**	-	406	200	206	79	51	52	69	86	43	25	130	121	155	68	353	50	378
	16%	-	*16%*	*16%*	*16%*	**25%fgjk**	**16%g**	*10%*	**18%g**	**20%gk**	*14%*	*10%*	**20%mo**	*13%*	*16%*	*12%*	*15%*	*20%*	*15%*
I only use post if there is no alternative	**943**	-	943	418	521	89	94	155	121	199	160	125	183	276	484	285	882	56	1007
	37%	-	*37%*	*34%*	*39%*	*28%*	*29%*	*29%*	*31%*	**47%efgh**	**51%efgh**	**51%efgh**	*29%*	*30%*	**49%lm**	**51%lm**	**38%q**	*23%*	*39%*
I would feel cut off from society if I couldn't send or receive post	**367**	-	367	187	179	75	63	81	63	56	18	12	138	144	86	30	310	55	360
	14%	-	*14%*	*15%*	*13%*	**24%gijk**	**20%jk**	**15%jk**	**16%jk**	**13%jk**	*6%*	*5%*	**22%mno**	**16%no**	*9%*	*5%*	*14%*	**22%p**	*14%*
I only use post to send greetings cards	**1077**	-	1077	506	564	123	134	185	161	202	158	115	257	345	475	273	971	98	1176
	42%	-	*42%*	*41%*	*43%*	*39%*	*41%*	*34%*	*41%*	**47%g**	**50%eg**	**47%g**	*40%*	*37%*	**48%lm**	**49%lm**	*42%*	*40%*	*46%*
I send fewer letters by post now due to the cost	**507**	-	507	276	231	63	69	102	77	89	62	46	132	178	197	107	453	52	518
	20%	-	*20%*	**23%d**	*17%*	*20%*	*22%*	*19%*	*20%*	*21%*	*20%*	*18%*	*21%*	*19%*	*20%*	*19%*	*20%*	*21%*	*20%*
I trust second class post to get there in a reasonable timeframe	**266**	-	266	119	147	40	30	40	41	56	32	27	70	81	116	60	236	26	271
	10%	-	*10%*	*10%*	*11%*	**13%g**	*9%*	*7%*	*10%*	**13%g**	*10%*	*11%*	*11%*	*9%*	*12%*	*11%*	*10%*	*11%*	*11%*
I nearly always send digital greetings cards now, instead of sending them by post	**1509**	-	1509	639	865	117	115	257	251	312	250	208	231	508	770	458	1422	76	1624
	59%	-	*59%*	*52%*	**65%c**	*37%*	*36%*	**48%ef**	**64%efg**	**73%efgh**	**79%efgh**	**84%efghi**	*36%*	**55%l**	**78%lm**	**81%lm**	**62%q**	*31%*	*63%*
There are some things that I will always need to send by post	**142**	-	142	87	55	61	37	22	11	7	2	2	98	34	11	3	103	38	131
	6%	-	*6%*	**7%d**	*4%*	**19%fghijk**	**11%ghijk**	**4%jk**	*3%*	*2%*	*1%*	*1%*	**15%mno**	**4%no**	*1%*	*1%*	*4%*	**16%p**	*5%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
I expect to use Royal Mail's competitors more in the future	**842**	-	842	376	467	59	58	117	114	194	170	130	117	231	494	300	790	46	913
	33%	-	*33%*	*31%*	*35%*	*19%*	*18%*	*22%*	**29%ef**	**46%efgh**	**54%efgh**	**53%efgh**	*18%*	**25%l**	**50%lm**	**53%lm**	**34%q**	*19%*	*35%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
I value the option to be able to use the postal service	**101** *4%*	23 *4%*	41 *5%*	14 *2%*	24 *4%*	64 *5%*	38 *3%*	70 *5%*	32 *3%*	8 *3%*	17 *5%*	27 *4%*	20 *3%*	23 *5%*	64 *4%*	8 *3%*	88 *4%*
I prefer to send emails rather than letters whenever possible	**404** *16%*	66 *13%*	115 *14%*	105 *18%*	118 **19%a**	180 *14%*	224 **18%e**	199 *13%*	197 **20%g**	51 *16%*	67 **20%m**	110 *16%*	86 *15%*	58 *13%*	262 *16%*	51 *16%*	329 *16%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**406** *16%*	87 *17%*	114 *14%*	84 *14%*	120 **19%b**	201 *15%*	204 *17%*	239 *16%*	158 *16%*	55 *17%*	57 *17%*	99 *14%*	93 *16%*	80 *17%*	249 *16%*	55 *17%*	330 *16%*
I only use post if there is no alternative	**943** *37%*	171 *33%*	324 *39%*	239 **41%d**	209 *33%*	495 *37%*	448 *37%*	505 *33%*	423 **42%g**	116 **37%m**	130 **39%m**	253 **37%m**	249 **43%m**	128 *28%*	632 **40%m**	116 *37%*	776 *37%*
I would feel cut off from society if I couldn't send or receive post	**367** *14%*	79 *15%*	122 *15%*	77 *13%*	89 *14%*	201 *15%*	166 *14%*	257 **17%h**	108 *11%*	32 *10%*	45 *13%*	102 *15%*	84 *15%*	88 **19%l**	231 *14%*	32 *10%*	321 **15%o**
I only use post to send greetings cards	**1077** *42%*	204 *40%*	353 *43%*	248 *42%*	272 *43%*	557 *42%*	520 *43%*	610 *40%*	456 **46%g**	121 *39%*	143 *43%*	313 **45%m**	250 *43%*	172 *37%*	705 *44%*	122 *38%*	893 *43%*
I send fewer letters by post now due to the cost	**507** *20%*	117 *23%*	160 *19%*	111 *19%*	120 *19%*	277 *21%*	231 *19%*	291 *19%*	209 *21%*	50 *16%*	73 *22%*	152 *22%*	124 *22%*	86 *19%*	348 *22%*	50 *16%*	444 *21%*
I trust second class post to get there in a reasonable timeframe	**266** *10%*	51 *10%*	90 *11%*	66 *11%*	59 *9%*	141 *11%*	125 *10%*	150 *10%*	113 *11%*	21 *7%*	25 *8%*	84 **12%l**	62 *11%*	45 *10%*	172 *11%*	21 *7%*	219 *11%*
I nearly always send digital greetings cards now, instead of sending them by post	**1509** *59%*	262 *51%*	513 **62%a**	348 *59%*	386 **61%a**	775 *58%*	734 *60%*	771 *51%*	714 **71%g**	185 **59%m**	219 **65%m**	421 **61%m**	347 **60%m**	228 *50%*	987 **62%m**	186 *59%*	1238 *59%*
There are some things that I will always need to send by post	**142** *6%*	29 *6%*	52 *6%*	25 *4%*	35 *6%*	81 *6%*	61 *5%*	99 *7%*	42 *4%*	9 *3%*	19 *6%*	40 *6%*	30 *5%*	33 **7%l**	89 *6%*	9 *3%*	122 *6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
I expect to use Royal Mail's competitors more in the future	**842**	151	278	215	199	428	414	389	441	98	127	246	204	119	577	99	709
	33%	*30%*	*34%*	*37%*	*31%*	*32%*	*34%*	*26%*	**44%g**	*31%*	**38%m**	**36%m**	**35%m**	*26%*	**36%m**	*31%*	*34%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 59

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
I value the option to be able to use the postal service	**101**	93	9	3	82	9	10	1	3	15	11	5	13	2	26	3	4	1	7
	4%	*4%*	*2%*	*3%*	*4%*	*4%*	**8%dg**	*2%*	*3%*	**6%mo**	**5%mo**	*3%*	**6%mo**	*1%*	**8%mop**	*1%*	*2%*	*4%*	**4%mo**
I prefer to send emails rather than letters whenever possible	**404**	330	74	21	340	33	19	12	10	49	45	27	46	38	53	32	38	6	28
	16%	*15%*	**21%a**	*16%*	*16%*	*15%*	*15%*	*17%*	*11%*	**18%o**	**22%ho**	*15%*	**20%o**	*16%*	*16%*	*9%*	**17%o**	*18%*	*15%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**406**	361	45	22	338	37	21	9	16	41	32	27	29	32	60	60	41	4	33
	16%	*16%*	*13%*	*17%*	*16%*	*17%*	*17%*	*13%*	*17%*	*15%*	*15%*	*15%*	*13%*	*14%*	*18%*	*17%*	*18%*	*11%*	*18%*
I only use post if there is no alternative	**943**	782	161	59	768	96	54	25	34	70	86	62	93	88	93	131	110	17	79
	37%	*36%*	**45%a**	*45%*	*36%*	**44%d**	**43%d**	*36%*	*36%*	*25%*	**42%in**	*35%*	**41%in**	**38%i**	*27%*	**36%i**	**49%hikno**	**51%in**	**43%in**
I would feel cut off from society if I couldn't send or receive post	**367**	311	57	31	300	36	24	8	18	35	38	23	29	34	48	47	29	5	32
	14%	*14%*	*16%*	**24%a**	*14%*	*17%*	**19%g**	*11%*	*19%*	*13%*	*18%*	*13%*	*12%*	*14%*	*14%*	*13%*	*13%*	*14%*	*17%*
I only use post to send greetings cards	**1077**	910	167	58	885	96	59	36	32	98	83	75	105	98	117	165	111	19	78
	42%	*41%*	*46%*	*45%*	*41%*	*45%*	*47%*	**52%d**	*34%*	*35%*	*40%*	*42%*	*46%*	*42%*	*34%*	**46%n**	**49%hin**	**55%hin**	*43%*
I send fewer letters by post now due to the cost	**507**	436	72	34	422	44	28	14	20	70	41	30	42	48	73	58	40	10	34
	20%	*20%*	*20%*	*26%*	*20%*	*20%*	*22%*	*20%*	*21%*	*25%*	*20%*	*17%*	*18%*	*21%*	*21%*	*16%*	*18%*	*29%*	*19%*
I trust second class post to get there in a reasonable timeframe	**266**	222	44	24	218	24	16	7	12	36	20	19	11	24	41	31	25	3	22
	10%	*10%*	*12%*	**19%a**	*10%*	*11%*	*13%*	*10%*	**13%l**	**13%l**	*10%*	*10%*	*5%*	*10%*	**12%l**	*9%*	*11%*	*8%*	**12%l**
I nearly always send digital greetings cards now, instead of sending them by post	**1509**	1265	244	79	1244	134	88	44	66	131	147	113	139	148	133	206	160	23	110
	59%	*58%*	**68%a**	*61%*	*58%*	*62%*	**71%de**	*63%*	**70%ino**	*47%*	**71%ino**	**63%in**	**60%in**	**63%in**	*39%*	**57%n**	**72%inor**	**69%in**	**60%in**
There are some things that I will always need to send by post	**142**	130	12	4	120	9	10	3	5	22	16	6	9	-	35	16	11	-	9
	6%	*6%*	*3%*	*3%*	*6%*	*4%*	*8%*	*5%*	**5%m**	**8%m**	**8%m**	**3%m**	**4%m**	-	**10%km**	**4%m**	**5%m**	-	**5%m**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
I expect to use Royal Mail's competitors more in the future	**842**	700	142	40	689	87	43	23	31	60	78	73	82	85	79	123	79	16	71
	33%	*32%*	**39%a**	*31%*	*32%*	**40%d**	*34%*	*33%*	**33%l**	*22%*	**38%in**	**40%in**	**36%in**	**36%in**	*23%*	**34%in**	**35%in**	**47%in**	**39%in**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
I value the option to be able to use the postal service	101 4%	25 3%	31 3%	20 6%af	12 8%abf	14 21%abcdf	56 3%	26 12%abf	13 1%	43 4%h	30 8%hm	11 9%hm	4 10%	56 3%h	15 9%hm
I prefer to send emails rather than letters whenever possible	404 16%	195 20%bceg	145 14%	39 12%	21 14%	3 4%	341 17%e	24 11%	175 17%	145 15%	61 16%	22 18%	1 3%	320 16%	23 14%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	406 16%	155 16%	143 14%	51 16%	41 27%abcf	16 23%	298 15%	57 26%abcf	159 16%	151 16%	59 15%	26 22%	9 23%	309 16%	35 22%
I only use post if there is no alternative	943 37%	451 46%bcdefg	342 34%g	98 30%	37 24%	15 22%	792 40%bcdeg	52 24%	447 44%ijkmn	321 33%	132 34%	35 29%	6 14%	769 39%in	41 25%
I would feel cut off from society if I couldn't send or receive post	367 14%	85 9%	116 12%	69 21%abf	65 42%abcf	31 46%abcf	201 10%	96 43%abcf	110 11%	130 13%	71 18%hm	39 33%hijm	15 37%	239 12%	55 34%hijm
I only use post to send greetings cards	1077 42%	450 46%c	412 41%	110 34%	62 40%	41 61%bcdf	862 43%c	103 46%c	488 48%ij	395 41%	131 33%	47 38%	16 39%	882 45%j	63 39%
I send fewer letters by post now due to the cost	507 20%	248 25%bcf	170 17%	49 15%	29 19%	10 15%	418 21%b	39 18%	239 24%i	163 17%	74 19%	22 18%	9 23%	402 20%	31 19%
I trust second class post to get there in a reasonable timeframe	266 10%	76 8%	96 9%	48 15%af	32 20%abf	15 23%abf	172 9%	47 21%abf	90 9%	87 9%	55 14%him	27 22%him	6 16%	177 9%	33 21%him
I nearly always send digital greetings cards now, instead of sending them by post	1509 59%	673 69%bcdefg	589 58%ceg	137 42%	79 51%	28 41%	1262 63%bcdeg	106 48%	639 63%ij	548 57%	202 52%	80 66%j	30 73%	1187 60%j	110 68%ij
There are some things that I will always need to send by post	142 6%	11 1%	45 5%a	30 9%abf	39 25%abcf	15 23%abcf	57 3%a	54 24%abcf	27 3%	50 5%h	34 9%hm	26 22%hijm	4 11%	77 4%	31 19%hijm

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
I expect to use Royal Mail's competitors more in the future	**842**	415	296	73	41	15	711	56	384	281	118	42	14	665	56
	33%	**42%bcdefg**	*29%*	*22%*	*27%*	*23%*	**36%bcg**	*25%*	**38%l**	*29%*	*30%*	*34%*	*35%*	*34%*	*34%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
I value the option to be able to use the postal service	**101**	12	86	3	40	52	10	87	7	3	2	97	3
	4%	*6%*	*4%*	*5%*	*5%*	*3%*	*6%*	*3%*	*20%*	*22%*	*36%*	*4%*	*18%*
I prefer to send emails rather than letters whenever possible	**404**	37	356	11	137	242	25	387	8	4	3	398	3
	16%	*19%*	*15%*	*18%*	*18%*	*15%*	*16%*	*16%*	*22%*	*27%*	*54%*	*16%*	*20%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**406**	31	364	11	127	260	19	393	5	3	2	401	3
	16%	*16%*	*16%*	*18%*	*16%*	*16%*	*12%*	*16%*	*15%*	*20%*	*36%*	*16%*	*18%*
I only use post if there is no alternative	**943**	65	852	26	287	622	35	930	5	3	1	938	4
	37%	*33%*	*37%*	*43%*	**37%f**	**38%f**	*22%*	*37%*	*15%*	*21%*	*18%*	*37%*	*26%*
I would feel cut off from society if I couldn't send or receive post	**367**	25	332	10	123	231	13	347	9	2	2	358	8
	14%	*13%*	*14%*	*16%*	*16%*	*14%*	*8%*	*14%*	*25%*	*12%*	*36%*	*14%*	*48%*
I only use post to send greetings cards	**1077**	69	986	22	319	711	47	1065	2	3	3	1070	4
	42%	*35%*	*43%*	*36%*	**41%f**	**44%f**	*30%*	*43%*	*6%*	*21%*	*54%*	*42%*	*28%*
I send fewer letters by post now due to the cost	**507**	33	467	7	139	343	25	498	6	2	-	506	2
	20%	*17%*	*20%*	*12%*	*18%*	*21%*	*16%*	*20%*	*18%*	*13%*	-	*20%*	*11%*
I trust second class post to get there in a reasonable timeframe	**266**	29	231	6	108	144	13	254	5	3	2	261	3
	10%	*15%*	*10%*	*10%*	**14%e**	*9%*	*8%*	*10%*	*13%*	*20%*	*36%*	*10%*	*20%*
I nearly always send digital greetings cards now, instead of sending them by post	**1509**	98	1381	30	449	1005	55	1495	7	2	1	1504	5
	59%	*50%*	**60%a**	*50%*	**58%f**	**62%f**	*35%*	*60%*	*19%*	*17%*	*18%*	*59%*	*30%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
There are some things that I will always need to send by post	**142**	15	126	2	45	86	11	126	9	2	2	136	4
	6%	*7%*	*5%*	*3%*	*6%*	*5%*	*7%*	*5%*	*26%*	*12%*	*36%*	*5%*	*24%*
I expect to use Royal Mail's competitors more in the future	**842**	55	767	21	270	554	18	827	3	5	3	834	5
	33%	*28%*	*33%*	*35%*	**35%f**	**34%f**	*11%*	*33%*	*7%*	*37%*	*54%*	*33%*	*31%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 59

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
I value the option to be able to use the postal service	**101**	17	25	21	39	-	17	-	11	-	13	-	21	-	14	-	25
	4%	*4%*	*3%*	*5%*	*5%*	-	*4%*	-	*3%*	-	*3%*	-	*5%*	-	*3%*	-	*6%*
I prefer to send emails rather than letters whenever possible	**404**	57	144	72	130	-	57	-	77	-	67	-	72	-	84	-	47
	16%	*13%*	*16%*	*17%*	*16%*	-	*13%*	-	*18%*	-	*15%*	-	*17%*	-	**19%p**	-	*12%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**406**	83	129	71	123	-	83	-	60	-	70	-	71	-	61	-	63
	16%	*19%*	*15%*	*17%*	*15%*	-	*19%*	-	*14%*	-	*16%*	-	*17%*	-	*14%*	-	*16%*
I only use post if there is no alternative	**943**	149	355	148	291	-	149	-	170	-	185	-	148	-	164	-	127
	37%	*34%*	*41%*	*36%*	*35%*	-	*34%*	-	*40%*	-	**41%p**	-	*36%*	-	*38%*	-	*32%*
I would feel cut off from society if I couldn't send or receive post	**367**	75	118	70	104	-	75	-	50	-	68	-	70	-	32	-	72
	14%	*17%*	*14%*	*17%*	*13%*	-	**17%n**	-	*12%*	-	**15%n**	-	**17%n**	-	*7%*	-	**18%hn**
I only use post to send greetings cards	**1077**	200	405	171	301	-	200	-	199	-	206	-	171	-	155	-	146
	42%	**46%d**	**46%d**	*41%*	*36%*	-	**46%np**	-	**46%np**	-	**46%np**	-	*41%*	-	*36%*	-	*37%*
I send fewer letters by post now due to the cost	**507**	87	192	70	158	-	87	-	82	-	110	-	70	-	81	-	76
	20%	*20%*	*22%*	*17%*	*19%*	-	*20%*	-	*19%*	-	**25%l**	-	*17%*	-	*19%*	-	*19%*
I trust second class post to get there in a reasonable timeframe	**266**	59	85	33	89	-	59	-	38	-	47	-	33	-	44	-	46
	10%	*13%*	*10%*	*8%*	*11%*	-	*13%*	-	*9%*	-	*11%*	-	*8%*	-	*10%*	-	*11%*
I nearly always send digital greetings cards now, instead of sending them by post	**1509**	269	518	252	470	-	269	-	271	-	246	-	252	-	241	-	229
	59%	*62%*	*59%*	*61%*	*57%*	-	*62%*	-	*63%*	-	*55%*	-	*61%*	-	*56%*	-	*57%*
There are some things that I will always need to send by post	**142**	30	49	28	36	-	30	-	21	-	28	-	28	-	14	-	22
	6%	*7%*	*6%*	*7%*	*4%*	-	*7%*	-	*5%*	-	*6%*	-	*7%*	-	*3%*	-	*6%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
I expect to use Royal Mail's competitors more in the future	**842**	140	287	133	283	-	140	-	141	-	146	-	133	-	151	-	132
	33%	*32%*	*33%*	*32%*	*34%*	-	*32%*	-	*33%*	-	*33%*	-	*32%*	-	*35%*	-	*33%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
I value the option to be able to use the postal service	**4.29**	-	4.29	4.23	**4.33c**	3.91	**4.15e**	**4.19e**	**4.27efg**	**4.41efgh**	**4.55efghi**	**4.62efghi**	4.03	**4.22l**	**4.51lm**	**4.58lmn**	**4.32q**	3.99	4.31
I prefer to send emails rather than letters whenever possible	**3.68**	-	3.68	**3.73d**	3.62	**3.87hijk**	**3.89hijk**	**3.80ijk**	**3.71jk**	**3.63jk**	3.32	3.37	**3.88mno**	**3.76no**	**3.47o**	3.35	3.67	3.76	3.66
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	-	3.75	3.73	3.76	3.43	**3.71e**	**3.90eh**	**3.69e**	**3.75e**	**3.78e**	**3.94e**	3.57	**3.81l**	**3.81l**	**3.85l**	3.77	3.59	3.79
I only use post if there is no alternative	**3.01**	-	3.01	**3.10d**	2.93	**3.29hijk**	**3.28ijk**	**3.31hijk**	**3.04ijk**	2.76	2.68	2.49	**3.29no**	**3.20no**	2.67	2.60	2.96	**3.49p**	2.92
I would feel cut off from society if I couldn't send or receive post	**3.82**	-	3.82	3.77	3.87	3.35	3.58	**3.76e**	**3.75e**	**3.90ef**	**4.25efghi**	**4.28efghi**	3.47	**3.75l**	**4.10lm**	**4.26lmn**	**3.86q**	3.50	3.84
I only use post to send greetings cards	**2.86**	-	2.86	2.91	2.83	2.85	2.87	**3.09eijk**	**2.94j**	2.73	2.66	2.73	2.86	**3.03no**	2.71	2.69	2.86	2.92	2.77
I send fewer letters by post now due to the cost	**3.48**	-	3.48	3.41	**3.54c**	3.42	3.41	3.55	3.46	3.45	3.52	3.51	3.42	3.51	3.49	3.52	3.49	3.43	3.46
I trust second class post to get there in a reasonable timeframe	**3.93**	-	3.93	3.98	3.88	3.73	3.78	**4.03ef**	**3.94e**	3.92	**4.12ef**	3.92	3.76	**3.99l**	**3.98l**	**4.03l**	3.95	3.80	3.93
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	-	2.27	**2.45d**	2.10	**2.89hijk**	**2.94hijk**	**2.70hijk**	**2.07ijk**	1.78	1.72	1.57	**2.91mno**	**2.44no**	1.70	1.65	2.19	**3.05p**	2.15
There are some things that I will always need to send by post	**4.25**	-	4.25	4.19	**4.31c**	3.67	**3.94e**	**4.18ef**	**4.30ef**	**4.48efgh**	**4.59efgh**	**4.67efghi**	3.81	**4.23l**	**4.56lm**	**4.62lm**	**4.29q**	3.92	4.30

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
I expect to use Royal Mail's competitors more in the future	2.90	-	2.90	3.02d	2.78	3.31hijk	3.41hijk	3.30hijk	2.96ijk	2.48j	2.22	2.30	3.36mno	3.16no	2.35	2.25	2.85	3.32p	2.79

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
I value the option to be able to use the postal service	**4.29**	**4.37cd**	**4.31d**	4.27	4.21	**4.33f**	4.24	4.21	**4.40g**	4.25	4.26	4.33	4.31	4.26	4.31	4.24	4.30
I prefer to send emails rather than letters whenever possible	**3.68**	**3.86bcd**	**3.74cd**	3.56	3.56	**3.79f**	3.56	**3.80h**	3.50	**3.62j**	3.46	**3.68j**	**3.69j**	**3.89ijkln**	**3.64j**	3.63	3.69
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	**3.85d**	**3.81d**	3.73	3.61	**3.82f**	3.67	3.78	3.71	3.66	3.64	3.82	3.70	3.82	3.74	3.66	3.76
I only use post if there is no alternative	**3.01**	**3.22bc**	2.94	2.92	3.04	3.04	2.98	**3.15h**	2.80	2.97	2.83	2.99	2.90	**3.37ijkln**	2.92	2.97	3.02
I would feel cut off from society if I couldn't send or receive post	**3.82**	3.84	3.85	3.86	3.73	3.84	3.79	3.72	**3.98g**	3.86	3.90	3.79	3.81	3.77	3.82	3.86	3.81
I only use post to send greetings cards	**2.86**	**3.03bd**	2.82	2.85	2.81	2.90	2.83	**2.93h**	2.76	2.92	2.81	2.76	2.81	**3.13jkln**	2.79	2.92	2.86
I send fewer letters by post now due to the cost	**3.48**	3.51	3.52	3.46	3.42	3.52	3.44	3.51	3.43	3.50	3.40	3.41	3.48	3.58	3.43	3.50	3.46
I trust second class post to get there in a reasonable timeframe	**3.93**	3.98	3.89	3.96	3.91	3.92	3.93	3.93	3.94	4.00	3.92	3.93	3.94	3.96	3.93	4.00	3.94
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	**2.66bcd**	2.19	2.20	2.13	**2.37f**	2.16	**2.54h**	1.88	2.23	2.07	2.18	2.20	**2.72ijkln**	2.16	2.24	2.28
There are some things that I will always need to send by post	**4.25**	4.27	4.28	4.27	4.19	4.27	4.23	4.17	**4.38g**	4.27	4.29	4.25	4.31	4.18	4.28	4.26	4.26

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
I expect to use Royal Mail's competitors more in the future	**2.90**	**3.16bcd**	2.76	2.87	2.89	2.92	2.88	**3.14h**	2.53	**2.93j**	2.69	2.80	2.84	**3.22ijkln**	2.79	2.93	2.89

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
I value the option to be able to use the postal service	**4.29**	4.26	**4.41a**	**4.45a**	4.28	4.29	4.32	4.35	4.26	4.16	4.20	4.26	**4.28i**	**4.39ijkn**	4.17	**4.35ijn**	**4.49hijklnor**	4.42	4.27
I prefer to send emails rather than letters whenever possible	**3.68**	**3.70b**	3.53	3.66	3.68	3.65	3.67	3.71	3.76	3.69	3.55	3.70	3.57	3.69	**3.76jl**	**3.71jl**	3.67	3.55	3.66
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.74	3.81	3.77	3.75	3.69	3.76	**3.93e**	3.73	3.79	3.66	3.68	3.81	3.79	3.73	3.71	3.85	3.76	3.68
I only use post if there is no alternative	**3.01**	**3.05b**	2.82	2.89	**3.05ef**	2.79	2.77	3.02	**3.01q**	**3.25ijpqr**	2.90	**3.06q**	2.92	**2.97q**	**3.31ijmpqr**	**3.06q**	2.76	2.49	2.85
I would feel cut off from society if I couldn't send or receive post	**3.82**	3.81	3.86	3.63	3.83	3.75	3.67	3.90	3.72	3.74	3.68	3.81	3.90	3.80	3.88	3.92	3.90	4.06	3.70
I only use post to send greetings cards	**2.86**	2.88	2.74	2.85	**2.89g**	2.74	2.83	2.62	**2.99pq**	**3.02pq**	**2.90q**	2.87	2.75	**3.01pq**	**3.10lopqr**	2.73	2.62	2.43	2.80
I send fewer letters by post now due to the cost	**3.48**	3.48	3.46	3.40	3.48	3.52	3.44	3.46	3.38	3.33	3.41	3.43	3.54	3.61	3.46	3.60	3.45	3.37	3.55
I trust second class post to get there in a reasonable timeframe	**3.93**	3.93	3.94	3.76	3.94	3.85	3.87	3.98	3.80	3.82	3.95	3.96	**4.06hr**	3.97	3.87	3.98	4.00	**4.22hr**	3.79
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	**2.32b**	2.01	2.29	**2.30f**	2.18	1.96	2.15	2.06	**2.69hjklmopqr**	1.97	2.11	2.21	2.16	**2.81hjklmopqr**	2.25	1.98	1.85	2.24
There are some things that I will always need to send by post	**4.25**	4.23	**4.36a**	4.39	4.24	4.30	4.30	4.31	4.23	4.07	4.25	**4.29n**	**4.34in**	**4.42inr**	4.01	**4.32in**	**4.38in**	**4.63hijknor**	**4.24n**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
I expect to use Royal Mail's competitors more in the future	2.90	2.93b	2.69	2.96	2.94e	2.61	2.76	2.86e	3.01jqr	3.17jkmopqr	2.68	2.77	2.89q	2.76	3.30jklmopqr	2.82q	2.83q	2.35	2.65

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
I value the option to be able to use the postal service	4.29	4.62bcdefg	4.26cdeg	3.74e	3.88e	3.50	4.44bcdeg	3.76e	4.59ijklmn	4.22jkln	3.85	3.84	3.97	4.41ijkln	3.87
I prefer to send emails rather than letters whenever possible	3.68	3.60	3.70a	3.63	3.84acf	4.34abcdfg	3.65	3.99abcf	3.74ijk	3.65	3.57	3.52	4.35hijkmn	3.69jk	3.73jk
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.75	3.86cdg	3.77cdg	3.53	3.45	3.59	3.82cdg	3.50	3.87jn	3.75j	3.52	3.61	3.48	3.81j	3.58
I only use post if there is no alternative	3.01	2.81	3.08af	3.03	3.50abcf	3.61abcf	2.95	3.53abcf	2.89	3.11h	2.96	3.25h	3.66	2.99	3.35hjm
I would feel cut off from society if I couldn't send or receive post	3.82	4.25bcdefg	3.79cdeg	3.25deg	2.93	2.78	4.02bcdeg	2.88	4.11ijkmn	3.80jkn	3.44n	3.17	2.83	3.96ijkn	3.08
I only use post to send greetings cards	2.86	2.85e	2.93e	2.81e	2.96e	2.07	2.89e	2.70e	2.77	2.92	2.86	3.11	2.88	2.84	3.05
I send fewer letters by post now due to the cost	3.48	3.40	3.55a	3.45	3.61	3.55	3.47	3.59	3.43	3.55	3.39	3.61	3.45	3.49	3.57
I trust second class post to get there in a reasonable timeframe	3.93	4.21bcdefg	3.89cdeg	3.57	3.46	3.46	4.04bcdeg	3.46	4.15ijkmn	3.92jkn	3.54	3.47	3.78	4.04ijkn	3.55
I nearly always send digital greetings cards now, instead of sending them by post	2.27	2.05	2.33a	2.58abf	2.43a	2.82abf	2.19	2.55af	2.22	2.34n	2.35n	2.08	1.86	2.28	2.02
There are some things that I will always need to send by post	4.25	4.63bcdefg	4.22cdeg	3.71	3.59	3.60	4.42bcdeg	3.59	4.55ijkmn	4.21jkn	3.84	3.71	3.80	4.38ijkn	3.73

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
I expect to use Royal Mail's competitors more in the future	**2.90**	2.68	**3.01af**	**3.06af**	**3.04a**	**3.21a**	**2.85a**	**3.09af**	2.83	**2.99h**	2.85	2.89	2.61	2.91	2.83

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
I value the option to be able to use the postal service	4.29	4.24c	4.30c	3.98	4.29f	4.31f	4.04	4.31h	3.43	3.55	3.45	4.29h	3.23
I prefer to send emails rather than letters whenever possible	3.68	3.60	3.69c	3.44	3.68	3.69	3.55	3.68	3.62	3.44	2.46	3.68	3.23
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.75	3.94	3.74	3.60	3.83	3.72	3.71	3.76	3.82	3.88	2.82	3.76	2.87
I only use post if there is no alternative	3.01	3.24b	3.00	2.96	3.08	2.94	3.44de	3.00	3.77	3.53	2.65	3.01	3.23
I would feel cut off from society if I couldn't send or receive post	3.82	3.99	3.81	3.69	3.86	3.79	3.85	3.83	3.37	3.75	3.45	3.83	2.60
I only use post to send greetings cards	2.86	3.15b	2.83	3.08	2.91	2.81	3.16e	2.85	3.92	3.83	2.74	2.86	2.77
I send fewer letters by post now due to the cost	3.48	3.62	3.47	3.58	3.55	3.45	3.49	3.48	3.50	3.32	3.46	3.48	3.25
I trust second class post to get there in a reasonable timeframe	3.93	3.80	3.95	3.71	3.84	3.99df	3.74	3.95	3.35	3.75	2.82	3.94	3.00
I nearly always send digital greetings cards now, instead of sending them by post	2.27	2.66b	2.23	2.54	2.40e	2.16	2.82de	2.24	3.64	3.45	2.65	2.27	2.67

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
There are some things that I will always need to send by post	**4.25**	4.21	4.26	4.23	**4.27f**	**4.27f**	3.99	4.28	3.29	3.99	2.99	4.26	3.05
I expect to use Royal Mail's competitors more in the future	**2.90**	**3.20b**	2.87	2.94	2.95	2.81	**3.52de**	2.89	3.68	3.31	2.28	2.90	2.65

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
I value the option to be able to use the postal service	**4.29**	4.25	**4.36acd**	4.21	4.26	-	**4.25p**	-	**4.43fjlp**	-	**4.29p**	-	4.21	-	**4.37flp**	-	4.15
I prefer to send emails rather than letters whenever possible	**3.68**	3.68	3.67	3.60	**3.72c**	-	3.68	-	3.71	-	3.63	-	3.60	-	3.60	-	**3.85fhjln**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.72	3.78	3.68	3.78	-	3.72	-	3.79	-	3.76	-	3.68	-	3.84	-	3.71
I only use post if there is no alternative	**3.01**	3.03	2.91	3.03	**3.11b**	-	3.03	-	2.93	-	2.88	-	3.03	-	2.98	-	**3.24hjn**
I would feel cut off from society if I couldn't send or receive post	**3.82**	3.64	**3.89a**	3.72	**3.89a**	-	3.64	-	**3.94flp**	-	3.84	-	3.72	-	**4.05fjlp**	-	3.71
I only use post to send greetings cards	**2.86**	2.67	2.79	**2.92a**	**3.02ab**	-	2.67	-	2.80	-	2.77	-	**2.92f**	-	**3.04fhj**	-	**3.00f**
I send fewer letters by post now due to the cost	**3.48**	3.43	3.46	3.47	3.54	-	3.43	-	3.54	-	3.38	-	3.47	-	3.53	-	3.55
I trust second class post to get there in a reasonable timeframe	**3.93**	3.85	3.94	3.96	3.94	-	3.85	-	3.97	-	3.90	-	3.96	-	3.96	-	3.92
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	2.12	2.29	2.18	**2.38a**	-	2.12	-	2.14	-	**2.43fh**	-	2.18	-	**2.37f**	-	**2.39fh**
There are some things that I will always need to send by post	**4.25**	4.20	4.29	4.20	4.26	-	4.20	-	4.33	-	4.26	-	4.20	-	4.32	-	4.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
I expect to use Royal Mail's competitors more in the future	**2.90**	2.79	2.91	2.89	2.94	-	2.79	-	2.86	-	2.96	-	2.89	-	2.87	-	**3.02f**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	721	-	721	349	369	89	83	154	95	111	92	97	172	249	300	189	649	66	701
	28%	-	28%	29%	28%	28%	26%	29%	24%	26%	29%	39%efghi	27%	27%	30%	34%m	28%	27%	27%
Fairly important (3)	1151	-	1151	530	617	127	152	244	175	184	157	111	280	419	452	268	1039	105	1187
	45%	-	45%	43%	47%	40%	47%	45%	45%	43%	50%	45%	44%	45%	46%	48%	45%	43%	46%
Not very important (2)	556	-	556	277	278	79	75	106	97	104	64	32	153	203	200	96	491	62	566
	22%	-	22%	23%	21%	25%k	23%k	20%	25%k	24%k	20%	13%	24%o	22%	20%	17%	21%	25%	22%
Irrelevant (1)	126	-	126	64	62	20	12	34	25	25	2	8	32	59	36	11	114	12	120
	5%	-	5%	5%	5%	6%j	4%	6%j	6%j	6%j	1%	3%	5%o	6%no	4%	2%	5%	5%	5%
NET Essential/Fairly important	1872	-	1872	879	986	216	236	398	271	296	249	207	452	668	752	457	1688	171	1888
	73%	-	73%	72%	74%	69%	73%	74%	69%	70%	79%ehi	84%efghi	71%	72%	76%	81%lm	74%	70%	73%
NET Irrelevant/Not very important	682	-	682	341	340	98	87	140	122	129	67	40	185	261	236	107	605	74	686
	27%	-	27%	28%	26%	31%jk	27%k	26%k	31%jk	30%jk	21%	16%	29%o	28%o	24%	19%	26%	30%	27%
Mean	2.97	-	2.97	2.95	2.97	2.91	2.95	2.96	2.87	2.90	3.07hi	3.20efghi	2.93	2.92	3.03m	3.13lm	2.97	2.92	2.96
Std Dev.	0.83	-	0.83	0.85	0.82	0.88	0.80	0.86	0.85	0.86	0.72	0.78	0.84	0.86	0.81	0.75	0.83	0.84	0.82
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**721**	183	212	163	163	395	326	410	300	99	104	184	137	140	425	100	577
		28%	**36%bcd**	*26%*	*28%*	*26%*	*30%*	*27%*	*27%*	*30%*	*32%*	*31%*	*27%*	*24%*	*30%*	*27%*	*32%*	*28%*
Fairly important	(3)	**1151**	182	381	284	305	563	588	678	450	139	158	310	270	192	738	139	939
		45%	*36%*	**46%a**	**48%a**	**48%a**	*42%*	**48%e**	*45%*	*45%*	*44%*	*47%*	*45%*	*47%*	*42%*	*46%*	*44%*	*45%*
Not very important	(2)	**556**	119	186	115	137	305	251	340	211	59	61	158	141	101	359	61	465
		22%	*23%*	*23%*	*20%*	*22%*	*23%*	*21%*	*22%*	*21%*	*19%*	*18%*	*23%*	*24%*	*22%*	*22%*	*19%*	*22%*
Irrelevant	(1)	**126**	26	46	25	28	73	53	87	39	16	12	37	27	28	76	16	104
		5%	*5%*	*6%*	*4%*	*4%*	*5%*	*4%*	*6%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*
NET Essential/Fairly important		**1872**	365	593	447	468	958	915	1088	750	238	262	494	407	331	1162	239	1516
		73%	*71%*	*72%*	*76%*	*74%*	*72%*	*75%*	*72%*	*75%*	*76%*	*78%*	*72%*	*71%*	*72%*	*73%*	*76%*	*73%*
NET Irrelevant/Not very important		**682**	146	232	140	165	378	305	426	250	75	73	195	168	130	435	77	569
		27%	*29%*	*28%*	*24%*	*26%*	*28%*	*25%*	*28%*	*25%*	*24%*	*22%*	*28%*	*29%*	*28%*	*27%*	*24%*	*27%*
Mean		**2.97**	3.02	2.92	3.00	2.95	2.96	2.97	2.93	3.01	3.03	**3.06i**	2.93	2.90	2.96	2.95	3.02	2.95
Std Dev.		**0.83**	0.89	0.84	0.80	0.81	0.86	0.81	0.85	0.82	0.84	0.80	0.84	0.81	0.88	0.82	0.84	0.84
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**721**	607	114	45	617	55	34	16	23	78	58	55	69	64	115	94	61	14	41
		28%	*28%*	*32%*	*35%*	*29%*	*25%*	*27%*	*23%*	*24%*	*28%*	*28%*	*31%*	*30%*	*28%*	**34%r**	*26%*	*27%*	**42%hor**	*22%*
Fairly important	(3)	**1151**	985	167	52	971	85	63	32	45	128	86	75	111	104	142	171	107	12	73
		45%	*45%*	*46%*	*40%*	*45%*	*39%*	**51%e**	*46%*	*48%*	*46%*	*42%*	*42%*	*48%*	*45%*	*42%*	*48%*	*48%*	*36%*	*40%*
Not very important	(2)	**556**	494	63	23	449	66	22	20	23	53	52	40	43	52	68	76	43	7	59
		22%	*23%*	*17%*	*18%*	*21%*	**30%df**	*18%*	**28%df**	*24%*	*19%*	*25%*	*22%*	*19%*	*22%*	*20%*	*21%*	*19%*	*20%*	**32%ilmnop**
Irrelevant	(1)	**126**	109	17	10	108	11	5	2	4	18	11	10	8	13	13	18	14	1	10
		5%	*5%*	*5%*	*7%*	*5%*	*5%*	*4%*	*3%*	*4%*	*6%*	*5%*	*6%*	*3%*	*5%*	*4%*	*5%*	*6%*	*3%*	*6%*
NET Essential/Fairly important		**1872**	1592	281	97	1587	140	97	48	68	206	144	130	180	169	258	265	168	26	113
		73%	*73%*	*78%*	*75%*	**74%e**	*65%*	**78%eg**	*69%*	*72%*	**74%r**	*70%*	*72%*	**78%r**	*72%*	**76%r**	**74%r**	**75%r**	*78%*	*62%*
NET Irrelevant/Not very important		**682**	602	80	33	557	77	27	22	27	71	62	50	50	64	81	94	56	7	69
		27%	*27%*	*22%*	*25%*	*26%*	**35%df**	*22%*	**31%f**	*28%*	*26%*	*30%*	*28%*	*22%*	*28%*	*24%*	*26%*	*25%*	*22%*	**38%ilnop**
Mean		**2.97**	2.95	3.05	3.02	**2.98e**	2.85	**3.01e**	2.88	2.91	2.96	2.93	2.97	**3.05r**	2.95	**3.06r**	2.95	2.96	**3.17r**	2.79
Std Dev.		**0.83**	0.84	0.83	0.91	0.84	0.86	0.79	0.79	0.80	0.86	0.86	0.87	0.79	0.85	0.84	0.82	0.84	0.85	0.85
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.08	0.06	0.07	0.07	0.07	0.07	0.09	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	721	410	227	56	25	1	636	26	396	245	56	19	2	641	21
		28%	**42%bcdefg**	**22%eg**	**17%e**	**16%e**	*2%*	**32%bcdeg**	*12%*	**39%ijkmn**	**25%jn**	*14%*	*16%*	*6%*	**32%jkn**	*13%*
Fairly important	(3)	1151	375	529	151	65	22	904	87	385	502	189	48	13	886	61
		45%	*38%*	**52%aefg**	*46%*	*42%*	*32%*	**45%a**	*39%*	*38%*	**52%hmn**	**48%h**	*40%*	*33%*	**45%h**	*38%*
Not very important	(2)	556	158	216	102	52	25	374	77	189	179	129	42	14	367	56
		22%	*16%*	**21%a**	**31%abf**	**33%abf**	**37%abf**	*19%*	**34%abf**	*19%*	*19%*	**33%him**	**35%him**	*33%*	*19%*	**35%him**
Irrelevant	(1)	126	37	37	19	13	20	74	33	45	40	17	12	11	84	23
		5%	*4%*	*4%*	*6%*	**8%bf**	**29%abcdfg**	*4%*	**15%abcf**	*4%*	*4%*	*4%*	**10%im**	*28%*	*4%*	**14%hijm**
NET Essential/Fairly important		1872	785	756	206	90	23	1540	113	780	747	246	67	16	1527	83
		73%	**80%bcdeg**	**75%cdeg**	**63%eg**	**58%e**	*34%*	**77%cdeg**	*51%*	**77%jkn**	**77%jkn**	*63%*	*55%*	*39%*	**77%jkn**	*51%*
NET Irrelevant/Not very important		682	195	253	121	65	45	448	109	233	218	146	54	25	452	79
		27%	*20%*	**25%a**	**37%abf**	**42%abf**	**66%abcdf**	*23%*	**49%abcf**	*23%*	*23%*	**37%him**	**45%him**	*61%*	*23%*	**49%him**
Mean		2.97	**3.18bcdefg**	**2.94cdeg**	**2.74eg**	**2.66e**	2.07	**3.06bcdeg**	**2.48e**	**3.12ijkn**	**2.99jkn**	**2.73n**	2.61	2.18	**3.05jkn**	2.50
Std Dev.		0.83	0.84	0.76	0.80	0.85	0.83	0.81	0.88	0.86	0.78	0.76	0.87	0.91	0.82	0.90
Std Error		0.02	0.03	0.02	0.05	0.07	0.10	0.02	0.06	0.03	0.02	0.04	0.08	0.14	0.02	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**721**	73	635	14	240	429	53	704	10	3	4	717	*
		28%	**37%b**	*28%*	*23%*	*31%*	*27%*	*33%*	*28%*	*29%*	*24%*	*64%*	*28%*	*1%*
Fairly important	(3)	**1151**	92	1026	33	355	721	76	1127	11	7	2	1144	5
		45%	*47%*	*45%*	*55%*	*46%*	*45%*	*48%*	*45%*	*30%*	*50%*	*36%*	*45%*	*34%*
Not very important	(2)	**556**	27	520	10	147	387	22	532	12	3	-	548	9
		22%	*14%*	**23%a**	*17%*	*19%*	**24%df**	*14%*	*21%*	*35%*	*26%*	-	*22%*	*55%*
Irrelevant	(1)	**126**	6	117	3	39	80	8	122	2	-	-	125	1
		5%	*3%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	-	-	*5%*	*9%*
NET Essential/Fairly important		**1872**	165	1661	47	594	1149	129	1831	21	10	6	1861	6
		73%	**83%b**	*72%*	*78%*	**76%e**	*71%*	**81%e**	*74%*	*59%*	*74%*	*100%*	*73%*	*35%*
NET Irrelevant/Not very important		**682**	33	636	13	185	467	30	654	15	3	-	672	10
		27%	*17%*	**28%a**	*22%*	*24%*	**29%df**	*19%*	*26%*	*41%*	*26%*	-	*27%*	*65%*
Mean		**2.97**	**3.17b**	2.95	2.96	3.02	2.93	3.09	2.97	2.82	2.98	3.64	2.97	2.28
Std Dev.		**0.83**	0.78	0.84	0.78	0.83	0.83	0.81	0.83	0.94	0.74	0.53	0.83	0.66
Std Error		**0.02**	0.05	0.02	0.10	0.03	0.02	0.06	0.02	0.17	0.20	0.31	0.02	0.17

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base		**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base		**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential	(4)	**721**	109	253	107	251	-	109	-	127	-	127	-	107	-	145	-	106
		28%	*25%*	*29%*	*26%*	*30%*	-	*25%*	-	*29%*	-	*28%*	-	*26%*	-	**34%f**	-	*27%*
Fairly important	(3)	**1151**	181	392	192	386	-	181	-	188	-	204	-	192	-	197	-	189
		45%	*42%*	*45%*	*46%*	*47%*	-	*42%*	-	*44%*	-	*46%*	-	*46%*	-	*46%*	-	*47%*
Not very important	(2)	**556**	119	195	81	161	-	119	-	95	-	100	-	81	-	76	-	86
		22%	**27%d**	*22%*	*20%*	*19%*	-	**27%n**	-	*22%*	-	*22%*	-	*20%*	-	*18%*	-	*21%*
Irrelevant	(1)	**126**	25	36	33	31	-	25	-	21	-	16	-	33	-	12	-	18
		5%	*6%*	*4%*	**8%bd**	*4%*	-	*6%*	-	*5%*	-	*4%*	-	**8%jp**	-	*3%*	-	*5%*
NET Essential/Fairly important		**1872**	291	645	300	637	-	291	-	314	-	331	-	300	-	342	-	295
		73%	*67%*	*74%*	*72%*	**77%a**	-	*67%*	-	*73%*	-	*74%*	-	*72%*	-	**79%f**	-	*74%*
NET Irrelevant/Not very important		**682**	144	231	115	192	-	144	-	116	-	115	-	115	-	88	-	104
		27%	**33%d**	*26%*	*28%*	*23%*	-	**33%n**	-	*27%*	-	*26%*	-	*28%*	-	*21%*	-	*26%*
Mean		**2.97**	2.86	2.98	2.90	**3.03a**	-	2.86	-	2.98	-	2.99	-	2.90	-	**3.10fjp**	-	2.96
Std Dev.		**0.83**	0.86	0.82	0.88	0.80	-	0.86	-	0.84	-	0.81	-	0.88	-	0.79	-	0.82
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**1146**	-	1146	543	595	167	146	266	196	183	114	74	313	463	371	188	1005	134	1154
	45%	-	*45%*	*45%*	*45%*	**53%ijk**	**45%k**	**50%jk**	**50%jk**	**43%k**	*36%*	*30%*	**49%no**	**50%no**	*38%*	*33%*	*44%*	**55%p**	*45%*
Fairly important (3)	**1090**	-	1090	493	595	121	151	226	169	167	148	108	272	395	423	256	1002	79	1103
	43%	-	*43%*	*40%*	*45%*	*38%*	*47%*	*42%*	*43%*	*39%*	*47%*	*44%*	*43%*	*42%*	*43%*	*45%*	**44%q**	*32%*	*43%*
Not very important (2)	**239**	-	239	136	103	22	20	37	20	59	36	44	42	57	140	80	215	22	251
	9%	-	*9%*	**11%d**	*8%*	*7%*	*6%*	*7%*	*5%*	**14%efgh**	**11%h**	**18%efgh**	*7%*	*6%*	**14%lm**	**14%lm**	*9%*	*9%*	*10%*
Irrelevant (1)	**80**	-	80	48	32	5	5	8	8	15	18	21	9	15	55	39	71	9	66
	3%	-	*3%*	*4%*	*2%*	*2%*	*1%*	*1%*	*2%*	*4%*	**6%efg**	**9%efghi**	*1%*	*2%*	**6%lm**	**7%lm**	*3%*	*4%*	*3%*
NET Essential/Fairly important	**2236**	-	2236	1037	1190	288	297	493	365	350	262	182	585	857	794	443	2007	213	2257
	88%	-	*88%*	*85%*	**90%c**	**91%ijk**	**92%ijk**	**92%ijk**	**93%ijk**	**82%k**	**83%k**	*73%*	**92%no**	**92%no**	*80%*	*79%*	*88%*	*87%*	*88%*
NET Irrelevant/Not very important	**319**	-	319	183	136	27	25	45	27	75	54	66	52	72	195	120	286	32	317
	12%	-	*12%*	**15%d**	*10%*	*9%*	*8%*	*8%*	*7%*	**18%efgh**	**17%efgh**	**27%efghij**	*8%*	*8%*	**20%lm**	**21%lm**	*12%*	*13%*	*12%*
Mean	**3.29**	-	3.29	3.26	3.32	**3.43ijk**	**3.36ijk**	**3.40ijk**	**3.41ijk**	**3.22k**	3.13	2.95	**3.40no**	**3.40no**	3.12	3.05	3.28	3.38	3.30
Std Dev.	**0.76**	-	0.76	0.80	0.72	0.69	0.67	0.68	0.68	0.82	0.83	0.91	0.68	0.68	0.85	0.87	0.76	0.80	0.75
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.02	0.03	0.04	0.02	0.06	0.01

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**1146**	251	355	255	285	606	540	750	377	118	134	311	277	240	722	118	974
		45%	*49%*	*43%*	*43%*	*45%*	*45%*	*44%*	**50%h**	*38%*	*38%*	*40%*	*45%*	**48%i**	**52%ij**	*45%*	*37%*	**47%o**
Fairly important	(3)	**1090**	204	326	277	284	530	560	625	446	146	153	293	223	189	668	149	869
		43%	*40%*	*40%*	**47%b**	*45%*	*40%*	**46%e**	*41%*	*45%*	*47%*	*46%*	*43%*	*39%*	*41%*	*42%*	*47%*	*42%*
Not very important	(2)	**239**	38	114	41	45	153	86	108	129	30	36	65	57	23	158	30	183
		9%	*8%*	**14%acd**	*7%*	*7%*	**11%f**	*7%*	*7%*	**13%g**	*10%*	**11%m**	**9%m**	**10%m**	*5%*	**10%m**	*10%*	*9%*
Irrelevant	(1)	**80**	18	29	14	19	47	33	31	48	18	12	19	18	9	50	18	59
		3%	*4%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	**5%g**	**6%m**	*4%*	*3%*	*3%*	*2%*	*3%*	**6%p**	*3%*
NET Essential/Fairly important		**2236**	454	682	532	568	1136	1100	1375	823	265	286	604	500	429	1390	268	1843
		88%	**89%b**	*83%*	**91%b**	**90%b**	*85%*	**90%e**	**91%h**	*82%*	*85%*	*86%*	*88%*	*87%*	**93%ijkln**	*87%*	*85%*	*88%*
NET Irrelevant/Not very important		**319**	56	143	55	64	200	119	139	177	48	48	84	75	32	208	48	242
		12%	*11%*	**17%acd**	*9%*	*10%*	**15%f**	*10%*	*9%*	**18%g**	**15%m**	**14%m**	**12%m**	**13%m**	*7%*	**13%m**	*15%*	*12%*
Mean		**3.29**	**3.35b**	3.22	3.32	3.32	3.27	3.32	**3.38h**	3.15	3.17	3.22	**3.30i**	**3.32i**	**3.43ijkn**	**3.29i**	3.17	**3.32o**
Std Dev.		**0.76**	0.77	0.81	0.71	0.73	0.80	0.72	0.71	0.82	0.82	0.78	0.75	0.78	0.68	0.77	0.82	0.75
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**1146**	1003	143	57	972	80	56	38	51	142	101	82	104	92	175	125	99	12	68
		45%	*46%*	*40%*	*44%*	**45%e**	*37%*	*45%*	**54%de**	**54%mor**	**51%or**	**49%or**	*46%*	*45%*	*40%*	**52%or**	*35%*	*44%*	*35%*	*38%*
Fairly important	(3)	**1090**	926	164	54	903	109	51	27	32	111	78	81	98	112	125	168	99	15	93
		43%	*42%*	*45%*	*41%*	*42%*	**50%dfg**	*41%*	*39%*	*34%*	*40%*	*38%*	*45%*	*43%*	**48%h**	*37%*	*47%*	*44%*	*46%*	**51%hijn**
Not very important	(2)	**239**	205	34	12	200	20	14	4	10	17	20	11	19	17	37	50	21	3	17
		9%	*9%*	*9%*	*9%*	*9%*	*9%*	*11%*	*6%*	*10%*	*6%*	*10%*	*6%*	*8%*	*7%*	*11%*	**14%ik**	*9%*	*9%*	*9%*
Irrelevant	(1)	**80**	60	20	7	68	7	4	1	2	7	7	6	10	13	2	17	5	3	3
		3%	*3%*	**6%a**	*5%*	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*	**4%n**	**6%n**	*1%*	**5%n**	*2%*	**10%hinpr**	*2%*
NET Essential/Fairly important		**2236**	1929	307	111	1875	189	107	65	83	253	180	163	201	204	300	292	198	27	162
		88%	*88%*	*85%*	*85%*	*87%*	*87%*	*86%*	*92%*	*88%*	**91%o**	*87%*	**91%o**	*88%*	*87%*	*89%*	*81%*	*88%*	*81%*	*89%*
NET Irrelevant/Not very important		**319**	265	54	19	269	27	18	5	11	24	27	17	29	29	39	67	26	6	21
		12%	*12%*	*15%*	*15%*	*13%*	*13%*	*14%*	*8%*	*12%*	*9%*	*13%*	*9%*	*12%*	*13%*	*11%*	**19%ik**	*12%*	*19%*	*11%*
Mean		**3.29**	**3.31b**	3.19	3.24	3.30	3.21	3.28	**3.45def**	**3.40oq**	**3.40moqr**	**3.33o**	**3.33o**	3.28	3.21	**3.40oqr**	3.11	**3.30o**	3.06	3.24
Std Dev.		**0.76**	0.75	0.82	0.83	0.77	0.74	0.78	0.68	0.75	0.71	0.78	0.74	0.79	0.80	0.70	0.82	0.74	0.93	0.70
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.07	0.06	0.07	0.06	0.07	0.06	0.10	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	1146	477	462	121	52	32	939	84	533	430	114	51	15	962	66
		45%	**49%cdg**	**46%cd**	*37%*	*34%*	*47%*	**47%cdg**	*38%*	**53%ijn**	**45%j**	*29%*	**42%j**	*36%*	**49%j**	**41%j**
Fairly important	(3)	1090	374	440	157	76	31	814	107	372	427	204	52	22	799	73
		43%	*38%*	*44%*	**48%a**	*49%*	*46%*	*41%*	**48%a**	*37%*	**44%h**	**52%him**	*43%*	*53%*	*40%*	*45%*
Not very important	(2)	239	89	81	39	23	5	170	28	77	87	56	13	4	163	17
		9%	*9%*	*8%*	*12%*	**15%b**	*8%*	*9%*	*12%*	*8%*	*9%*	**14%him**	*11%*	*10%*	*8%*	*11%*
Irrelevant	(1)	80	40	25	10	3	-	65	3	32	22	17	5	*	54	5
		3%	*4%*	*3%*	*3%*	*2%*	-	*3%*	*2%*	*3%*	*2%*	*4%*	*4%*	*	*3%*	*3%*
NET Essential/Fairly important		2236	851	902	278	129	62	1753	191	905	857	318	103	37	1762	140
		88%	*87%*	*89%*	*85%*	*83%*	*92%*	*88%*	*86%*	**89%j**	**89%j**	*81%*	*85%*	*89%*	**89%j**	*86%*
NET Irrelevant/Not very important		319	129	106	49	26	5	235	31	109	109	73	18	4	217	22
		12%	*13%*	*11%*	*15%*	*17%*	*8%*	*12%*	*14%*	*11%*	*11%*	**19%him**	*15%*	*11%*	*11%*	*14%*
Mean		3.29	3.31	**3.33cd**	3.19	3.15	3.39	**3.32cd**	3.22	**3.39j**	**3.31j**	3.06	3.23	3.25	**3.35j**	3.24
Std Dev.		0.76	0.80	0.73	0.76	0.74	0.63	0.77	0.72	0.76	0.73	0.78	0.80	0.65	0.75	0.77
Std Error		0.02	0.03	0.02	0.04	0.06	0.08	0.02	0.05	0.02	0.02	0.04	0.08	0.10	0.02	0.06

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**1146**	105	1024	17	371	706	69	1119	14	6	1	1139	6
		45%	**53%c**	*45%*	*29%*	*48%*	*44%*	*43%*	*45%*	*41%*	*44%*	*18%*	*45%*	*38%*
Fairly important	(3)	**1090**	69	986	35	298	718	74	1062	16	4	5	1082	4
		43%	*35%*	*43%*	**58%a**	*38%*	**44%d**	*47%*	*43%*	*46%*	*31%*	*82%*	*43%*	*23%*
Not very important	(2)	**239**	18	213	8	79	145	15	225	5	3	-	233	6
		9%	*9%*	*9%*	*13%*	*10%*	*9%*	*9%*	*9%*	*14%*	*25%*	-	*9%*	*37%*
Irrelevant	(1)	**80**	6	74	*	32	47	1	80	-	-	-	80	*
		3%	*3%*	*3%*	*	*4%*	*3%*	*1%*	*3%*	-	-	-	*3%*	*1%*
NET Essential/Fairly important		**2236**	174	2010	52	669	1425	143	2181	30	10	6	2221	10
		88%	*88%*	*88%*	*87%*	*86%*	*88%*	*90%*	*88%*	*86%*	*75%*	*100%*	*88%*	*61%*
NET Irrelevant/Not very important		**319**	24	287	8	111	192	16	304	5	3	-	313	6
		12%	*12%*	*12%*	*13%*	*14%*	*12%*	*10%*	*12%*	*14%*	*25%*	-	*12%*	*39%*
Mean		**3.29**	3.38	3.29	3.15	3.29	3.29	3.32	3.30	3.27	3.19	3.18	3.29	2.98
Std Dev.		**0.76**	0.78	0.76	0.64	0.81	0.75	0.68	0.76	0.70	0.84	0.42	0.76	0.93
Std Error		**0.02**	0.05	0.02	0.08	0.03	0.02	0.05	0.02	0.13	0.23	0.24	0.02	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**1146**	191	394	179	383	-	191	-	205	-	189	-	179	-	194	-	189
	45%	*44%*	*45%*	*43%*	*46%*	-	*44%*	-	*48%*	-	*42%*	-	*43%*	-	*45%*	-	*47%*
Fairly important (3)	**1090**	195	365	191	339	-	195	-	174	-	191	-	191	-	172	-	167
	43%	*45%*	*42%*	*46%*	*41%*	-	*45%*	-	*40%*	-	*43%*	-	*46%*	-	*40%*	-	*42%*
Not very important (2)	**239**	36	92	33	77	-	36	-	38	-	54	-	33	-	45	-	32
	9%	*8%*	*11%*	*8%*	*9%*	-	*8%*	-	*9%*	-	*12%*	-	*8%*	-	*11%*	-	*8%*
Irrelevant (1)	**80**	13	25	12	30	-	13	-	13	-	12	-	12	-	20	-	11
	3%	*3%*	*3%*	*3%*	*4%*	-	*3%*	-	*3%*	-	*3%*	-	*3%*	-	*5%*	-	*3%*
NET Essential/Fairly important	**2236**	386	759	370	722	-	386	-	379	-	380	-	370	-	365	-	356
	88%	*89%*	*87%*	*89%*	*87%*	-	*89%*	-	*88%*	-	*85%*	-	*89%*	-	*85%*	-	*89%*
NET Irrelevant/Not very important	**319**	49	118	45	107	-	49	-	51	-	66	-	45	-	65	-	43
	12%	*11%*	*13%*	*11%*	*13%*	-	*11%*	-	*12%*	-	*15%*	-	*11%*	-	*15%*	-	*11%*
Mean	**3.29**	3.30	3.29	3.30	3.30	-	3.30	-	3.33	-	3.25	-	3.30	-	3.25	-	3.34
Std Dev.	**0.76**	0.74	0.77	0.73	0.78	-	0.74	-	0.76	-	0.77	-	0.73	-	0.82	-	0.74
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	744	-	744	359	385	78	63	134	97	119	143	110	141	231	372	254	675	64	738
	29%	-	29%	29%	29%	25%	19%	25%	25%	28%f	45%efghi	45%efghi	22%	25%	38%lm	45%lmn	29%	26%	29%
Fairly important (3)	917	-	917	481	432	111	115	204	128	157	103	99	226	332	359	202	820	91	929
	36%	-	36%	39%d	33%	35%	36%	38%	33%	37%	33%	40%	36%	36%	36%	36%	36%	37%	36%
Not very important (2)	589	-	589	259	327	88	92	131	108	103	44	22	180	239	169	66	516	68	616
	23%	-	23%	21%	25%	28%jk	29%jk	24%jk	28%jk	24%jk	14%	9%	28%no	26%no	17%o	12%	23%	28%	24%
Irrelevant (1)	306	-	306	121	181	37	53	69	59	47	25	16	89	128	88	41	283	22	291
	12%	-	12%	10%	14%c	12%	16%jk	13%k	15%jk	11%	8%	6%	14%no	14%no	9%	7%	12%	9%	11%
NET Essential/Fairly important	1661	-	1661	840	817	190	177	338	225	275	246	209	367	562	731	456	1494	155	1667
	65%	-	65%	69%d	62%	60%	55%	63%	57%	65%f	78%efghi	85%efghi	58%	60%	74%lm	81%lmn	65%	63%	65%
NET Irrelevant/Not very important	894	-	894	380	509	125	145	200	167	150	70	38	270	367	257	108	799	90	907
	35%	-	35%	31%	38%c	40%jk	45%ijk	37%jk	43%jk	35%jk	22%	15%	42%no	40%no	26%o	19%	35%	37%	35%
Mean	2.82	-	2.82	2.88d	2.77	2.73	2.58	2.75	2.67	2.82f	3.15efghi	3.23efghi	2.66	2.71	3.03lm	3.19lmn	2.82	2.80	2.82
Std Dev.	0.98	-	0.98	0.94	1.02	0.96	0.98	0.97	1.01	0.96	0.95	0.86	0.97	0.99	0.95	0.91	0.99	0.93	0.97
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.06	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**744**	162	235	177	170	397	347	395	332	84	99	211	144	145	454	85	608
		29%	*32%*	*28%*	*30%*	*27%*	*30%*	*28%*	*26%*	**33%g**	*27%*	*30%*	*31%*	*25%*	*31%*	*28%*	*27%*	*29%*
Fairly important	(3)	**917**	182	291	228	215	473	443	533	370	124	119	231	208	182	559	124	747
		36%	*36%*	*35%*	*39%*	*34%*	*35%*	*36%*	*35%*	*37%*	*40%*	*36%*	*34%*	*36%*	*39%*	*35%*	*39%*	*36%*
Not very important	(2)	**589**	118	204	96	171	322	266	391	187	61	91	153	143	98	387	61	490
		23%	**23%c**	**25%c**	*16%*	**27%c**	*24%*	*22%*	**26%h**	*19%*	*20%*	*27%*	*22%*	*25%*	*21%*	*24%*	*19%*	*24%*
Irrelevant	(1)	**306**	48	95	86	77	143	163	194	111	44	26	93	79	36	198	47	240
		12%	*9%*	*12%*	**15%a**	*12%*	*11%*	*13%*	*13%*	*11%*	**14%jm**	*8%*	**14%jm**	**14%jm**	*8%*	**12%m**	*15%*	*11%*
NET Essential/Fairly important		**1661**	344	526	405	385	870	790	928	702	208	218	442	353	326	1013	208	1355
		65%	*67%*	*64%*	**69%d**	*61%*	*65%*	*65%*	*61%*	**70%g**	*66%*	*65%*	*64%*	*61%*	**71%ln**	*63%*	*66%*	*65%*
NET Irrelevant/Not very important		**894**	166	299	182	247	465	429	586	298	105	117	246	222	135	585	108	730
		35%	*33%*	*36%*	*31%*	**39%c**	*35%*	*35%*	**39%h**	*30%*	*34%*	*35%*	*36%*	**39%m**	*29%*	**37%m**	*34%*	*35%*
Mean		**2.82**	2.90	2.81	2.85	2.76	2.84	2.80	2.75	**2.92g**	2.79	2.87	2.81	2.73	**2.94ln**	2.79	2.78	2.83
Std Dev.		**0.98**	0.96	0.98	1.01	0.98	0.97	1.00	0.98	0.98	0.99	0.93	1.02	0.99	0.92	0.99	1.00	0.98
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**744**	626	118	47	636	53	37	17	28	67	71	58	85	81	84	84	78	8	45
		29%	*29%*	*33%*	*37%*	*30%*	*25%*	*30%*	*24%*	*29%*	*24%*	*34%*	*32%*	**37%inor**	**35%o**	*25%*	*23%*	**35%or**	*24%*	*25%*
Fairly important	(3)	**917**	778	139	42	776	75	41	25	31	125	67	50	76	89	128	146	65	15	61
		36%	*35%*	*38%*	*33%*	*36%*	*35%*	*33%*	*36%*	*33%*	**45%jklpr**	*33%*	*28%*	*33%*	*38%*	*38%*	**41%kp**	*29%*	*44%*	*33%*
Not very important	(2)	**589**	523	65	19	466	64	36	23	20	52	43	52	45	40	98	67	49	8	56
		23%	**24%bc**	*18%*	*15%*	*22%*	**29%d**	**29%d**	**32%d**	*21%*	*19%*	*21%*	**29%mo**	*19%*	*17%*	**29%mo**	*19%*	*22%*	*23%*	**31%ilmo**
Irrelevant	(1)	**306**	266	39	21	265	24	10	6	16	33	25	20	25	23	29	62	32	3	20
		12%	*12%*	*11%*	*16%*	*12%*	*11%*	*8%*	*9%*	**17%n**	*12%*	*12%*	*11%*	*11%*	*10%*	*9%*	**17%n**	*14%*	*10%*	*11%*
NET Essential/Fairly important		**1661**	1404	257	90	1412	129	78	41	59	192	138	108	160	171	212	231	143	23	106
		65%	*64%*	**71%a**	*69%*	*66%*	*60%*	*63%*	*59%*	*62%*	**69%r**	*67%*	*60%*	**70%r**	**73%kr**	*63%*	*64%*	*64%*	*67%*	*58%*
NET Irrelevant/Not very important		**894**	790	105	40	731	88	47	29	36	85	68	72	70	63	127	129	81	11	77
		35%	**36%b**	*29%*	*31%*	*34%*	*40%*	*37%*	*41%*	*38%*	*31%*	*33%*	**40%m**	*30%*	*27%*	*37%*	*36%*	*36%*	*33%*	**42%ilm**
Mean		**2.82**	2.80	2.93	2.90	2.83	2.73	2.84	2.74	2.74	2.81	2.89	2.81	**2.95or**	**2.98or**	2.79	2.70	2.84	2.81	2.72
Std Dev.		**0.98**	0.99	0.97	1.07	0.99	0.96	0.95	0.92	1.06	0.94	1.02	1.01	1.00	0.96	0.92	1.01	1.06	0.92	0.96
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.10	0.08	0.09	0.09	0.08	0.08	0.07	0.08	0.09	0.10	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	744	415	235	68	18	8	649	26	379	247	79	26	9	627	35
		29%	**42%bcdefg**	**23%dg**	**21%g**	*12%*	*11%*	**33%bcdeg**	*12%*	**37%ijkmn**	*26%*	*20%*	*22%*	*21%*	**32%ijn**	*22%*
Fairly important	(3)	917	314	397	140	46	14	711	60	331	369	165	36	9	700	45
		36%	*32%*	**39%aeg**	**43%adeg**	*29%*	*21%*	**36%g**	*27%*	*33%*	**38%n**	**42%hn**	*30%*	*22%*	*35%*	*28%*
Not very important	(2)	589	165	241	75	68	30	406	99	189	234	101	40	14	423	54
		23%	*17%*	**24%a**	*23%*	**44%abcf**	**45%abcf**	*20%*	**45%abcf**	*19%*	**24%h**	**26%h**	**33%hm**	*34%*	*21%*	**33%hm**
Irrelevant	(1)	306	87	136	44	22	16	222	38	114	115	47	19	9	229	28
		12%	*9%*	**13%a**	*13%*	*14%*	**23%af**	*11%*	**17%a**	*11%*	*12%*	*12%*	*16%*	*23%*	*12%*	*17%*
NET Essential/Fairly important		1661	729	632	208	64	22	1361	85	710	616	244	62	18	1326	80
		65%	**74%bcdefg**	**63%deg**	**64%deg**	*41%*	*32%*	**68%bdeg**	*38%*	**70%ijkn**	**64%kn**	**62%n**	*51%*	*43%*	**67%kn**	*49%*
NET Irrelevant/Not very important		894	251	377	119	91	46	628	137	303	349	147	59	23	653	82
		35%	*26%*	**37%af**	**36%a**	**59%abcf**	**68%abcf**	**32%a**	**62%abcf**	*30%*	**36%h**	**38%h**	**49%him**	*57%*	*33%*	**51%hijm**
Mean		2.82	**3.08bcdefg**	**2.72deg**	**2.71deg**	2.39	2.20	**2.90bcdeg**	2.33	**2.96ijkn**	**2.78n**	2.71	2.57	2.42	**2.87jkn**	2.53
Std Dev.		0.98	0.97	0.97	0.94	0.88	0.93	0.98	0.89	1.01	0.96	0.92	1.00	1.07	0.99	1.02
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.05	0.10	0.17	0.02	0.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**744**	77	654	13	260	440	44	727	11	1	-	740	4
		29%	**39%b**	*28%*	*22%*	**33%e**	*27%*	*27%*	*29%*	*32%*	*8%*	-	*29%*	*26%*
Fairly important	(3)	**917**	67	825	26	255	591	72	893	14	2	1	910	6
		36%	*34%*	*36%*	*43%*	*33%*	*37%*	**45%d**	*36%*	*40%*	*16%*	*18%*	*36%*	*41%*
Not very important	(2)	**589**	40	532	17	176	385	28	564	10	5	5	579	5
		23%	*20%*	*23%*	*28%*	*23%*	*24%*	*17%*	*23%*	*28%*	*41%*	*82%*	*23%*	*32%*
Irrelevant	(1)	**306**	14	287	5	89	200	16	301	-	5	-	305	*
		12%	*7%*	*13%*	*8%*	*11%*	*12%*	*10%*	*12%*	-	*35%*	-	*12%*	*1%*
NET Essential/Fairly important		**1661**	144	1478	39	515	1031	115	1621	25	3	1	1649	11
		65%	*73%*	*64%*	*65%*	*66%*	*64%*	*72%*	*65%*	*72%*	*24%*	*18%*	*65%*	*67%*
NET Irrelevant/Not very important		**894**	54	819	21	265	585	44	864	10	10	5	884	5
		35%	*27%*	*36%*	*35%*	*34%*	*36%*	*28%*	*35%*	*28%*	*76%*	*82%*	*35%*	*33%*
Mean		**2.82**	**3.05b**	2.80	2.79	2.88	2.79	2.90	2.82	3.04	1.98	2.18	2.82	2.91
Std Dev.		**0.98**	0.93	0.99	0.87	1.00	0.98	0.92	0.99	0.79	0.94	0.42	0.99	0.82
Std Error		**0.02**	0.06	0.02	0.11	0.03	0.02	0.07	0.02	0.14	0.25	0.24	0.02	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**744**	91	256	133	264	-	91	-	123	-	133	-	133	-	155	-	109
	29%	*21%*	**29%a**	**32%a**	**32%a**	-	*21%*	-	*29%*	-	**30%f**	-	**32%f**	-	**36%fp**	-	*27%*
Fairly important (3)	**917**	162	319	131	304	-	162	-	141	-	178	-	131	-	154	-	150
	36%	*37%*	*36%*	*32%*	*37%*	-	*37%*	-	*33%*	-	*40%*	-	*32%*	-	*36%*	-	*38%*
Not very important (2)	**589**	111	209	85	184	-	111	-	110	-	98	-	85	-	95	-	89
	23%	*26%*	*24%*	*20%*	*22%*	-	*26%*	-	*26%*	-	*22%*	-	*20%*	-	*22%*	-	*22%*
Irrelevant (1)	**306**	70	93	65	77	-	70	-	55	-	38	-	65	-	26	-	51
	12%	**16%bd**	*11%*	**16%d**	*9%*	-	**16%jn**	-	**13%n**	-	*8%*	-	**16%jn**	-	*6%*	-	**13%n**
NET Essential/Fairly important	**1661**	253	575	265	568	-	253	-	264	-	311	-	265	-	309	-	259
	65%	*58%*	*66%*	*64%*	**68%a**	-	*58%*	-	*61%*	-	**70%f**	-	*64%*	-	**72%fh**	-	*65%*
NET Irrelevant/Not very important	**894**	182	301	150	261	-	182	-	166	-	136	-	150	-	121	-	140
	35%	**42%d**	*34%*	*36%*	*32%*	-	**42%jn**	-	**39%n**	-	*30%*	-	*36%*	-	*28%*	-	*35%*
Mean	**2.82**	2.63	**2.84a**	2.80	**2.91a**	-	2.63	-	2.77	-	**2.91f**	-	2.80	-	**3.02fhjp**	-	2.79
Std Dev.	**0.98**	0.99	0.96	1.06	0.95	-	0.99	-	1.00	-	0.92	-	1.06	-	0.91	-	0.98
Std Error	**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.04	-	0.05	-	0.04	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**974**	-	974	423	546	160	159	231	144	149	83	48	319	375	280	131	858	110	944
	38%	-	*38%*	*35%*	**41%c**	**51%hijk**	**49%hijk**	**43%jk**	**37%jk**	**35%k**	*26%*	*19%*	**50%mno**	**40%no**	*28%*	*23%*	*37%*	*45%*	*37%*
Fairly important (3)	**1197**	-	1197	580	615	132	121	269	201	189	152	132	253	470	474	285	1085	104	1236
	47%	-	*47%*	*48%*	*46%*	*42%*	*38%*	**50%f**	**51%f**	*45%*	*48%*	**54%ef**	*40%*	**51%l**	**48%l**	**51%l**	*47%*	*42%*	*48%*
Not very important (2)	**309**	-	309	167	139	21	32	30	41	75	60	50	54	71	185	110	281	25	328
	12%	-	*12%*	*14%*	*11%*	*7%*	*10%*	*6%*	**10%g**	**18%efgh**	**19%efgh**	**20%efgh**	*8%*	*8%*	**19%lm**	**20%lm**	*12%*	*10%*	*13%*
Irrelevant (1)	**75**	-	75	50	26	1	10	8	6	13	21	17	11	14	50	37	68	6	66
	3%	-	*3%*	**4%d**	*2%*	*	*3%*	*1%*	*2%*	*3%*	**7%egh**	**7%egh**	*2%*	*2%*	**5%lm**	**7%lm**	*3%*	*2%*	*3%*
NET Essential/Fairly important	**2170**	-	2170	1003	1161	292	280	500	345	338	235	181	572	845	754	416	1944	214	2180
	85%	-	*85%*	*82%*	**88%c**	**93%ijk**	**87%ijk**	**93%ijk**	**88%ijk**	*80%*	*74%*	*73%*	**90%no**	**91%no**	*76%*	*74%*	*85%*	*87%*	*85%*
NET Irrelevant/Not very important	**384**	-	384	217	165	22	42	38	47	87	81	67	65	85	235	148	350	31	394
	15%	-	*15%*	**18%d**	*12%*	*7%*	**13%g**	*7%*	*12%*	**20%efgh**	**26%efgh**	**27%efgh**	*10%*	*9%*	**24%lm**	**26%lm**	*15%*	*13%*	*15%*
Mean	**3.20**	-	3.20	3.13	**3.27c**	**3.43hijk**	**3.33ijk**	**3.35ijk**	**3.23jk**	**3.12jk**	2.94	2.86	**3.38no**	**3.30no**	3.00	2.90	3.19	3.30	3.19
Std Dev.	**0.76**	-	0.76	0.79	0.72	0.64	0.78	0.65	0.70	0.79	0.84	0.80	0.71	0.67	0.82	0.83	0.76	0.75	0.75
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.05	0.03	0.04	0.04	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.06	0.01

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**974**	198	314	219	243	512	462	647	312	97	137	265	220	198	622	98	828
		38%	*39%*	*38%*	*37%*	*38%*	*38%*	*38%*	**43%h**	*31%*	*31%*	**41%i**	*39%*	*38%*	**43%i**	**39%i**	*31%*	**40%o**
Fairly important	(3)	**1197**	230	377	287	303	608	589	697	477	154	155	327	263	209	745	156	964
		47%	*45%*	*46%*	*49%*	*48%*	*45%*	*48%*	*46%*	*48%*	*49%*	*46%*	*47%*	*46%*	*45%*	*47%*	*49%*	*46%*
Not very important	(2)	**309**	63	113	60	74	175	134	138	169	47	35	74	80	45	189	47	239
		12%	*12%*	*14%*	*10%*	*12%*	*13%*	*11%*	*9%*	**17%g**	*15%*	*10%*	*11%*	*14%*	*10%*	*12%*	*15%*	*11%*
Irrelevant	(1)	**75**	19	21	22	13	41	35	32	42	16	8	22	11	10	42	16	54
		3%	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	**4%g**	*5%*	*2%*	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*
NET Essential/Fairly important		**2170**	429	691	505	545	1120	1051	1344	789	251	292	592	483	406	1367	254	1792
		85%	*84%*	*84%*	*86%*	*86%*	*84%*	*86%*	**89%h**	*79%*	*80%*	*87%*	*86%*	*84%*	**88%i**	*86%*	*80%*	**86%o**
NET Irrelevant/Not very important		**384**	82	134	82	87	216	168	170	211	62	43	96	92	55	231	62	293
		15%	*16%*	*16%*	*14%*	*14%*	*16%*	*14%*	*11%*	**21%g**	**20%m**	*13%*	*14%*	*16%*	*12%*	*14%*	**20%p**	*14%*
Mean		**3.20**	3.19	3.19	3.20	3.23	3.19	3.21	**3.29h**	3.06	3.06	**3.26i**	**3.21i**	**3.20i**	**3.29i**	**3.22i**	3.06	**3.23o**
Std Dev.		**0.76**	0.79	0.76	0.77	0.73	0.77	0.75	0.72	0.80	0.81	0.74	0.76	0.75	0.73	0.75	0.81	0.75
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**974**	873	100	44	822	73	52	28	38	104	89	76	93	81	147	107	85	13	60
		38%	**40%b**	*28%*	*34%*	*38%*	*34%*	*41%*	*40%*	*41%*	*38%*	**43%o**	**42%o**	*41%*	*35%*	**43%or**	*30%*	*38%*	*38%*	*33%*
Fairly important	(3)	**1197**	1013	183	62	1002	112	50	33	43	149	84	83	117	108	141	177	101	17	94
		47%	*46%*	*51%*	*48%*	*47%*	**52%f**	*40%*	*48%*	*45%*	**54%jn**	*41%*	*46%*	*51%*	*46%*	*42%*	*49%*	*45%*	*51%*	*52%*
Not very important	(2)	**309**	249	60	17	255	24	22	9	11	14	28	18	14	35	46	59	32	3	22
		12%	*11%*	**17%a**	*13%*	*12%*	*11%*	**17%d**	*12%*	*11%*	*5%*	**13%l**	*10%*	*6%*	**15%ll**	**14%l**	**16%ll**	**14%ll**	*8%*	**12%l**
Irrelevant	(1)	**75**	58	17	7	65	8	2	*	3	9	6	3	6	10	5	17	6	1	7
		3%	*3%*	*5%*	*5%*	**3%g**	**4%g**	*2%*	*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*5%*	*3%*	*3%*	*4%*
NET Essential/Fairly important		**2170**	1887	284	106	1824	184	101	61	81	254	173	159	210	189	288	284	186	30	154
		85%	**86%b**	*79%*	*82%*	*85%*	*85%*	*81%*	*87%*	*86%*	**92%jmopr**	*84%*	*88%*	**91%mop**	*81%*	*85%*	*79%*	*83%*	*89%*	*84%*
NET Irrelevant/Not very important		**384**	307	77	24	320	32	24	9	14	23	34	21	20	44	51	75	38	4	28
		15%	*14%*	**21%a**	*18%*	*15%*	*15%*	*19%*	*13%*	*14%*	*8%*	**16%l**	*12%*	*9%*	**19%ll**	*15%*	**21%ll**	**17%ll**	*11%*	**16%l**
Mean		**3.20**	**3.23b**	3.02	3.11	3.20	3.15	3.21	3.27	3.23	**3.26o**	3.24	**3.29o**	**3.29or**	3.12	**3.27o**	3.04	3.19	3.24	3.13
Std Dev.		**0.76**	0.75	0.80	0.82	0.76	0.76	0.78	0.68	0.78	0.70	0.79	0.72	0.70	0.81	0.75	0.80	0.77	0.74	0.76
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	**974**	399	404	86	54	27	802	82	477	334	103	41	15	811	56
		38%	**41%c**	**40%c**	*26%*	*35%*	*41%*	**40%c**	*37%*	**47%ijkmn**	**35%j**	*26%*	*34%*	*37%*	**41%ij**	*34%*
Fairly important	(3)	**1197**	431	468	182	73	30	899	103	401	508	205	48	20	909	68
		47%	*44%*	*46%*	**56%abf**	*47%*	*45%*	*45%*	*47%*	*40%*	**53%hkm**	**53%h**	*40%*	*48%*	**46%h**	*42%*
Not very important	(2)	**309**	110	117	48	23	10	227	33	107	105	64	26	6	212	32
		12%	*11%*	*12%*	*15%*	*15%*	*15%*	*11%*	*15%*	*11%*	*11%*	**16%him**	**21%him**	*15%*	*11%*	**20%him**
Irrelevant	(1)	**75**	40	20	11	4	-	60	4	29	18	19	7	-	48	7
		3%	**4%b**	*2%*	*3%*	*3%*	-	*3%*	*2%*	*3%*	*2%*	**5%i**	*5%*	-	*2%*	*4%*
NET Essential/Fairly important		**2170**	830	872	268	128	58	1701	185	877	842	309	89	35	1720	123
		85%	*85%*	*86%*	*82%*	*83%*	*85%*	*86%*	*83%*	**87%jkn**	**87%jkn**	*79%*	*73%*	*85%*	**87%jkn**	*76%*
NET Irrelevant/Not very important		**384**	150	137	59	27	10	287	37	136	123	82	32	6	259	38
		15%	*15%*	*14%*	*18%*	*17%*	*15%*	*14%*	*17%*	*13%*	*13%*	**21%him**	**27%him**	*15%*	*13%*	**24%him**
Mean		**3.20**	**3.21c**	**3.24c**	3.05	3.15	3.26	**3.23c**	3.18	**3.31ijkn**	**3.20jk**	3.01	3.01	3.22	**3.25jkn**	3.07
Std Dev.		**0.76**	0.80	0.73	0.74	0.76	0.70	0.77	0.75	0.77	0.70	0.79	0.88	0.69	0.74	0.84
Std Error		**0.02**	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.08	0.11	0.02	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**974**	79	882	12	333	589	52	953	9	3	3	966	5
		38%	**40%c**	**38%c**	*20%*	**43%e**	*36%*	*33%*	*38%*	*26%*	*24%*	*46%*	*38%*	*34%*
Fairly important	(3)	**1197**	90	1069	38	330	787	80	1162	18	9	3	1188	5
		47%	*45%*	*47%*	**64%b**	*42%*	**49%d**	*50%*	*47%*	*50%*	*68%*	*54%*	*47%*	*33%*
Not very important	(2)	**309**	19	281	9	87	199	23	297	8	1	-	307	3
		12%	*10%*	*12%*	*16%*	*11%*	*12%*	*14%*	*12%*	*24%*	*7%*	-	*12%*	*16%*
Irrelevant	(1)	**75**	10	65	-	29	41	4	72	-	*	-	72	3
		3%	*5%*	*3%*	-	*4%*	*3%*	*3%*	*3%*	-	*	-	*3%*	*18%*
NET Essential/Fairly important		**2170**	169	1951	50	663	1376	132	2115	27	12	6	2154	10
		85%	*85%*	*85%*	*84%*	*85%*	*85%*	*83%*	*85%*	*76%*	*93%*	*100%*	*85%*	*66%*
NET Irrelevant/Not very important		**384**	29	346	9	117	241	27	370	8	1	-	379	5
		15%	*15%*	*15%*	*16%*	*15%*	*15%*	*17%*	*15%*	*24%*	*7%*	-	*15%*	*34%*
Mean		**3.20**	3.20	3.21	3.05	3.24	3.19	3.13	3.21	3.02	3.17	3.46	3.20	2.82
Std Dev.		**0.76**	0.81	0.76	0.60	0.80	0.74	0.75	0.76	0.72	0.57	0.55	0.76	1.12
Std Error		**0.02**	0.05	0.02	0.08	0.03	0.02	0.06	0.02	0.13	0.15	0.32	0.02	0.28

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**974**	166	328	160	320	-	166	-	171	-	157	-	160	-	168	-	152
	38%	*38%*	*37%*	*39%*	*39%*	-	*38%*	-	*40%*	-	*35%*	-	*39%*	-	*39%*	-	*38%*
Fairly important (3)	**1197**	190	406	209	392	-	190	-	198	-	208	-	209	-	194	-	198
	47%	*44%*	*46%*	*50%*	*47%*	-	*44%*	-	*46%*	-	*47%*	-	*50%*	-	*45%*	-	*50%*
Not very important (2)	**309**	64	115	36	94	-	64	-	47	-	69	-	36	-	56	-	38
	12%	**15%c**	*13%*	*9%*	*11%*	-	**15%l**	-	*11%*	-	**15%l**	-	*9%*	-	*13%*	-	*10%*
Irrelevant (1)	**75**	15	27	10	24	-	15	-	14	-	13	-	10	-	12	-	11
	3%	*3%*	*3%*	*2%*	*3%*	-	*3%*	-	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*3%*
NET Essential/Fairly important	**2170**	356	734	369	712	-	356	-	369	-	365	-	369	-	362	-	350
	85%	*82%*	*84%*	**89%a**	*86%*	-	*82%*	-	*86%*	-	*82%*	-	**89%fj**	-	*84%*	-	*88%*
NET Irrelevant/Not very important	**384**	79	142	46	117	-	79	-	61	-	82	-	46	-	68	-	49
	15%	**18%c**	*16%*	*11%*	*14%*	-	**18%l**	-	*14%*	-	**18%l**	-	*11%*	-	*16%*	-	*12%*
Mean	**3.20**	3.17	3.18	3.25	3.22	-	3.17	-	3.23	-	3.14	-	3.25	-	3.20	-	3.23
Std Dev.	**0.76**	0.80	0.77	0.71	0.75	-	0.80	-	0.77	-	0.78	-	0.71	-	0.77	-	0.73
Std Error	**0.02**	0.04	0.03	0.03	0.03	-	0.04	-	0.04	-	0.04	-	0.03	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	1002	-	1002	514	482	115	138	233	151	157	118	90	253	384	365	208	896	98	923
	39%	-	39%	42%d	36%	37%	43%	43%	38%	37%	37%	36%	40%	41%	37%	37%	39%	40%	36%
Fairly important (3)	1135	-	1135	529	603	139	141	218	176	184	150	128	280	394	461	278	1026	105	1190
	44%	-	44%	43%	45%	44%	44%	41%	45%	43%	48%	52%g	44%	42%	47%	49%	45%	43%	46%
Not very important (2)	348	-	348	156	191	46	39	70	52	77	38	25	85	122	141	64	306	37	399
	14%	-	14%	13%	14%	15%	12%	13%	13%	18%k	12%	10%	13%	13%	14%	11%	13%	15%	16%
Irrelevant (1)	70	-	70	21	49	15	4	16	14	7	9	4	19	30	21	14	65	5	62
	3%	-	3%	2%	4%c	5%	1%	3%	4%	2%	3%	2%	3%	3%	2%	2%	3%	2%	2%
NET Essential/Fairly important	2137	-	2137	1043	1085	254	279	451	327	341	268	217	533	778	827	486	1922	203	2113
	84%	-	84%	85%	82%	81%	87%	84%	83%	80%	85%	88%i	84%	84%	84%	86%	84%	83%	82%
NET Irrelevant/Not very important	418	-	418	177	240	61	43	86	66	84	47	30	104	152	162	77	371	42	461
	16%	-	16%	15%	18%	19%	13%	16%	17%	20%k	15%	12%	16%	16%	16%	14%	16%	17%	18%
Mean	3.20	-	3.20	3.26d	3.15	3.13	3.28	3.24	3.18	3.16	3.20	3.22	3.20	3.22	3.19	3.21	3.20	3.21	3.16
Std Dev.	0.77	-	0.77	0.74	0.80	0.83	0.73	0.79	0.79	0.77	0.76	0.70	0.78	0.79	0.75	0.73	0.77	0.76	0.77
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**1002**	234	332	215	221	566	436	639	346	107	124	263	221	219	608	108	836
		39%	***46%cd***	*40%*	*37%*	*35%*	***42%f***	*36%*	***42%h***	*35%*	*34%*	*37%*	*38%*	*38%*	***47%ijkln***	*38%*	*34%*	*40%*
Fairly important	(3)	**1135**	214	357	261	303	571	564	626	489	150	163	304	253	189	720	152	921
		44%	*42%*	*43%*	*44%*	*48%*	*43%*	*46%*	*41%*	***49%g***	*48%*	*49%*	*44%*	*44%*	*41%*	*45%*	*48%*	*44%*
Not very important	(2)	**348**	57	114	85	91	171	177	210	134	42	39	91	91	50	221	42	274
		14%	*11%*	*14%*	*15%*	*14%*	*13%*	*15%*	*14%*	*13%*	*14%*	*12%*	*13%*	*16%*	*11%*	*14%*	*13%*	*13%*
Irrelevant	(1)	**70**	6	22	25	17	28	42	39	31	13	8	31	9	3	49	13	54
		3%	*1%*	*3%*	***4%a***	*3%*	*2%*	*3%*	*3%*	*3%*	***4%m***	*3%*	***5%lm***	*2%*	*1%*	***3%m***	*4%*	*3%*
NET Essential/Fairly important		**2137**	448	689	476	524	1137	1000	1265	835	258	287	566	474	408	1327	261	1757
		84%	***88%c***	*84%*	*81%*	*83%*	*85%*	*82%*	*84%*	*84%*	*82%*	*86%*	*82%*	*82%*	***89%kln***	*83%*	*83%*	*84%*
NET Irrelevant/Not very important		**418**	63	136	111	108	199	219	249	165	55	48	122	101	53	270	55	328
		16%	*12%*	*16%*	***19%a***	*17%*	*15%*	*18%*	*16%*	*16%*	*18%*	*14%*	***18%m***	***18%m***	*11%*	***17%m***	*17%*	*16%*
Mean		**3.20**	***3.32bcd***	3.21	3.13	3.15	***3.25f***	3.14	***3.23h***	3.15	3.13	3.20	3.16	3.19	***3.35ijkln***	3.18	3.13	3.22
Std Dev.		**0.77**	0.71	0.78	0.82	0.76	0.76	0.79	0.78	0.76	0.79	0.74	0.82	0.76	0.69	0.78	0.79	0.77
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**1002**	883	119	49	863	73	47	19	41	133	76	61	72	84	169	137	89	9	64
		39%	**40%b**	*33%*	*38%*	**40%g**	*34%*	**37%g**	*27%*	*44%*	**48%klqr**	*37%*	*34%*	*31%*	*36%*	**50%jklmqr**	*38%*	*40%*	*28%*	*35%*
Fairly important	(3)	**1135**	947	188	61	936	110	53	37	39	104	95	87	116	107	131	162	94	20	90
		44%	*43%*	**52%a**	*47%*	*44%*	**51%d**	*43%*	**53%d**	*42%*	*38%*	*46%*	*48%*	**50%l**	*46%*	*39%*	*45%*	*42%*	**58%ln**	**49%l**
Not very important	(2)	**348**	299	48	19	286	29	20	13	13	29	27	28	33	37	38	46	35	4	25
		14%	*14%*	*13%*	*14%*	*13%*	*13%*	*16%*	*18%*	*14%*	*10%*	*13%*	*16%*	*14%*	*16%*	*11%*	*13%*	*16%*	*11%*	*14%*
Irrelevant	(1)	**70**	64	6	1	59	4	5	1	1	12	8	4	9	4	1	14	6	1	3
		3%	*3%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	*1%*	**4%n**	**4%n**	*2%*	**4%n**	*2%*	*	**4%n**	*3%*	*3%*	*2%*
NET Essential/Fairly important		**2137**	1830	307	110	1798	183	100	56	81	236	171	148	188	192	300	299	183	29	154
		84%	*83%*	*85%*	*85%*	*84%*	*85%*	*80%*	*80%*	*85%*	*85%*	*83%*	*82%*	*82%*	*82%*	*89%*	*83%*	*82%*	*86%*	*84%*
NET Irrelevant/Not very important		**418**	363	54	20	346	33	25	14	14	40	36	32	42	42	39	60	41	5	28
		16%	*17%*	*15%*	*15%*	*16%*	*15%*	*20%*	*20%*	*15%*	*15%*	*17%*	*18%*	*18%*	*18%*	*11%*	*17%*	*18%*	*14%*	*16%*
Mean		**3.20**	3.21	3.16	3.21	**3.21g**	3.17	3.13	3.05	3.28	**3.29l**	3.15	3.14	3.09	3.16	**3.38jklmopqr**	3.18	3.19	3.11	3.18
Std Dev.		**0.77**	0.78	0.71	0.72	0.78	0.73	0.83	0.74	0.73	0.82	0.80	0.75	0.78	0.76	0.69	0.80	0.80	0.71	0.73
Std Error		**0.02**	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.06	0.08	0.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	1002	418	394	108	56	24	811	80	472	370	106	37	14	842	51
		39%	**43%c**	*39%*	*33%*	*36%*	*36%*	**41%c**	*36%*	**47%ijkn**	**38%j**	*27%*	*30%*	*35%*	**43%jkn**	*32%*
Fairly important	(3)	1135	398	474	166	67	23	872	89	376	454	220	54	19	829	73
		44%	*41%*	**47%a**	**51%a**	*43%*	*33%*	*44%*	*40%*	*37%*	**47%hm**	**56%him**	*45%*	*47%*	*42%*	*45%*
Not very important	(2)	348	137	117	45	26	20	254	46	136	123	52	29	4	259	33
		14%	*14%*	*12%*	*14%*	*17%*	**29%abcf**	*13%*	**21%bf**	*13%*	*13%*	*13%*	**24%hijm**	*10%*	*13%*	*20%*
Irrelevant	(1)	70	27	24	8	6	1	51	7	30	18	14	2	3	48	5
		3%	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*8%*	*2%*	*3%*
NET Essential/Fairly important		2137	816	868	273	122	47	1684	169	847	824	326	91	33	1671	124
		84%	**83%e**	**86%eg**	**84%e**	*79%*	*69%*	**85%eg**	*76%*	*84%*	**85%kn**	*83%*	*75%*	*82%*	**84%k**	*77%*
NET Irrelevant/Not very important		418	164	141	54	32	21	305	53	166	141	65	30	7	308	38
		16%	*17%*	*14%*	*16%*	*21%*	**31%abcf**	*15%*	**24%bf**	*16%*	*15%*	*17%*	**25%im**	*18%*	*16%*	**23%l**
Mean		3.20	3.23	3.23	3.14	3.11	3.04	3.23	3.09	**3.27jkn**	**3.22jn**	3.07	3.04	3.09	**3.25jkn**	3.05
Std Dev.		0.77	0.79	0.74	0.74	0.83	0.85	0.77	0.83	0.80	0.73	0.73	0.77	0.88	0.77	0.80
Std Error		0.02	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.04	0.07	0.14	0.02	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**1002**	89	900	12	321	619	62	987	6	4	3	996	3
		39%	***45%c***	***39%c***	*21%*	*41%*	*38%*	*39%*	*40%*	*16%*	*28%*	*46%*	*39%*	*21%*
Fairly important	(3)	**1135**	79	1025	32	316	744	76	1097	22	8	3	1126	6
		44%	*40%*	*45%*	*54%*	*40%*	*46%*	*48%*	*44%*	*62%*	*57%*	*54%*	*44%*	*40%*
Not very important	(2)	**348**	25	308	15	112	216	19	335	6	2	-	343	5
		14%	*13%*	*13%*	***25%b***	*14%*	*13%*	*12%*	*13%*	*17%*	*15%*	-	*14%*	*32%*
Irrelevant	(1)	**70**	6	64	-	31	37	2	67	1	-	-	69	1
		3%	*3%*	*3%*	-	*4%*	*2%*	*1%*	*3%*	*4%*	-	-	*3%*	*8%*
NET Essential/Fairly important		**2137**	167	1925	45	637	1363	138	2083	28	11	6	2122	10
		84%	*85%*	*84%*	*75%*	*82%*	*84%*	*87%*	*84%*	*78%*	*85%*	*100%*	*84%*	*61%*
NET Irrelevant/Not very important		**418**	31	372	15	143	254	21	402	8	2	-	411	6
		16%	*15%*	*16%*	*25%*	*18%*	*16%*	*13%*	*16%*	*22%*	*15%*	-	*16%*	*39%*
Mean		**3.20**	***3.26c***	3.20	2.96	3.19	3.20	3.25	3.21	2.91	3.13	3.46	3.20	2.73
Std Dev.		**0.77**	0.79	0.77	0.68	0.82	0.75	0.71	0.77	0.71	0.66	0.55	0.77	0.90
Std Error		**0.02**	0.05	0.02	0.09	0.03	0.02	0.06	0.02	0.13	0.18	0.32	0.02	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**1002**	175	370	141	317	-	175	-	196	-	173	-	141	-	163	-	154
	39%	*40%*	**42%c**	*34%*	*38%*	-	*40%*	-	**46%l**	-	*39%*	-	*34%*	-	*38%*	-	*39%*
Fairly important (3)	**1135**	177	375	195	388	-	177	-	172	-	204	-	195	-	205	-	183
	44%	*41%*	*43%*	*47%*	*47%*	-	*41%*	-	*40%*	-	*46%*	-	*47%*	-	*48%*	-	*46%*
Not very important (2)	**348**	59	112	67	109	-	59	-	51	-	61	-	67	-	54	-	55
	14%	*14%*	*13%*	*16%*	*13%*	-	*14%*	-	*12%*	-	*14%*	-	*16%*	-	*12%*	-	*14%*
Irrelevant (1)	**70**	25	19	11	15	-	25	-	11	-	9	-	11	-	9	-	7
	3%	**6%bd**	*2%*	*3%*	*2%*	-	**6%jnp**	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*
NET Essential/Fairly important	**2137**	351	745	336	705	-	351	-	368	-	377	-	336	-	368	-	337
	84%	*81%*	*85%*	*81%*	*85%*	-	*81%*	-	*86%*	-	*84%*	-	*81%*	-	*86%*	-	*84%*
NET Irrelevant/Not very important	**418**	84	132	78	124	-	84	-	62	-	69	-	78	-	62	-	62
	16%	*19%*	*15%*	*19%*	*15%*	-	*19%*	-	*14%*	-	*16%*	-	*19%*	-	*14%*	-	*16%*
Mean	**3.20**	3.15	**3.25c**	3.12	3.21	-	3.15	-	**3.29l**	-	3.21	-	3.12	-	3.21	-	3.21
Std Dev.	**0.77**	0.86	0.76	0.77	0.74	-	0.86	-	0.77	-	0.75	-	0.77	-	0.73	-	0.74
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**605**	-	605	277	321	140	111	176	92	44	37	6	251	268	86	42	505	97	568
	24%	-	*24%*	*23%*	*24%*	**45%fghijk**	**34%hijk**	**33%hijk**	**23%ijk**	**10%k**	**12%k**	*2%*	**39%mno**	**29%no**	*9%*	*8%*	*22%*	**39%p**	*22%*
Fairly important (3)	**909**	-	909	412	497	142	141	224	144	124	70	64	282	368	259	134	810	96	894
	36%	-	*36%*	*34%*	*37%*	**45%ijk**	**44%ijk**	**42%ijk**	**37%jk**	*29%*	*22%*	*26%*	**44%no**	**40%no**	*26%*	*24%*	*35%*	*39%*	*35%*
Not very important (2)	**563**	-	563	280	281	28	48	87	89	139	84	89	76	176	311	173	527	31	607
	22%	-	*22%*	*23%*	*21%*	*9%*	*15%*	**16%e**	**23%e**	**33%efgh**	**26%efg**	**36%efgh**	*12%*	**19%l**	**32%lm**	**31%lm**	**23%q**	*13%*	*24%*
Irrelevant (1)	**477**	-	477	251	226	4	22	50	68	118	125	89	26	118	332	214	452	21	505
	19%	-	*19%*	*21%*	*17%*	*1%*	**7%e**	**9%e**	**17%efg**	**28%efgh**	**40%efghi**	**36%efgh**	*4%*	**13%l**	**34%lm**	**38%lm**	**20%q**	*8%*	*20%*
NET Essential/Fairly important	**1514**	-	1514	689	818	282	252	400	235	168	107	70	534	636	345	177	1314	193	1462
	59%	-	*59%*	*56%*	**62%c**	**90%fghijk**	**78%hijk**	**74%hijk**	**60%ijk**	**40%k**	*34%*	*28%*	**84%mno**	**68%no**	*35%*	*31%*	*57%*	**79%p**	*57%*
NET Irrelevant/Not very important	**1040**	-	1040	531	508	33	70	137	157	257	209	177	103	294	643	386	979	52	1112
	41%	-	*41%*	**44%d**	*38%*	*10%*	**22%e**	**26%e**	**40%efg**	**60%efgh**	**66%efgh**	**72%efghi**	*16%*	**32%l**	**65%lm**	**69%lm**	**43%q**	*21%*	*43%*
Mean	**2.64**	-	2.64	2.59	2.69	**3.33fghijk**	**3.06hijk**	**2.98hijk**	**2.66ijk**	**2.22k**	2.06	1.95	**3.19mno**	**2.84no**	2.10	2.01	2.60	**3.10p**	2.59
Std Dev.	**1.04**	-	1.04	1.05	1.02	0.70	0.88	0.93	1.02	0.97	1.04	0.84	0.80	0.98	0.97	0.96	1.04	0.93	1.04
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**605**	150	167	129	159	317	288	434	166	61	63	155	128	165	346	61	512
		24%	**29%bc**	*20%*	*22%*	*25%*	*24%*	*24%*	**29%h**	*17%*	*20%*	*19%*	*22%*	*22%*	**36%ijkln**	*22%*	*19%*	*25%*
Fairly important	(3)	**909**	166	303	206	235	469	440	615	279	108	120	251	206	164	577	108	748
		36%	*33%*	*37%*	*35%*	*37%*	*35%*	*36%*	**41%h**	*28%*	*34%*	*36%*	*36%*	*36%*	*36%*	*36%*	*34%*	*36%*
Not very important	(2)	**563**	107	186	140	131	293	271	295	252	75	85	149	144	73	379	75	455
		22%	*21%*	*23%*	*24%*	*21%*	*22%*	*22%*	*20%*	**25%g**	**24%m**	**26%m**	*22%*	**25%m**	*16%*	**24%m**	*24%*	*22%*
Irrelevant	(1)	**477**	87	170	113	107	257	220	169	303	69	66	133	96	60	296	71	370
		19%	*17%*	*21%*	*19%*	*17%*	*19%*	*18%*	*11%*	**30%g**	**22%m**	*20%*	**19%m**	*17%*	*13%*	**18%m**	*23%*	*18%*
NET Essential/Fairly important		**1514**	317	470	334	394	786	728	1049	445	169	183	406	335	329	923	169	1260
		59%	*62%*	*57%*	*57%*	*62%*	*59%*	*60%*	**69%h**	*45%*	*54%*	*55%*	*59%*	*58%*	**71%ijkln**	*58%*	*54%*	*60%*
NET Irrelevant/Not very important		**1040**	194	355	253	239	549	491	465	555	144	152	283	240	132	674	147	825
		41%	*38%*	*43%*	*43%*	*38%*	*41%*	*40%*	*31%*	**55%g**	**46%m**	**45%m**	**41%m**	**42%m**	*29%*	**42%m**	*46%*	*40%*
Mean		**2.64**	**2.74b**	2.57	2.60	2.70	2.63	2.65	**2.87h**	2.31	2.52	2.54	2.62	2.64	**2.94ijkln**	2.61	2.50	**2.67o**
Std Dev.		**1.04**	1.06	1.03	1.03	1.03	1.05	1.03	0.96	1.07	1.04	1.01	1.04	1.01	1.02	1.02	1.05	1.03
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.03	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	605	545	60	24	516	45	30	14	21	74	48	34	49	42	114	71	65	5	39
		24%	**25%b**	*17%*	*18%*	*24%*	*21%*	*24%*	*20%*	*22%*	*27%*	*23%*	*19%*	*21%*	*18%*	**34%hklmoqr**	*20%*	**29%m**	*16%*	*21%*
Fairly important	(3)	909	785	125	44	767	66	46	31	40	112	75	72	78	82	135	116	56	11	54
		36%	*36%*	*35%*	*34%*	*36%*	*30%*	*37%*	**44%de**	**42%pr**	**41%pr**	*36%*	**40%p**	*34%*	*35%*	**40%p**	*32%*	*25%*	*34%*	*30%*
Not very important	(2)	563	462	102	41	471	46	31	16	15	52	41	42	57	56	52	88	68	8	38
		22%	*21%*	**28%a**	**31%a**	*22%*	*21%*	*24%*	*22%*	*16%*	*19%*	*20%*	*23%*	**25%n**	*24%*	*15%*	*25%*	**30%hin**	*24%*	*21%*
Irrelevant	(1)	477	402	75	21	390	60	18	10	19	38	43	32	46	53	38	84	36	9	51
		19%	*18%*	*21%*	*16%*	*18%*	**28%dfg**	*14%*	*14%*	*20%*	*14%*	**21%n**	*18%*	**20%n**	**23%n**	*11%*	**23%in**	*16%*	**26%n**	**28%iknp**
NET Essential/Fairly important		1514	1330	185	68	1283	110	76	45	61	186	122	106	127	124	249	187	121	17	94
		59%	**61%b**	*51%*	*52%*	**60%e**	*51%*	**61%e**	**64%e**	**64%r**	**67%lmopqr**	*59%*	*59%*	*55%*	*53%*	**73%jklmopqr**	*52%*	*54%*	*50%*	*51%*
NET Irrelevant/Not very important		1040	864	176	62	861	106	48	25	34	90	84	74	103	109	90	172	103	17	89
		41%	*39%*	**49%a**	*48%*	*40%*	**49%dfg**	*39%*	*36%*	*36%*	*33%*	**41%n**	**41%n**	**45%in**	**47%in**	*27%*	**48%in**	**46%in**	**50%in**	**49%hin**
Mean		2.64	**2.67b**	2.47	2.54	**2.66e**	2.44	**2.72e**	**2.70e**	2.66	**2.80moqr**	2.61	2.60	2.56	2.48	**2.96hjklmopqr**	2.49	2.67	2.39	2.45
Std Dev.		1.04	1.04	1.00	0.97	1.03	1.10	0.99	0.94	1.03	0.99	1.06	0.99	1.04	1.03	0.97	1.06	1.06	1.06	1.12
Std Error		0.02	0.03	0.03	0.05	0.03	0.05	0.05	0.05	0.10	0.08	0.09	0.09	0.08	0.09	0.08	0.08	0.09	0.11	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	**605**	245	248	56	37	19	493	55	306	230	46	19	4	536	23
		24%	**25%c**	**25%c**	*17%*	*24%*	*28%*	**25%c**	*25%*	**30%ijkn**	**24%jn**	*12%*	*16%*	*9%*	**27%jkn**	*14%*
Fairly important	(3)	**909**	282	387	136	69	28	669	97	306	376	171	37	10	683	47
		36%	*29%*	**38%a**	**41%af**	**45%af**	*41%*	**34%a**	**44%af**	*30%*	**39%h**	**44%hmn**	*31%*	*24%*	*34%*	*29%*
Not very important	(2)	**563**	215	220	87	33	8	434	41	201	210	110	32	7	411	39
		22%	*22%*	*22%*	**27%e**	*21%*	*12%*	*22%*	*18%*	*20%*	*22%*	**28%hm**	*27%*	*16%*	*21%*	*24%*
Irrelevant	(1)	**477**	238	154	49	16	13	392	29	200	149	64	32	21	349	53
		19%	**24%bcdfg**	*15%*	*15%*	*10%*	*20%*	**20%bd**	*13%*	*20%*	*15%*	*16%*	**27%i**	*51%*	*18%*	**33%hijm**
NET Essential/Fairly important		**1514**	527	635	192	106	46	1162	152	612	606	217	56	14	1219	70
		59%	*54%*	**63%a**	*59%*	**69%a**	*69%*	*58%*	**69%af**	**60%kn**	**63%kn**	**56%n**	*47%*	*34%*	**62%kn**	*43%*
NET Irrelevant/Not very important		**1040**	453	374	135	49	21	827	70	402	359	174	65	27	760	92
		41%	**46%bdg**	*37%*	*41%*	*31%*	*31%*	**42%g**	*31%*	*40%*	*37%*	*44%*	**53%him**	*66%*	*38%*	**57%hijm**
Mean		**2.64**	2.55	**2.72a**	2.61	**2.82a**	2.77	2.64	**2.81a**	**2.71jkn**	**2.71jkn**	**2.51n**	2.36	1.92	**2.71jkn**	2.25
Std Dev.		**1.04**	1.11	1.00	0.94	0.91	1.07	1.06	0.96	1.10	1.00	0.90	1.04	1.07	1.05	1.06
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.13	0.02	0.07	0.03	0.03	0.05	0.10	0.16	0.02	0.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	605	64	524	17	233	320	52	589	11	4	-	603	2
		24%	**32%b**	*23%*	*28%*	**30%e**	*20%*	**33%e**	*24%*	*30%*	*27%*	-	*24%*	*14%*
Fairly important	(3)	909	75	811	24	276	571	63	882	17	4	-	903	6
		36%	*38%*	*35%*	*40%*	*35%*	*35%*	*40%*	*35%*	*49%*	*29%*	-	*36%*	*40%*
Not very important	(2)	563	27	525	12	139	398	26	549	5	2	2	556	6
		22%	*13%*	**23%a**	*20%*	*18%*	**25%d**	*16%*	*22%*	*13%*	*16%*	*36%*	*22%*	*36%*
Irrelevant	(1)	477	33	437	7	132	327	18	465	3	4	4	472	1
		19%	*17%*	*19%*	*12%*	*17%*	**20%f**	*11%*	*19%*	*8%*	*28%*	*64%*	*19%*	*9%*
NET Essential/Fairly important		1514	139	1335	41	509	891	115	1471	28	7	-	1506	9
		59%	**70%b**	*58%*	*68%*	**65%e**	*55%*	**72%e**	*59%*	*78%*	*56%*	-	*59%*	*55%*
NET Irrelevant/Not very important		1040	59	962	19	271	726	44	1014	8	6	6	1028	7
		41%	*30%*	**42%a**	*32%*	*35%*	**45%df**	*28%*	*41%*	*22%*	*44%*	*100%*	*41%*	*45%*
Mean		2.64	**2.86b**	2.62	2.84	**2.78e**	2.55	**2.94e**	2.64	3.00	2.54	1.36	2.65	2.60
Std Dev.		1.04	1.05	1.04	0.98	1.05	1.02	0.97	1.04	0.88	1.21	0.53	1.04	0.87
Std Error		0.02	0.07	0.02	0.13	0.04	0.03	0.08	0.02	0.16	0.32	0.31	0.02	0.22

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**605**	97	204	82	222	-	97	-	96	-	108	-	82	-	106	-	116
	24%	*22%*	*23%*	*20%*	**27%c**	-	*22%*	-	*22%*	-	*24%*	-	*20%*	-	*25%*	-	**29%l**
Fairly important (3)	**909**	147	297	178	287	-	147	-	139	-	158	-	178	-	156	-	132
	36%	*34%*	*34%*	**43%abd**	*35%*	-	*34%*	-	*32%*	-	*35%*	-	**43%fhp**	-	*36%*	-	*33%*
Not very important (2)	**563**	90	215	78	180	-	90	-	100	-	115	-	78	-	99	-	81
	22%	*21%*	*25%*	*19%*	*22%*	-	*21%*	-	*23%*	-	*26%*	-	*19%*	-	*23%*	-	*20%*
Irrelevant (1)	**477**	101	160	76	140	-	101	-	95	-	65	-	76	-	70	-	71
	19%	**23%d**	*18%*	*18%*	*17%*	-	**23%j**	-	**22%j**	-	*15%*	-	*18%*	-	*16%*	-	*18%*
NET Essential/Fairly important	**1514**	244	502	260	509	-	244	-	235	-	266	-	260	-	262	-	247
	59%	*56%*	*57%*	*63%*	*61%*	-	*56%*	-	*55%*	-	*60%*	-	*63%*	-	*61%*	-	*62%*
NET Irrelevant/Not very important	**1040**	191	375	154	320	-	191	-	195	-	180	-	154	-	168	-	152
	41%	*44%*	*43%*	*37%*	*39%*	-	*44%*	-	*45%*	-	*40%*	-	*37%*	-	*39%*	-	*38%*
Mean	**2.64**	2.55	2.62	2.64	**2.71a**	-	2.55	-	2.55	-	2.69	-	2.64	-	2.69	-	2.73
Std Dev.	**1.04**	1.08	1.03	1.00	1.04	-	1.08	-	1.07	-	1.00	-	1.00	-	1.02	-	1.06
Std Error	**0.02**	0.05	0.04	0.05	0.04	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**583**	-	583	257	325	121	104	150	61	56	55	35	225	211	146	90	471	106	538
	23%	-	*23%*	*21%*	*25%*	**38%ghijk**	**32%hijk**	**28%hijk**	*16%*	*13%*	*17%*	*14%*	**35%mno**	**23%no**	*15%*	*16%*	*21%*	**43%p**	*21%*
Fairly important (3)	**928**	-	928	445	479	129	150	239	144	140	73	53	279	383	266	126	825	98	925
	36%	-	*36%*	*37%*	*36%*	**41%jk**	**47%ijk**	**44%ijk**	**37%jk**	**33%jk**	*23%*	*21%*	**44%no**	**41%no**	*27%*	*22%*	*36%*	*40%*	*36%*
Not very important (2)	**657**	-	657	325	327	60	50	102	125	122	109	89	110	227	320	198	620	32	703
	26%	-	*26%*	*27%*	*25%*	*19%*	*15%*	*19%*	**32%efg**	**29%efg**	**34%efg**	**36%efg**	*17%*	**24%l**	**32%lm**	**35%lm**	**27%q**	*13%*	*27%*
Irrelevant (1)	**388**	-	388	192	195	4	18	47	62	106	80	70	22	109	256	150	377	9	408
	15%	-	*15%*	*16%*	*15%*	*1%*	**6%e**	**9%e**	**16%efg**	**25%efgh**	**25%efgh**	**28%efgh**	*4%*	**12%l**	**26%lm**	**27%lm**	**16%q**	*4%*	*16%*
NET Essential/Fairly important	**1510**	-	1510	703	805	250	255	389	205	197	127	88	504	594	412	215	1296	204	1463
	59%	-	*59%*	*58%*	*61%*	**79%hijk**	**79%hijk**	**72%hijk**	**52%jk**	**46%k**	*40%*	*36%*	**79%mno**	**64%no**	*42%*	*38%*	*57%*	**83%p**	*57%*
NET Irrelevant/Not very important	**1044**	-	1044	517	521	65	68	149	187	228	188	159	132	336	576	348	997	41	1111
	41%	-	*41%*	*42%*	*39%*	*21%*	*21%*	*28%*	**48%efg**	**54%efg**	**60%efgh**	**64%efghl**	*21%*	**36%l**	**58%lm**	**62%lm**	**43%q**	*17%*	*43%*
Mean	**2.67**	-	2.67	2.63	2.71	**3.17ghijk**	**3.06hijk**	**2.91hijk**	**2.52k**	2.35	2.32	2.21	**3.11mno**	**2.75no**	2.31	2.28	2.61	**3.23p**	2.62
Std Dev.	**0.99**	-	0.99	0.99	1.00	0.78	0.84	0.90	0.94	1.00	1.04	1.01	0.81	0.94	1.01	1.03	0.99	0.82	0.99
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**583**	152	181	122	127	334	249	388	192	68	71	142	125	144	339	68	487
		23%	**30%bcd**	*22%*	*21%*	*20%*	**25%f**	*20%*	**26%h**	*19%*	*22%*	*21%*	*21%*	*22%*	**31%ijkln**	*21%*	*21%*	*23%*
Fairly important	(3)	**928**	226	291	198	213	517	411	630	276	87	117	255	222	193	594	87	793
		36%	**44%bcd**	*35%*	*34%*	*34%*	*39%*	*34%*	**42%h**	*28%*	*28%*	*35%*	**37%i**	**39%il**	**42%il**	**37%i**	*28%*	**38%o**
Not very important	(2)	**657**	90	214	184	169	303	353	348	299	86	87	185	161	85	434	88	523
		26%	*18%*	**26%a**	**31%a**	**27%a**	*23%*	**29%e**	*23%*	**30%g**	**27%m**	*26%*	**27%m**	**28%m**	*18%*	**27%m**	*28%*	*25%*
Irrelevant	(1)	**388**	43	139	82	123	182	206	148	233	73	59	106	67	40	232	73	282
		15%	*8%*	**17%a**	**14%a**	**20%a**	*14%*	*17%*	*10%*	**23%g**	**23%klmn**	**18%m**	**15%m**	*12%*	*9%*	**15%m**	**23%p**	*14%*
NET Essential/Fairly important		**1510**	378	472	320	340	850	660	1018	468	154	189	397	347	336	932	155	1280
		59%	**74%bcd**	*57%*	*55%*	*54%*	**64%f**	*54%*	**67%h**	*47%*	*49%*	*56%*	*58%*	**60%i**	**73%ijkln**	**58%i**	*49%*	**61%o**
NET Irrelevant/Not very important		**1044**	132	353	267	292	485	559	496	532	159	146	292	227	125	665	161	805
		41%	*26%*	**43%a**	**45%a**	**46%a**	*36%*	**46%e**	*33%*	**53%g**	**51%lmn**	**44%m**	**42%m**	**40%m**	*27%*	**42%m**	**51%p**	*39%*
Mean		**2.67**	**2.96bcd**	2.62	2.61	2.54	**2.75f**	2.58	**2.83h**	2.43	2.48	2.60	2.63	**2.71i**	**2.95ijkln**	**2.65i**	2.47	**2.71o**
Std Dev.		**0.99**	0.90	1.01	0.97	1.02	0.98	1.00	0.92	1.05	1.07	1.01	0.98	0.94	0.92	0.97	1.07	0.97
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	583	507	76	31	501	36	28	17	16	55	51	22	56	49	135	72	45	6	30
		23%	23%	21%	24%	23%e	17%	22%	24%e	17%	20%	25%k	12%	24%k	21%	40%hijklmopqr	20%	20%	18%	17%
Fairly important	(3)	928	802	126	50	776	84	40	28	30	118	63	70	79	94	114	120	88	13	71
		36%	37%	35%	39%	36%	39%	32%	40%	32%	43%j	30%	39%	34%	40%	34%	33%	39%	38%	39%
Not very important	(2)	657	558	98	28	539	61	38	19	32	65	47	50	65	55	63	104	57	10	51
		26%	25%	27%	22%	25%	28%	30%	27%	34%n	23%	23%	28%	28%	24%	19%	29%n	25%	29%	28%n
Irrelevant	(1)	388	327	61	20	328	35	19	6	16	39	46	38	30	35	27	62	35	5	30
		15%	15%	17%	15%	15%g	16%g	15%g	8%	17%n	14%	22%n	21%n	13%	15%	8%	17%n	15%n	16%	16%n
NET Essential/Fairly important		1510	1309	202	81	1277	120	68	45	46	173	113	92	135	143	249	193	133	19	102
		59%	60%	56%	63%	60%	56%	54%	65%f	49%	63%h	55%	51%	59%	61%	73%hijklmopqr	54%	59%	55%	56%
NET Irrelevant/Not very important		1044	885	159	48	867	96	57	25	48	104	93	88	95	91	90	167	92	15	81
		41%	40%	44%	37%	40%	44%	46%g	35%	51%lrn	37%	45%n	49%n	41%n	39%n	27%	46%n	41%n	45%n	44%n
Mean		2.67	2.68	2.60	2.71	2.68	2.56	2.62	2.81e	2.49	2.69k	2.57	2.43	2.70k	2.67	3.05hijklmopqr	2.56	2.64	2.57	2.56
Std Dev.		0.99	0.99	1.00	1.00	1.00	0.95	1.00	0.91	0.97	0.95	1.09	0.96	0.98	0.97	0.95	1.00	0.97	0.97	0.95
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.09	0.08	0.09	0.08	0.08	0.08	0.08	0.08	0.08	0.10	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	**583**	261	219	60	27	12	480	39	288	196	67	20	9	483	29
		23%	***27%cg***	*22%*	*18%*	*18%*	*18%*	*24%*	*18%*	***28%ijkn***	*20%*	*17%*	*17%*	*22%*	***24%j***	*18%*
Fairly important	(3)	**928**	291	398	139	70	24	689	94	324	396	150	48	4	720	52
		36%	*30%*	***39%a***	***42%af***	***45%a***	*36%*	***35%a***	***42%a***	*32%*	***41%h***	*38%*	*39%*	*10%*	*36%*	*32%*
Not very important	(2)	**657**	220	285	83	46	18	505	64	230	265	109	36	11	494	47
		26%	*22%*	***28%a***	*25%*	*30%*	*27%*	*25%*	*29%*	*23%*	*27%*	*28%*	*30%*	*26%*	*25%*	*29%*
Irrelevant	(1)	**388**	209	107	45	12	13	316	25	173	109	66	17	17	281	34
		15%	***21%bcdfg***	*11%*	*14%*	*8%*	*20%*	***16%bd***	*11%*	***17%l***	*11%*	***17%l***	*14%*	*42%*	*14%*	***21%l***
NET Essential/Fairly important		**1510**	551	617	199	97	36	1168	133	611	592	216	68	13	1203	81
		59%	*56%*	*61%*	*61%*	*63%*	*54%*	*59%*	*60%*	*60%*	***61%n***	*55%*	*56%*	*32%*	***61%n***	*50%*
NET Irrelevant/Not very important		**1044**	429	392	128	58	31	820	89	403	373	175	53	28	776	81
		41%	*44%*	*39%*	*39%*	*37%*	*46%*	*41%*	*40%*	*40%*	*39%*	*45%*	*44%*	*68%*	*39%*	***50%lm***
Mean		**2.67**	2.62	2.72	2.66	2.73	2.52	2.67	2.66	**2.72n**	**2.70n**	2.56	2.59	2.13	**2.71jn**	2.47
Std Dev.		**0.99**	1.09	0.92	0.93	0.84	1.01	1.01	0.90	1.05	0.92	0.96	0.93	1.19	0.99	1.02
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.09	0.18	0.02	0.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**583**	56	517	10	192	347	43	563	14	-	3	576	4
		23%	*28%*	*23%*	*16%*	*25%*	*21%*	*27%*	*23%*	*39%*	-	*46%*	*23%*	*24%*
Fairly important	(3)	**928**	80	823	24	269	591	68	896	18	4	2	918	8
		36%	*41%*	*36%*	*41%*	*34%*	*37%*	*43%*	*36%*	*51%*	*27%*	*36%*	*36%*	*52%*
Not very important	(2)	**657**	34	608	14	186	440	31	642	3	8	-	654	3
		26%	*17%*	**26%a**	*24%*	*24%*	*27%*	*19%*	*26%*	*9%*	*65%*	-	*26%*	*17%*
Irrelevant	(1)	**388**	27	350	11	133	238	17	384	*	1	1	386	1
		15%	*14%*	*15%*	*18%*	*17%*	*15%*	*11%*	*15%*	*1%*	*8%*	*18%*	*15%*	*7%*
NET Essential/Fairly important		**1510**	137	1340	34	461	939	111	1459	32	4	5	1494	12
		59%	**69%b**	*58%*	*57%*	*59%*	*58%*	**70%de**	*59%*	*90%*	*27%*	*82%*	*59%*	*76%*
NET Irrelevant/Not very important		**1044**	62	957	25	319	678	48	1026	4	10	1	1040	4
		41%	*31%*	**42%a**	*43%*	**41%f**	**42%f**	*30%*	*41%*	*10%*	*73%*	*18%*	*41%*	*24%*
Mean		**2.67**	**2.84b**	2.66	2.55	2.67	2.65	**2.86e**	2.66	3.28	2.19	3.11	2.66	2.93
Std Dev.		**0.99**	0.99	0.99	0.98	1.03	0.98	0.94	0.99	0.66	0.58	1.19	0.99	0.86
Std Error		**0.02**	0.07	0.02	0.13	0.04	0.02	0.07	0.02	0.12	0.16	0.69	0.02	0.22

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 67

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**583**	105	188	89	201	-	105	-	95	-	93	-	89	-	99	-	102
	23%	*24%*	*21%*	*21%*	*24%*	-	*24%*	-	*22%*	-	*21%*	-	*21%*	-	*23%*	-	*26%*
Fairly important (3)	**928**	151	330	156	291	-	151	-	154	-	176	-	156	-	155	-	136
	36%	*35%*	*38%*	*38%*	*35%*	-	*35%*	-	*36%*	-	*39%*	-	*38%*	-	*36%*	-	*34%*
Not very important (2)	**657**	125	233	110	188	-	125	-	102	-	131	-	110	-	106	-	82
	26%	*29%*	*27%*	*27%*	*23%*	-	***29%p***	-	*24%*	-	***29%p***	-	*27%*	-	*25%*	-	*21%*
Irrelevant (1)	**388**	53	126	60	149	-	53	-	79	-	47	-	60	-	71	-	78
	15%	*12%*	*14%*	*14%*	***18%a***	-	*12%*	-	***18%j***	-	*11%*	-	*14%*	-	*17%*	-	***20%fj***
NET Essential/Fairly important	**1510**	256	518	245	492	-	256	-	249	-	269	-	245	-	253	-	238
	59%	*59%*	*59%*	*59%*	*59%*	-	*59%*	-	*58%*	-	*60%*	-	*59%*	-	*59%*	-	*60%*
NET Irrelevant/Not very important	**1044**	179	358	170	338	-	179	-	181	-	178	-	170	-	177	-	161
	41%	*41%*	*41%*	*41%*	*41%*	-	*41%*	-	*42%*	-	*40%*	-	*41%*	-	*41%*	-	*40%*
Mean	**2.67**	2.71	2.66	2.66	2.65	-	2.71	-	2.62	-	2.71	-	2.66	-	2.65	-	2.66
Std Dev.	**0.99**	0.97	0.97	0.97	1.03	-	0.97	-	1.02	-	0.91	-	0.97	-	1.01	-	1.06
Std Error	**0.02**	0.05	0.03	0.05	0.04	-	0.05	-	0.05	-	0.04	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**965**	-	965	407	552	161	158	253	163	124	74	33	319	415	231	107	839	119	958
	38%	-	*38%*	*33%*	**42%c**	**51%ijk**	**49%ijk**	**47%ijk**	**42%ijk**	**29%k**	**23%k**	*13%*	**50%no**	**45%no**	*23%*	*19%*	*37%*	**49%p**	*37%*
Fairly important (3)	**940**	-	940	453	485	123	130	213	142	149	98	85	253	355	332	182	846	87	953
	37%	-	*37%*	*37%*	*37%*	*39%*	*40%*	*40%*	*36%*	*35%*	*31%*	*34%*	**40%o**	*38%*	*34%*	*32%*	*37%*	*36%*	*37%*
Not very important (2)	**359**	-	359	201	156	25	23	47	54	80	64	66	48	101	210	130	330	27	357
	14%	-	*14%*	**17%d**	*12%*	*8%*	*7%*	*9%*	**14%f**	**19%efg**	**20%efg**	**27%efgh**	*8%*	*11%*	**21%lm**	**23%lm**	*14%*	*11%*	*14%*
Irrelevant (1)	**291**	-	291	158	133	6	11	25	33	71	81	64	17	58	216	144	278	12	306
	11%	-	*11%*	*13%*	*10%*	*2%*	*4%*	*5%*	**9%ef**	**17%efgh**	**26%efghi**	**26%efghi**	*3%*	**6%l**	**22%lm**	**26%lm**	**12%q**	*5%*	*12%*
NET Essential/Fairly important	**1905**	-	1905	860	1037	284	288	466	305	274	171	118	572	771	563	289	1685	206	1911
	75%	-	*75%*	*71%*	**78%c**	**90%hijk**	**89%hijk**	**87%hijk**	**78%ijk**	**64%jk**	*54%*	*48%*	**90%mno**	**83%no**	*57%*	*51%*	*73%*	**84%p**	*74%*
NET Irrelevant/Not very important	**650**	-	650	359	289	31	34	72	87	151	145	130	65	159	426	274	608	39	663
	25%	-	*25%*	**29%d**	*22%*	*10%*	*11%*	*13%*	**22%efg**	**36%efgh**	**46%efghi**	**52%efghi**	*10%*	**17%l**	**43%lm**	**49%lm**	**27%q**	*16%*	*26%*
Mean	**3.01**	-	3.01	2.91	**3.10c**	**3.40hijk**	**3.35hijk**	**3.29hijk**	**3.11ijk**	**2.77jk**	2.52	2.35	**3.37mno**	**3.21no**	2.58	2.45	2.98	**3.28p**	3.00
Std Dev.	**0.99**	-	0.99	1.00	0.96	0.71	0.76	0.81	0.94	1.05	1.11	1.01	0.74	0.87	1.07	1.07	1.00	0.84	0.99
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.05	0.06	0.07	0.03	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**965**	213	323	211	219	535	430	677	280	94	107	274	222	216	603	95	828
		38%	*42%*	*39%*	*36%*	*35%*	*40%*	*35%*	**45%h**	*28%*	*30%*	*32%*	**40%i**	**39%i**	**47%ijln**	**38%i**	*30%*	**40%o**
Fairly important	(3)	**940**	184	286	210	259	470	470	562	355	116	133	250	214	160	596	118	759
		37%	*36%*	*35%*	*36%*	*41%*	*35%*	*39%*	*37%*	*36%*	*37%*	*40%*	*36%*	*37%*	*35%*	*37%*	*37%*	*36%*
Not very important	(2)	**359**	67	117	94	80	184	174	175	179	53	53	88	84	54	225	54	287
		14%	*13%*	*14%*	*16%*	*13%*	*14%*	*14%*	*12%*	**18%g**	*17%*	*16%*	*13%*	*15%*	*12%*	*14%*	*17%*	*14%*
Irrelevant	(1)	**291**	47	99	71	74	146	145	100	186	50	41	77	56	31	174	50	211
		11%	*9%*	*12%*	*12%*	*12%*	*11%*	*12%*	*7%*	**19%g**	**16%lmn**	**12%m**	*11%*	*10%*	*7%*	**11%m**	**16%p**	*10%*
NET Essential/Fairly important		**1905**	397	609	421	478	1006	900	1239	635	210	241	523	435	377	1199	213	1587
		75%	*78%*	*74%*	*72%*	*76%*	*75%*	*74%*	**82%h**	*63%*	*67%*	*72%*	**76%i**	**76%i**	**82%ijn**	**75%i**	*67%*	**76%o**
NET Irrelevant/Not very important		**650**	114	216	166	154	330	320	275	365	103	94	165	140	84	399	103	498
		25%	*22%*	*26%*	*28%*	*24%*	*25%*	*26%*	*18%*	**37%g**	**33%klmn**	**28%m**	*24%*	*24%*	*18%*	**25%m**	**33%p**	*24%*
Mean		**3.01**	3.10	3.01	2.96	2.99	3.04	2.97	**3.20h**	2.73	2.81	2.92	**3.04i**	**3.05i**	**3.22ijkln**	**3.02i**	2.82	**3.06o**
Std Dev.		**0.99**	0.95	1.01	1.00	0.97	0.99	0.99	0.89	1.06	1.04	0.98	0.99	0.96	0.90	0.98	1.03	0.97
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	965	859	107	48	803	73	57	32	32	112	79	53	87	87	151	114	88	10	63
		38%	**39%b**	*30%*	*37%*	*37%*	*34%*	**46%de**	**46%de**	*34%*	*40%*	*38%*	*30%*	*38%*	*37%*	**45%ko**	*32%*	*39%*	*30%*	*35%*
Fairly important	(3)	940	803	137	45	798	73	41	28	38	98	70	74	81	87	133	130	88	12	61
		37%	*37%*	*38%*	*34%*	*37%*	*34%*	*33%*	*39%*	*40%*	*35%*	*34%*	*41%*	*35%*	*37%*	*39%*	*36%*	*39%*	*35%*	*34%*
Not very important	(2)	359	301	58	18	299	38	17	5	14	42	24	33	31	19	38	69	29	5	33
		14%	*14%*	*16%*	*14%*	**14%g**	**18%g**	*14%*	*7%*	*15%*	*15%*	*12%*	**18%m**	*14%*	*8%*	*11%*	**19%m**	*13%*	*14%*	**18%m**
Irrelevant	(1)	291	231	60	19	245	32	9	5	11	25	33	20	31	40	16	47	20	7	24
		11%	*11%*	**17%a**	*14%*	*11%*	**15%fg**	*7%*	*8%*	**12%n**	*9%*	**16%n**	**11%n**	**14%n**	**17%n**	*5%*	**13%n**	*9%*	**21%inp**	**13%n**
NET Essential/Fairly important		1905	1662	243	93	1600	147	98	60	70	210	149	127	168	174	284	244	175	22	125
		75%	**76%b**	*67%*	*72%*	**75%e**	*68%*	**79%e**	**85%de**	*73%*	*76%*	*72%*	*70%*	*73%*	*75%*	**84%hjklogr**	*68%*	**78%r**	*65%*	*68%*
NET Irrelevant/Not very important		650	532	118	37	543	69	26	10	25	67	57	53	62	59	55	116	49	12	58
		25%	*24%*	**33%a**	*28%*	**25%g**	**32%dfg**	*21%*	*15%*	**27%n**	*24%*	**28%n**	**30%n**	**27%n**	*25%*	*16%*	**32%n**	*22%*	**35%n**	**32%np**
Mean		3.01	**3.04b**	2.80	2.94	3.01	2.87	**3.17de**	**3.23de**	2.95	3.07	2.94	2.89	2.97	2.95	**3.24hjklmoqr**	2.86	**3.08q**	2.73	2.90
Std Dev.		0.99	0.97	1.04	1.04	0.99	1.04	0.93	0.89	0.98	0.96	1.07	0.96	1.03	1.07	0.84	1.01	0.94	1.12	1.03
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.09	0.08	0.08	0.09	0.07	0.08	0.08	0.12	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	965	376	398	101	50	35	774	85	465	333	108	36	17	798	53
		38%	*38%*	**39%c**	*31%*	*32%*	**52%cd**	**39%c**	*38%*	**46%ijkmn**	*34%*	*28%*	*30%*	*41%*	**40%ij**	*33%*
Fairly important	(3)	940	307	382	148	76	19	689	95	282	426	166	45	12	708	57
		37%	*31%*	**38%a**	**45%af**	**49%aef**	*29%*	*35%*	**43%a**	*28%*	**44%hm**	**42%h**	*37%*	*30%*	**36%h**	*35%*
Not very important	(2)	359	135	142	50	21	9	277	30	126	125	76	22	7	251	29
		14%	*14%*	*14%*	*15%*	*13%*	*13%*	*14%*	*13%*	*12%*	*13%*	**19%him**	*18%*	*18%*	*13%*	*18%*
Irrelevant	(1)	291	161	87	28	8	4	248	12	140	82	41	18	5	223	23
		11%	**16%bcdfg**	*9%*	*8%*	*5%*	*6%*	**12%bg**	*6%*	**14%l**	*9%*	*10%*	*15%*	*11%*	*11%*	*14%*
NET Essential/Fairly important		1905	683	780	249	126	55	1463	180	747	758	274	81	29	1506	110
		75%	*70%*	**77%a**	*76%*	**81%a**	*81%*	*74%*	**81%a**	*74%*	**79%jkn**	*70%*	*67%*	*71%*	*76%*	*68%*
NET Irrelevant/Not very important		650	296	229	78	29	13	525	42	267	207	117	40	12	473	52
		25%	**30%bdg**	*23%*	*24%*	*19%*	*19%*	*26%*	*19%*	*26%*	*21%*	**30%l**	**33%l**	*29%*	*24%*	**32%l**
Mean		3.01	2.92	3.08a	2.99	3.08	3.28a	3.00	3.14a	3.06j	3.04j	2.87	2.82	3.00	3.05j	2.87
Std Dev.		0.99	1.08	0.94	0.90	0.82	0.91	1.01	0.85	1.07	0.90	0.93	1.03	1.03	0.99	1.03
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.05	0.10	0.16	0.02	0.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	**965**	81	871	13	301	615	49	953	4	1	3	957	5
		38%	*41%*	*38%*	*22%*	*39%*	*38%*	*31%*	*38%*	*11%*	*5%*	*46%*	*38%*	*34%*
Fairly important	(3)	**940**	69	840	30	283	578	78	903	19	8	2	929	9
		37%	*35%*	*37%*	*51%*	*36%*	*36%*	**49%de**	*36%*	*53%*	*59%*	*36%*	*37%*	*54%*
Not very important	(2)	**359**	23	329	7	113	236	10	350	8	1	-	359	*
		14%	*12%*	*14%*	*12%*	**14%f**	**15%f**	*6%*	*14%*	*22%*	*8%*	-	*14%*	*
Irrelevant	(1)	**291**	25	257	9	82	187	22	280	5	4	1	288	2
		11%	*13%*	*11%*	*15%*	*11%*	*12%*	*14%*	*11%*	*14%*	*28%*	*18%*	*11%*	*11%*
NET Essential/Fairly important		**1905**	150	1712	44	585	1193	127	1856	23	8	5	1887	14
		75%	*76%*	*75%*	*73%*	*75%*	*74%*	*80%*	*75%*	*64%*	*64%*	*82%*	*74%*	*89%*
NET Irrelevant/Not very important		**650**	48	585	16	195	423	32	629	13	5	1	647	2
		25%	*24%*	*25%*	*27%*	*25%*	*26%*	*20%*	*25%*	*36%*	*36%*	*18%*	*26%*	*11%*
Mean		**3.01**	3.04	3.01	2.81	3.03	3.00	2.97	3.02	2.61	2.40	3.11	3.01	3.13
Std Dev.		**0.99**	1.02	0.98	0.96	0.98	1.00	0.96	0.99	0.87	0.98	1.19	0.99	0.90
Std Error		**0.02**	0.07	0.02	0.13	0.03	0.03	0.08	0.02	0.16	0.26	0.69	0.02	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**965**	181	336	145	304	-	181	-	168	-	167	-	145	-	148	-	156
	38%	*42%*	*38%*	*35%*	*37%*	-	*42%*	-	*39%*	-	*37%*	-	*35%*	-	*34%*	-	*39%*
Fairly important (3)	**940**	150	318	173	299	-	150	-	138	-	180	-	173	-	159	-	139
	37%	*35%*	*36%*	*42%*	*36%*	-	*35%*	-	*32%*	-	*40%*	-	***42%h***	-	*37%*	-	*35%*
Not very important (2)	**359**	49	128	58	124	-	49	-	68	-	60	-	58	-	65	-	59
	14%	*11%*	*15%*	*14%*	*15%*	-	*11%*	-	*16%*	-	*13%*	-	*14%*	-	*15%*	-	*15%*
Irrelevant (1)	**291**	54	95	39	103	-	54	-	56	-	39	-	39	-	58	-	45
	11%	*12%*	*11%*	*9%*	*12%*	-	*12%*	-	*13%*	-	*9%*	-	*9%*	-	*13%*	-	*11%*
NET Essential/Fairly important	**1905**	331	654	317	602	-	331	-	306	-	348	-	317	-	307	-	295
	75%	*76%*	*75%*	*77%*	*73%*	-	*76%*	-	*71%*	-	*78%*	-	*77%*	-	*71%*	-	*74%*
NET Irrelevant/Not very important	**650**	103	223	97	227	-	103	-	124	-	99	-	97	-	123	-	104
	25%	*24%*	*25%*	*23%*	*27%*	-	*24%*	-	*29%*	-	*22%*	-	*23%*	-	*29%*	-	*26%*
Mean	**3.01**	3.05	3.02	3.02	2.97	-	3.05	-	2.97	-	3.07	-	3.02	-	2.92	-	3.02
Std Dev.	**0.99**	1.01	0.98	0.93	1.01	-	1.01	-	1.03	-	0.92	-	0.93	-	1.01	-	1.00
Std Error	**0.02**	0.05	0.03	0.04	0.03	-	0.05	-	0.05	-	0.04	-	0.04	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Essential (4)	**383**	-	383	191	189	93	67	128	46	29	14	6	160	174	49	21	318	60	334
	15%	-	*15%*	*16%*	*14%*	**30%hijk**	**21%hijk**	**24%hijk**	**12%jk**	*7%*	*4%*	*3%*	**25%mno**	**19%no**	*5%*	*4%*	*14%*	**25%p**	*13%*
Fairly important (3)	**1087**	-	1087	530	550	146	170	268	173	141	94	94	316	441	330	188	949	130	1046
	43%	-	*43%*	*43%*	*42%*	**47%lj**	**53%ijk**	**50%ijk**	**44%lj**	*33%*	*30%*	*38%*	**50%no**	**47%no**	*33%*	*33%*	*41%*	**53%p**	*41%*
Not very important (2)	**765**	-	765	339	426	66	55	93	127	181	147	97	121	220	425	244	721	43	829
	30%	-	*30%*	*28%*	*32%*	*21%*	*17%*	*17%*	**32%efg**	**43%efgh**	**47%efgh**	**39%efg**	*19%*	*24%*	**43%lm**	**43%lm**	**31%q**	*18%*	*32%*
Irrelevant (1)	**320**	-	320	160	160	9	31	48	47	74	61	50	40	95	185	111	304	12	365
	13%	-	*13%*	*13%*	*12%*	*3%*	**9%e**	**9%e**	**12%e**	**17%efg**	**19%efg**	**20%efgh**	*6%*	**10%l**	**19%lm**	**20%lm**	**13%q**	*5%*	*14%*
NET Essential/Fairly important	**1470**	-	1470	721	739	239	237	396	219	170	108	100	476	615	379	209	1268	190	1380
	58%	-	*58%*	*59%*	*56%*	**76%hijk**	**73%hijk**	**74%hijk**	**56%ijk**	*40%*	*34%*	*41%*	**75%mno**	**66%no**	*38%*	*37%*	*55%*	**78%p**	*54%*
NET Irrelevant/Not very important	**1085**	-	1085	498	586	75	86	141	173	255	208	147	161	315	610	355	1025	55	1194
	42%	-	*42%*	*41%*	*44%*	*24%*	*27%*	*26%*	**44%efg**	**60%efgh**	**66%efgh**	**59%efgh**	*25%*	**34%l**	**62%lm**	**63%lm**	**45%q**	*22%*	*46%*
Mean	**2.60**	-	2.60	2.62	2.58	**3.03fhijk**	**2.85hijk**	**2.89hijk**	**2.56ijk**	2.29	2.20	2.23	**2.94mno**	**2.75no**	2.25	2.21	2.56	**2.98p**	2.52
Std Dev.	**0.89**	-	0.89	0.90	0.88	0.79	0.86	0.87	0.85	0.83	0.80	0.80	0.83	0.88	0.81	0.80	0.89	0.78	0.89
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 69

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base		**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base		**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Essential	(4)	**383**	107	104	86	86	211	172	292	85	32	35	95	86	118	216	32	338
		15%	**21%bcd**	*13%*	*15%*	*14%*	*16%*	*14%*	**19%h**	*8%*	*10%*	*10%*	*14%*	*15%*	**26%ijkln**	*14%*	*10%*	**16%o**
Fairly important	(3)	**1087**	219	370	231	267	589	498	703	366	116	152	301	247	188	701	117	898
		43%	*43%*	*45%*	*39%*	*42%*	*44%*	*41%*	**46%h**	*37%*	*37%*	*45%*	*44%*	*43%*	*41%*	*44%*	*37%*	*43%*
Not very important	(2)	**765**	140	234	199	193	373	392	382	370	111	106	199	167	120	472	113	599
		30%	*27%*	*28%*	*34%*	*30%*	*28%*	*32%*	*25%*	**37%g**	**35%m**	*32%*	*29%*	*29%*	*26%*	*30%*	**36%p**	*29%*
Irrelevant	(1)	**320**	44	118	72	86	162	158	137	179	54	42	93	75	35	209	54	249
		13%	*9%*	**14%a**	*12%*	**14%a**	*12%*	*13%*	*9%*	**18%g**	**17%m**	*12%*	**13%m**	**13%m**	*8%*	**13%m**	**17%p**	*12%*
NET Essential/Fairly important		**1470**	327	474	316	353	800	670	995	451	148	187	397	333	305	917	149	1236
		58%	**64%cd**	*57%*	*54%*	*56%*	*60%*	*55%*	**66%h**	*45%*	*47%*	*56%*	**58%i**	**58%i**	**66%ijkln**	**57%i**	*47%*	**59%o**
NET Irrelevant/Not very important		**1085**	184	351	271	279	535	549	519	549	165	148	292	242	156	681	167	849
		42%	*36%*	*43%*	**46%a**	**44%a**	*40%*	*45%*	*34%*	**55%g**	**53%klmn**	**44%m**	**42%m**	**42%m**	*34%*	**43%m**	**53%p**	*41%*
Mean		**2.60**	**2.76bcd**	2.56	2.56	2.56	2.64	2.56	**2.76h**	2.36	2.40	2.54	**2.58i**	**2.60i**	**2.84ijkln**	**2.58i**	2.40	**2.64o**
Std Dev.		**0.89**	0.88	0.89	0.89	0.89	0.89	0.89	0.87	0.87	0.89	0.84	0.89	0.89	0.89	0.88	0.89	0.89
Std Error		**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.02	0.05	0.05	0.03	0.04	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 69

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base		**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base		**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Essential	(4)	**383**	349	34	19	340	16	16	12	14	65	33	21	32	27	91	29	27	4	12
		15%	**16%b**	*10%*	*15%*	**16%e**	*7%*	**13%e**	**17%e**	**15%r**	**24%klmopr**	**16%or**	*12%*	**14%r**	*11%*	**27%hjklmopr**	*8%*	*12%*	*11%*	*7%*
Fairly important	(3)	**1087**	933	154	60	915	89	55	27	39	127	72	82	89	101	164	153	89	10	80
		43%	*43%*	*43%*	*46%*	*43%*	*41%*	*44%*	*38%*	*41%*	*46%*	*35%*	*46%*	*39%*	*43%*	**48%jq**	*43%*	*40%*	*29%*	*44%*
Not very important	(2)	**765**	649	116	38	631	71	38	24	29	60	59	57	81	74	61	134	76	13	58
		30%	*30%*	*32%*	*30%*	*29%*	*33%*	*31%*	*34%*	**31%n**	*22%*	**29%n**	**32%n**	**35%in**	**32%n**	*18%*	**37%in**	**34%in**	**38%in**	**32%in**
Irrelevant	(1)	**320**	263	56	12	258	40	15	7	13	25	42	20	28	31	23	44	32	7	33
		13%	*12%*	*16%*	*9%*	*12%*	**18%dg**	*12%*	*10%*	*14%*	*9%*	**20%in**	*11%*	*12%*	*13%*	*7%*	*12%*	**14%n**	**21%in**	**18%in**
NET Essential/Fairly important		**1470**	1282	188	79	1255	105	71	39	52	192	105	104	121	128	255	182	116	14	92
		58%	*58%*	*52%*	*61%*	**59%e**	*49%*	*57%*	*55%*	*55%*	**69%hjlmopqr**	*51%*	*57%*	*53%*	*55%*	**75%hjklmopqr**	*51%*	*52%*	*41%*	*50%*
NET Irrelevant/Not very important		**1085**	912	173	51	889	111	53	31	42	85	101	77	109	106	84	177	108	20	91
		42%	*42%*	*48%*	*39%*	*41%*	**51%d**	*43%*	*45%*	**45%in**	*31%*	**49%in**	**43%n**	**47%in**	**45%in**	*25%*	**49%in**	**48%in**	**59%in**	**50%in**
Mean		**2.60**	**2.62b**	2.46	**2.66b**	**2.62e**	2.38	**2.58e**	**2.62e**	2.56	**2.84hjklmopqr**	2.47	**2.58r**	2.54	2.53	**2.95hjklmopqr**	2.47	2.50	2.31	2.39
Std Dev.		**0.89**	0.89	0.87	0.85	0.89	0.87	0.86	0.89	0.91	0.89	0.99	0.84	0.88	0.87	0.85	0.81	0.88	0.94	0.85
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.10	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base		2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base		1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Essential	(4)	383	176	143	35	16	11	320	27	217	127	25	9	2	345	11
		15%	**18%c**	*14%*	*11%*	*10%*	*16%*	*16%*	*12%*	**21%ijkmn**	**13%j**	*6%*	*7%*	*5%*	**17%jkn**	*7%*
Fairly important	(3)	1087	323	488	165	77	27	811	105	365	477	182	46	12	842	58
		43%	*33%*	**48%af**	**50%af**	**50%a**	*40%*	**41%a**	**47%a**	*36%*	**49%hmn**	**47%h**	*38%*	*29%*	**43%h**	*36%*
Not very important	(2)	765	309	304	84	44	20	613	64	295	272	130	45	12	567	57
		30%	*32%*	*30%*	*26%*	*28%*	*30%*	*31%*	*29%*	*29%*	*28%*	*33%*	*37%*	*29%*	*29%*	*35%*
Irrelevant	(1)	320	172	73	44	18	9	245	27	136	89	54	21	15	225	37
		13%	**18%bf**	*7%*	**13%b**	*11%*	*14%*	**12%b**	*12%*	**13%l**	*9%*	*14%*	**18%l**	*37%*	*11%*	**23%hlm**
NET Essential/Fairly important		1470	499	632	199	93	38	1131	131	582	604	207	55	14	1187	69
		58%	*51%*	**63%af**	**61%a**	*60%*	*56%*	**57%a**	*59%*	**57%n**	**63%jkn**	*53%*	*45%*	*34%*	**60%kn**	*42%*
NET Irrelevant/Not very important		1085	481	377	128	61	30	858	91	431	361	184	66	27	792	93
		42%	**49%bcf**	*37%*	*39%*	*40%*	*44%*	**43%b**	*41%*	*43%*	*37%*	**47%l**	**55%lm**	*66%*	*40%*	**58%hlm**
Mean		2.60	2.51	2.70af	2.58	2.59	2.58	2.61	2.59	2.65jkn	2.67jkn	2.46	2.35	2.03	2.66jkn	2.27
Std Dev.		0.89	0.98	0.80	0.85	0.82	0.92	0.90	0.85	0.96	0.82	0.81	0.86	0.95	0.89	0.89
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.15	0.02	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2574	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base		2555	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base		1439	133	1276	34	466	880	96	1396	21	9	3	1425	12
Essential	(4)	383	48	323	12	149	199	35	363	10	4	3	377	4
		15%	**24%b**	*14%*	*20%*	**19%e**	*12%*	**22%e**	*15%*	*27%*	*32%*	*46%*	*15%*	*27%*
Fairly important	(3)	1087	73	992	22	319	690	79	1058	17	4	2	1079	6
		43%	*37%*	*43%*	*37%*	*41%*	*43%*	*49%*	*43%*	*47%*	*34%*	*36%*	*43%*	*35%*
Not very important	(2)	765	57	689	19	208	519	39	749	9	2	1	760	4
		30%	*29%*	*30%*	*32%*	*27%*	**32%d**	*24%*	*30%*	*26%*	*13%*	*18%*	*30%*	*27%*
Irrelevant	(1)	320	21	293	6	104	209	7	315	*	3	-	318	2
		13%	*10%*	*13%*	*11%*	**13%f**	**13%f**	*4%*	*13%*	*	*20%*	-	*13%*	*11%*
NET Essential/Fairly important		1470	121	1316	34	468	888	114	1421	26	9	5	1456	10
		58%	*61%*	*57%*	*57%*	*60%*	*55%*	**72%de**	*57%*	*74%*	*66%*	*82%*	*57%*	*62%*
NET Irrelevant/Not very important		1085	77	982	26	312	728	45	1064	9	4	1	1078	6
		42%	*39%*	*43%*	*43%*	**40%f**	**45%f**	*28%*	*43%*	*26%*	*34%*	*18%*	*43%*	*38%*
Mean		2.60	**2.75b**	2.59	2.66	**2.66e**	2.54	**2.89de**	2.59	3.01	2.78	3.28	2.60	2.79
Std Dev.		0.89	0.94	0.88	0.92	0.94	0.87	0.79	0.89	0.74	1.15	0.82	0.89	0.99
Std Error		0.02	0.06	0.02	0.12	0.03	0.02	0.06	0.02	0.14	0.31	0.48	0.02	0.25

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Essential (4)	**383**	54	142	51	137	-	54	-	61	-	80	-	51	-	76	-	61
	15%	*12%*	*16%*	*12%*	*17%*	-	*12%*	-	*14%*	-	*18%*	-	*12%*	-	*18%*	-	*15%*
Fairly important (3)	**1087**	200	355	195	337	-	200	-	190	-	165	-	195	-	145	-	192
	43%	*46%*	*40%*	*47%*	*41%*	-	**46%jn**	-	**44%n**	-	*37%*	-	**47%jn**	-	*34%*	-	**48%jn**
Not very important (2)	**765**	116	275	115	258	-	116	-	120	-	156	-	115	-	159	-	100
	30%	*27%*	*31%*	*28%*	*31%*	-	*27%*	-	*28%*	-	**35%p**	-	*28%*	-	**37%fhlp**	-	*25%*
Irrelevant (1)	**320**	64	105	53	97	-	64	-	59	-	46	-	53	-	50	-	47
	13%	*15%*	*12%*	*13%*	*12%*	-	*15%*	-	*14%*	-	*10%*	-	*13%*	-	*12%*	-	*12%*
NET Essential/Fairly important	**1470**	254	496	246	474	-	254	-	251	-	245	-	246	-	222	-	252
	58%	*58%*	*57%*	*59%*	*57%*	-	*58%*	-	*58%*	-	*55%*	-	*59%*	-	*52%*	-	**63%n**
NET Irrelevant/Not very important	**1085**	181	380	168	355	-	181	-	179	-	201	-	168	-	208	-	147
	42%	*42%*	*43%*	*41%*	*43%*	-	*42%*	-	*42%*	-	*45%*	-	*41%*	-	**48%p**	-	*37%*
Mean	**2.60**	2.56	2.61	2.59	2.62	-	2.56	-	2.59	-	2.63	-	2.59	-	2.58	-	2.66
Std Dev.	**0.89**	0.89	0.90	0.86	0.90	-	0.89	-	0.90	-	0.89	-	0.86	-	0.91	-	0.88
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**1872**	-	1872	879	986	216	236	398	271	296	249	207	452	668	752	457	1688	171	1888
	73%	-	*73%*	*72%*	*74%*	*69%*	*73%*	*74%*	*69%*	*70%*	**79%ehi**	**84%efghi**	*71%*	*72%*	*76%*	**81%lm**	*74%*	*70%*	*73%*
Mobile phone calls	**2236**	-	2236	1037	1190	288	297	493	365	350	262	182	585	857	794	443	2007	213	2257
	88%	-	*88%*	*85%*	**90%c**	**91%ijk**	**92%ijk**	**92%ijk**	**93%ijk**	**82%k**	**83%k**	*73%*	**92%no**	**92%no**	*80%*	*79%*	*88%*	*87%*	*88%*
Landline calls	**1661**	-	1661	840	817	190	177	338	225	275	246	209	367	562	731	456	1494	155	1667
	65%	-	*65%*	**69%d**	*62%*	*60%*	*55%*	*63%*	*57%*	**65%f**	**78%efghi**	**85%efghi**	*58%*	*60%*	**74%lm**	**81%lmn**	*65%*	*63%*	*65%*
Text messages	**2170**	-	2170	1003	1161	292	280	500	345	338	235	181	572	845	754	416	1944	214	2180
	85%	-	*85%*	*82%*	**88%c**	**93%ijk**	**87%ijk**	**93%ijk**	**88%ijk**	*80%*	*74%*	*73%*	**90%no**	**91%no**	*76%*	*74%*	*85%*	*87%*	*85%*
Email	**2137**	-	2137	1043	1085	254	279	451	327	341	268	217	533	778	827	486	1922	203	2113
	84%	-	*84%*	*85%*	*82%*	*81%*	*87%*	*84%*	*83%*	*80%*	*85%*	**88%i**	*84%*	*84%*	*84%*	*86%*	*84%*	*83%*	*82%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	-	1514	689	818	282	252	400	235	168	107	70	534	636	345	177	1314	193	1462
	59%	-	*59%*	*56%*	**62%c**	**90%fghijk**	**78%hijk**	**74%hijk**	**60%ijk**	**40%k**	*34%*	*28%*	**84%mno**	**68%no**	*35%*	*31%*	*57%*	**79%p**	*57%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	-	1510	703	805	250	255	389	205	197	127	88	504	594	412	215	1296	204	1463
	59%	-	*59%*	*58%*	*61%*	**79%hijk**	**79%hijk**	**72%hijk**	**52%jk**	**46%k**	*40%*	*36%*	**79%mno**	**64%no**	*42%*	*38%*	*57%*	**83%p**	*57%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	-	1905	860	1037	284	288	466	305	274	171	118	572	771	563	289	1685	206	1911
	75%	-	*75%*	*71%*	**78%c**	**90%hijk**	**89%hijk**	**87%hijk**	**78%ijk**	**64%jk**	*54%*	*48%*	**90%mno**	**83%no**	*57%*	*51%*	*73%*	**84%p**	*74%*
Other ways of communicating over the internet	**1470**	-	1470	721	739	239	237	396	219	170	108	100	476	615	379	209	1268	190	1380
	58%	-	*58%*	*59%*	*56%*	**76%hijk**	**73%hijk**	**74%hijk**	**56%ijk**	*40%*	*34%*	*41%*	**75%mno**	**66%no**	*38%*	*37%*	*55%*	**78%p**	*54%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**1872**	365	593	447	468	958	915	1088	750	238	262	494	407	331	1162	239	1516
	73%	*71%*	*72%*	*76%*	*74%*	*72%*	*75%*	*72%*	*75%*	*76%*	*78%*	*72%*	*71%*	*72%*	*73%*	*76%*	*73%*
Mobile phone calls	**2236**	454	682	532	568	1136	1100	1375	823	265	286	604	500	429	1390	268	1843
	88%	**89%b**	*83%*	**91%b**	**90%b**	*85%*	**90%e**	**91%h**	*82%*	*85%*	*86%*	*88%*	*87%*	**93%ijkln**	*87%*	*85%*	*88%*
Landline calls	**1661**	344	526	405	385	870	790	928	702	208	218	442	353	326	1013	208	1355
	65%	*67%*	*64%*	**69%d**	*61%*	*65%*	*65%*	*61%*	**70%g**	*66%*	*65%*	*64%*	*61%*	**71%ln**	*63%*	*66%*	*65%*
Text messages	**2170**	429	691	505	545	1120	1051	1344	789	251	292	592	483	406	1367	254	1792
	85%	*84%*	*84%*	*86%*	*86%*	*84%*	*86%*	**89%h**	*79%*	*80%*	*87%*	*86%*	*84%*	**88%i**	*86%*	*80%*	**86%o**
Email	**2137**	448	689	476	524	1137	1000	1265	835	258	287	566	474	408	1327	261	1757
	84%	**88%c**	*84%*	*81%*	*83%*	*85%*	*82%*	*84%*	*84%*	*82%*	*86%*	*82%*	*82%*	**89%kln**	*83%*	*83%*	*84%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	317	470	334	394	786	728	1049	445	169	183	406	335	329	923	169	1260
	59%	*62%*	*57%*	*57%*	*62%*	*59%*	*60%*	**69%h**	*45%*	*54%*	*55%*	*59%*	*58%*	**71%ijkln**	*58%*	*54%*	*60%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	378	472	320	340	850	660	1018	468	154	189	397	347	336	932	155	1280
	59%	**74%bcd**	*57%*	*55%*	*54%*	**64%f**	*54%*	**67%h**	*47%*	*49%*	*56%*	*58%*	**60%l**	**73%ijkln**	**58%l**	*49%*	**61%o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	397	609	421	478	1006	900	1239	635	210	241	523	435	377	1199	213	1587
	75%	*78%*	*74%*	*72%*	*76%*	*75%*	*74%*	**82%h**	*63%*	*67%*	*72%*	**76%l**	**76%l**	**82%ijn**	**75%l**	*67%*	**76%o**
Other ways of communicating over the internet	**1470**	327	474	316	353	800	670	995	451	148	187	397	333	305	917	149	1236
	58%	**64%cd**	*57%*	*54%*	*56%*	*60%*	*55%*	**66%h**	*45%*	*47%*	*56%*	**58%l**	**58%l**	**66%ijkln**	**57%l**	*47%*	**59%o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2574**	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	**2555**	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	**1439**	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	**1872**	1592	281	97	1587	140	97	48	68	206	144	130	180	169	258	265	168	26	113
	73%	*73%*	*78%*	*75%*	**74%e**	*65%*	**78%eg**	*69%*	*72%*	**74%r**	*70%*	*72%*	**78%r**	*72%*	**76%r**	**74%r**	**75%r**	*78%*	*62%*
Mobile phone calls	**2236**	1929	307	111	1875	189	107	65	83	253	180	163	201	204	300	292	198	27	162
	88%	*88%*	*85%*	*85%*	*87%*	*87%*	*86%*	*92%*	*88%*	**91%o**	*87%*	**91%o**	*88%*	*87%*	*89%*	*81%*	*88%*	*81%*	*89%*
Landline calls	**1661**	1404	257	90	1412	129	78	41	59	192	138	108	160	171	212	231	143	23	106
	65%	*64%*	**71%a**	*69%*	*66%*	*60%*	*63%*	*59%*	*62%*	**69%r**	*67%*	*60%*	**70%r**	**73%kr**	*63%*	*64%*	*64%*	*67%*	*58%*
Text messages	**2170**	1887	284	106	1824	184	101	61	81	254	173	159	210	189	288	284	186	30	154
	85%	**86%b**	*79%*	*82%*	*85%*	*85%*	*81%*	*87%*	*86%*	**92%jmopr**	*84%*	*88%*	**91%mop**	*81%*	*85%*	*79%*	*83%*	*89%*	*84%*
Email	**2137**	1830	307	110	1798	183	100	56	81	236	171	148	188	192	300	299	183	29	154
	84%	*83%*	*85%*	*85%*	*84%*	*85%*	*80%*	*80%*	*85%*	*85%*	*83%*	*82%*	*82%*	*82%*	*89%*	*83%*	*82%*	*86%*	*84%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	1330	185	68	1283	110	76	45	61	186	122	106	127	124	249	187	121	17	94
	59%	**61%b**	*51%*	*52%*	**60%e**	*51%*	**61%e**	**64%e**	**64%r**	**67%jmopqr**	*59%*	*59%*	*55%*	*53%*	**73%jklmopqr**	*52%*	*54%*	*50%*	*51%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	1309	202	81	1277	120	68	45	46	173	113	92	135	143	249	193	133	19	102
	59%	*60%*	*56%*	*63%*	*60%*	*56%*	*54%*	**65%f**	*49%*	**63%h**	*55%*	*51%*	*59%*	*61%*	**73%hjklmopqr**	*54%*	*59%*	*55%*	*56%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	1662	243	93	1600	147	98	60	70	210	149	127	168	174	284	244	175	22	125
	75%	**76%b**	*67%*	*72%*	**75%e**	*68%*	**79%e**	**85%cde**	*73%*	*76%*	*72%*	*70%*	*73%*	*75%*	**84%hjklopr**	*68%*	**78%r**	*65%*	*68%*
Other ways of communicating over the internet	**1470**	1282	188	79	1255	105	71	39	52	192	105	104	121	128	255	182	116	14	92
	58%	*58%*	*52%*	*61%*	**59%e**	*49%*	*57%*	*55%*	*55%*	**69%hjlmopqr**	*51%*	*57%*	*53%*	*55%*	**75%hjklmopqr**	*51%*	*52%*	*41%*	*50%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**1872**	785	756	206	90	23	1540	113	780	747	246	67	16	1527	83
	73%	**80%bcdeg**	**75%cdeg**	**63%eg**	**58%e**	*34%*	**77%cdeg**	*51%*	**77%jkn**	**77%jkn**	*63%*	*55%*	*39%*	**77%jkn**	*51%*
Mobile phone calls	**2236**	851	902	278	129	62	1753	191	905	857	318	103	37	1762	140
	88%	*87%*	*89%*	*85%*	*83%*	*92%*	*88%*	*86%*	**89%j**	**89%j**	*81%*	*85%*	*89%*	**89%j**	*86%*
Landline calls	**1661**	729	632	208	64	22	1361	85	710	616	244	62	18	1326	80
	65%	**74%bcdefg**	**63%deg**	**64%deg**	*41%*	*32%*	**68%bdeg**	*38%*	**70%jkn**	**64%kn**	**62%n**	*51%*	*43%*	**67%kn**	*49%*
Text messages	**2170**	830	872	268	128	58	1701	185	877	842	309	89	35	1720	123
	85%	*85%*	*86%*	*82%*	*83%*	*85%*	*86%*	*83%*	**87%jkn**	**87%jkn**	*79%*	*73%*	*85%*	**87%jkn**	*76%*
Email	**2137**	816	868	273	122	47	1684	169	847	824	326	91	33	1671	124
	84%	**83%e**	**86%eg**	**84%e**	*79%*	*69%*	**85%eg**	*76%*	*84%*	**85%kn**	*83%*	*75%*	*82%*	**84%k**	*77%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	527	635	192	106	46	1162	152	612	606	217	56	14	1219	70
	59%	*54%*	**63%a**	*59%*	**69%a**	*69%*	*58%*	**69%af**	**60%kn**	**63%kn**	**56%n**	*47%*	*34%*	**62%kn**	*43%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	551	617	199	97	36	1168	133	611	592	216	68	13	1203	81
	59%	*56%*	*61%*	*61%*	*63%*	*54%*	*59%*	*60%*	*60%*	**61%n**	*55%*	*56%*	*32%*	**61%n**	*50%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	683	780	249	126	55	1463	180	747	758	274	81	29	1506	110
	75%	*70%*	**77%a**	*76%*	**81%a**	*81%*	*74%*	**81%a**	*74%*	**79%jkn**	*70%*	*67%*	*71%*	*76%*	*68%*
Other ways of communicating over the internet	**1470**	499	632	199	93	38	1131	131	582	604	207	55	14	1187	69
	58%	*51%*	**63%af**	**61%a**	*60%*	*56%*	**57%a**	*59%*	**57%n**	**63%jkn**	*53%*	*45%*	*34%*	**60%kn**	*42%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**1872**	165	1661	47	594	1149	129	1831	21	10	6	1861	6
	73%	**83%b**	*72%*	*78%*	**76%e**	*71%*	**81%e**	*74%*	*59%*	*74%*	*100%*	*73%*	*35%*
Mobile phone calls	**2236**	174	2010	52	669	1425	143	2181	30	10	6	2221	10
	88%	*88%*	*88%*	*87%*	*86%*	*88%*	*90%*	*88%*	*86%*	*75%*	*100%*	*88%*	*61%*
Landline calls	**1661**	144	1478	39	515	1031	115	1621	25	3	1	1649	11
	65%	*73%*	*64%*	*65%*	*66%*	*64%*	*72%*	*65%*	*72%*	*24%*	*18%*	*65%*	*67%*
Text messages	**2170**	169	1951	50	663	1376	132	2115	27	12	6	2154	10
	85%	*85%*	*85%*	*84%*	*85%*	*85%*	*83%*	*85%*	*76%*	*93%*	*100%*	*85%*	*66%*
Email	**2137**	167	1925	45	637	1363	138	2083	28	11	6	2122	10
	84%	*85%*	*84%*	*75%*	*82%*	*84%*	*87%*	*84%*	*78%*	*85%*	*100%*	*84%*	*61%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	139	1335	41	509	891	115	1471	28	7	-	1506	9
	59%	**70%b**	*58%*	*68%*	**65%e**	*55%*	**72%e**	*59%*	*78%*	*56%*	-	*59%*	*55%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	137	1340	34	461	939	111	1459	32	4	5	1494	12
	59%	**69%b**	*58%*	*57%*	*59%*	*58%*	**70%de**	*59%*	*90%*	*27%*	*82%*	*59%*	*76%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	150	1712	44	585	1193	127	1856	23	8	5	1887	14
	75%	*76%*	*75%*	*73%*	*75%*	*74%*	*80%*	*75%*	*64%*	*64%*	*82%*	*74%*	*89%*
Other ways of communicating over the internet	**1470**	121	1316	34	468	888	114	1421	26	9	5	1456	10
	58%	*61%*	*57%*	*57%*	*60%*	*55%*	**72%de**	*57%*	*74%*	*66%*	*82%*	*57%*	*62%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**1872**	291	645	300	637	-	291	-	314	-	331	-	300	-	342	-	295
	73%	*67%*	*74%*	*72%*	**77%a**	-	*67%*	-	*73%*	-	*74%*	-	*72%*	-	**79%f**	-	*74%*
Mobile phone calls	**2236**	386	759	370	722	-	386	-	379	-	380	-	370	-	365	-	356
	88%	*89%*	*87%*	*89%*	*87%*	-	*89%*	-	*88%*	-	*85%*	-	*89%*	-	*85%*	-	*89%*
Landline calls	**1661**	253	575	265	568	-	253	-	264	-	311	-	265	-	309	-	259
	65%	*58%*	*66%*	*64%*	**68%a**	-	*58%*	-	*61%*	-	**70%f**	-	*64%*	-	**72%fh**	-	*65%*
Text messages	**2170**	356	734	369	712	-	356	-	369	-	365	-	369	-	362	-	350
	85%	*82%*	*84%*	**89%a**	*86%*	-	*82%*	-	*86%*	-	*82%*	-	**89%fj**	-	*84%*	-	*88%*
Email	**2137**	351	745	336	705	-	351	-	368	-	377	-	336	-	368	-	337
	84%	*81%*	*85%*	*81%*	*85%*	-	*81%*	-	*86%*	-	*84%*	-	*81%*	-	*86%*	-	*84%*
Social media (e.g. Facebook, Twitter, etc)	**1514**	244	502	260	509	-	244	-	235	-	266	-	260	-	262	-	247
	59%	*56%*	*57%*	*63%*	*61%*	-	*56%*	-	*55%*	-	*60%*	-	*63%*	-	*61%*	-	*62%*
Video calling (e.g. Skype, FaceTime, etc)	**1510**	256	518	245	492	-	256	-	249	-	269	-	245	-	253	-	238
	59%	*59%*	*59%*	*59%*	*59%*	-	*59%*	-	*58%*	-	*60%*	-	*59%*	-	*59%*	-	*60%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1905**	331	654	317	602	-	331	-	306	-	348	-	317	-	307	-	295
	75%	*76%*	*75%*	*77%*	*73%*	-	*76%*	-	*71%*	-	*78%*	-	*77%*	-	*71%*	-	*74%*
Other ways of communicating over the internet	**1470**	254	496	246	474	-	254	-	251	-	245	-	246	-	222	-	252
	58%	*58%*	*57%*	*59%*	*57%*	-	*58%*	-	*58%*	-	*55%*	-	*59%*	-	*52%*	-	**63%n**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 71

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	682	-	682	341	340	98	87	140	122	129	67	40	185	261	236	107	605	74	686
	27%	-	27%	28%	26%	31%jk	27%k	26%k	31%jk	30%jk	21%	16%	29%o	28%o	24%	19%	26%	30%	27%
Mobile phone calls	319	-	319	183	136	27	25	45	27	75	54	66	52	72	195	120	286	32	317
	12%	-	12%	15%d	10%	9%	8%	8%	7%	18%efgh	17%efgh	27%efghij	8%	8%	20%lm	21%lm	12%	13%	12%
Landline calls	894	-	894	380	509	125	145	200	167	150	70	38	270	367	257	108	799	90	907
	35%	-	35%	31%	38%c	40%jk	45%ljk	37%jk	43%jk	35%jk	22%	15%	42%no	40%no	26%o	19%	35%	37%	35%
Text messages	384	-	384	217	165	22	42	38	47	87	81	67	65	85	235	148	350	31	394
	15%	-	15%	18%d	12%	7%	13%g	7%	12%	20%efgh	26%efgh	27%efgh	10%	9%	24%lm	26%lm	15%	13%	15%
Email	418	-	418	177	240	61	43	86	66	84	47	30	104	152	162	77	371	42	461
	16%	-	16%	15%	18%	19%	13%	16%	17%	20%k	15%	12%	16%	16%	16%	14%	16%	17%	18%
Social media (e.g. Facebook, Twitter, etc)	1040	-	1040	531	508	33	70	137	157	257	209	177	103	294	643	386	979	52	1112
	41%	-	41%	44%d	38%	10%	22%e	26%e	40%efg	60%efgh	66%efgh	72%efghi	16%	32%l	65%lm	69%lm	43%q	21%	43%
Video calling (e.g. Skype, FaceTime, etc)	1044	-	1044	517	521	65	68	149	187	228	188	159	132	336	576	348	997	41	1111
	41%	-	41%	42%	39%	21%	21%	28%	48%efg	54%efg	60%efgh	64%efghi	21%	36%l	58%lm	62%lm	43%q	17%	43%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	650	-	650	359	289	31	34	72	87	151	145	130	65	159	426	274	608	39	663
	25%	-	25%	29%d	22%	10%	11%	13%	22%efg	36%efgh	46%efghi	52%efghl	10%	17%l	43%lm	49%lm	27%q	16%	26%
Other ways of communicating over the internet	1085	-	1085	498	586	75	86	141	173	255	208	147	161	315	610	355	1025	55	1194
	42%	-	42%	41%	44%	24%	27%	26%	44%efg	60%efgh	66%efgh	59%efgh	25%	34%l	62%lm	63%lm	45%q	22%	46%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 71

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**682**	146	232	140	165	378	305	426	250	75	73	195	168	130	435	77	569
	27%	*29%*	*28%*	*24%*	*26%*	*28%*	*25%*	*28%*	*25%*	*24%*	*22%*	*28%*	*29%*	*28%*	*27%*	*24%*	*27%*
Mobile phone calls	**319**	56	143	55	64	200	119	139	177	48	48	84	75	32	208	48	242
	12%	*11%*	**17%acd**	*9%*	*10%*	**15%f**	*10%*	*9%*	**18%g**	**15%m**	**14%m**	**12%m**	**13%m**	*7%*	**13%m**	*15%*	*12%*
Landline calls	**894**	166	299	182	247	465	429	586	298	105	117	246	222	135	585	108	730
	35%	*33%*	*36%*	*31%*	**39%c**	*35%*	*35%*	**39%h**	*30%*	*34%*	*35%*	*36%*	**39%m**	*29%*	**37%m**	*34%*	*35%*
Text messages	**384**	82	134	82	87	216	168	170	211	62	43	96	92	55	231	62	293
	15%	*16%*	*16%*	*14%*	*14%*	*16%*	*14%*	*11%*	**21%g**	**20%m**	*13%*	*14%*	*16%*	*12%*	*14%*	**20%p**	*14%*
Email	**418**	63	136	111	108	199	219	249	165	55	48	122	101	53	270	55	328
	16%	*12%*	*16%*	**19%a**	*17%*	*15%*	*18%*	*16%*	*16%*	*18%*	*14%*	**18%m**	**18%m**	*11%*	**17%m**	*17%*	*16%*
Social media (e.g. Facebook, Twitter, etc)	**1040**	194	355	253	239	549	491	465	555	144	152	283	240	132	674	147	825
	41%	*38%*	*43%*	*43%*	*38%*	*41%*	*40%*	*31%*	**55%g**	**46%m**	**45%m**	**41%m**	**42%m**	*29%*	**42%m**	*46%*	*40%*
Video calling (e.g. Skype, FaceTime, etc)	**1044**	132	353	267	292	485	559	496	532	159	146	292	227	125	665	161	805
	41%	*26%*	**43%a**	**45%a**	**46%a**	*36%*	**46%e**	*33%*	**53%g**	**51%lmn**	**44%m**	**42%m**	**40%m**	*27%*	**42%m**	**51%p**	*39%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**650**	114	216	166	154	330	320	275	365	103	94	165	140	84	399	103	498
	25%	*22%*	*26%*	*28%*	*24%*	*25%*	*26%*	*18%*	**37%g**	**33%klmn**	**28%m**	*24%*	*24%*	*18%*	**25%m**	**33%p**	*24%*
Other ways of communicating over the internet	**1085**	184	351	271	279	535	549	519	549	165	148	292	242	156	681	167	849
	42%	*36%*	*43%*	**46%a**	**44%a**	*40%*	*45%*	*34%*	**55%g**	**53%klmn**	**44%m**	**42%m**	**42%m**	*34%*	**43%m**	**53%p**	*41%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	682	602	80	33	557	77	27	22	27	71	62	50	50	64	81	94	56	7	69
	27%	27%	22%	25%	26%	35%df	22%	31%f	28%	26%	30%	28%	22%	28%	24%	26%	25%	22%	38%ilnop
Mobile phone calls	319	265	54	19	269	27	18	5	11	24	27	17	29	29	39	67	26	6	21
	12%	12%	15%	15%	13%	13%	14%	8%	12%	9%	13%	9%	12%	13%	11%	19%lk	12%	19%	11%
Landline calls	894	790	105	40	731	88	47	29	36	85	68	72	70	63	127	129	81	11	77
	35%	36%b	29%	31%	34%	40%	37%	41%	38%	31%	33%	40%m	30%	27%	37%	36%	36%	33%	42%lm
Text messages	384	307	77	24	320	32	24	9	14	23	34	21	20	44	51	75	38	4	28
	15%	14%	21%a	18%	15%	15%	19%	13%	14%	8%	16%i	12%	9%	19%il	15%	21%il	17%il	11%	16%i
Email	418	363	54	20	346	33	25	14	14	40	36	32	42	42	39	60	41	5	28
	16%	17%	15%	15%	16%	15%	20%	20%	15%	15%	17%	18%	18%	18%	11%	17%	18%	14%	16%
Social media (e.g. Facebook, Twitter, etc)	1040	864	176	62	861	106	48	25	34	90	84	74	103	109	90	172	103	17	89
	41%	39%	49%a	48%	40%	49%dfg	39%	36%	36%	33%	41%n	41%n	45%ln	47%ln	27%	48%ln	46%ln	50%ln	49%hln
Video calling (e.g. Skype, FaceTime, etc)	1044	885	159	48	867	96	57	25	48	104	93	88	95	91	90	167	92	15	81
	41%	40%	44%	37%	40%	44%	46%g	35%	51%ln	37%	45%n	49%n	41%n	39%n	27%	46%n	41%n	45%n	44%n
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	650	532	118	37	543	69	26	10	25	67	57	53	62	59	55	116	49	12	58
	25%	24%	33%a	28%	25%g	32%dfg	21%	15%	27%n	24%	28%n	30%n	27%n	25%	16%	32%n	22%	35%n	32%np
Other ways of communicating over the internet	1085	912	173	51	889	111	53	31	42	85	101	77	109	106	84	177	108	20	91
	42%	42%	48%	39%	41%	51%d	43%	45%	45%ln	31%	49%ln	43%n	47%ln	45%ln	25%	49%ln	48%ln	59%ln	50%ln

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	682	195	253	121	65	45	448	109	233	218	146	54	25	452	79
	27%	*20%*	**25%a**	**37%abf**	**42%abf**	**66%abcdf**	*23%*	**49%abcf**	*23%*	*23%*	**37%him**	**45%him**	*61%*	*23%*	**49%him**
Mobile phone calls	319	129	106	49	26	5	235	31	109	109	73	18	4	217	22
	12%	*13%*	*11%*	*15%*	*17%*	*8%*	*12%*	*14%*	*11%*	*11%*	**19%him**	*15%*	*11%*	*11%*	*14%*
Landline calls	894	251	377	119	91	46	628	137	303	349	147	59	23	653	82
	35%	*26%*	**37%af**	**36%a**	**59%abcf**	**68%abcf**	**32%a**	**62%abcf**	*30%*	**36%h**	**38%h**	**49%him**	*57%*	*33%*	**51%hijm**
Text messages	384	150	137	59	27	10	287	37	136	123	82	32	6	259	38
	15%	*15%*	*14%*	*18%*	*17%*	*15%*	*14%*	*17%*	*13%*	*13%*	**21%him**	**27%him**	*15%*	*13%*	**24%him**
Email	418	164	141	54	32	21	305	53	166	141	65	30	7	308	38
	16%	*17%*	*14%*	*16%*	*21%*	**31%abcf**	*15%*	**24%bf**	*16%*	*15%*	*17%*	**25%im**	*18%*	*16%*	**23%i**
Social media (e.g. Facebook, Twitter, etc)	1040	453	374	135	49	21	827	70	402	359	174	65	27	760	92
	41%	**46%bdg**	*37%*	*41%*	*31%*	*31%*	**42%g**	*31%*	*40%*	*37%*	*44%*	**53%him**	*66%*	*38%*	**57%hijm**
Video calling (e.g. Skype, FaceTime, etc)	1044	429	392	128	58	31	820	89	403	373	175	53	28	776	81
	41%	*44%*	*39%*	*39%*	*37%*	*46%*	*41%*	*40%*	*40%*	*39%*	*45%*	*44%*	*68%*	*39%*	**50%im**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	650	296	229	78	29	13	525	42	267	207	117	40	12	473	52
	25%	**30%bdg**	*23%*	*24%*	*19%*	*19%*	*26%*	*19%*	*26%*	*21%*	**30%l**	**33%l**	*29%*	*24%*	**32%i**
Other ways of communicating over the internet	1085	481	377	128	61	30	858	91	431	361	184	66	27	792	93
	42%	**49%bcf**	*37%*	*39%*	*40%*	*44%*	**43%b**	*41%*	*43%*	*37%*	**47%l**	**55%im**	*66%*	*40%*	**58%him**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**682**	33	636	13	185	467	30	654	15	3	-	672	10
	27%	*17%*	**28%a**	*22%*	*24%*	**29%df**	*19%*	*26%*	*41%*	*26%*	-	*27%*	*65%*
Mobile phone calls	**319**	24	287	8	111	192	16	304	5	3	-	313	6
	12%	*12%*	*12%*	*13%*	*14%*	*12%*	*10%*	*12%*	*14%*	*25%*	-	*12%*	*39%*
Landline calls	**894**	54	819	21	265	585	44	864	10	10	5	884	5
	35%	*27%*	*36%*	*35%*	*34%*	*36%*	*28%*	*35%*	*28%*	*76%*	*82%*	*35%*	*33%*
Text messages	**384**	29	346	9	117	241	27	370	8	1	-	379	5
	15%	*15%*	*15%*	*16%*	*15%*	*15%*	*17%*	*15%*	*24%*	*7%*	-	*15%*	*34%*
Email	**418**	31	372	15	143	254	21	402	8	2	-	411	6
	16%	*15%*	*16%*	*25%*	*18%*	*16%*	*13%*	*16%*	*22%*	*15%*	-	*16%*	*39%*
Social media (e.g. Facebook, Twitter, etc)	**1040**	59	962	19	271	726	44	1014	8	6	6	1028	7
	41%	*30%*	**42%a**	*32%*	*35%*	**45%df**	*28%*	*41%*	*22%*	*44%*	*100%*	*41%*	*45%*
Video calling (e.g. Skype, FaceTime, etc)	**1044**	62	957	25	319	678	48	1026	4	10	1	1040	4
	41%	*31%*	**42%a**	*43%*	**41%f**	**42%f**	*30%*	*41%*	*10%*	*73%*	*18%*	*41%*	*24%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**650**	48	585	16	195	423	32	629	13	5	1	647	2
	25%	*24%*	*25%*	*27%*	*25%*	*26%*	*20%*	*25%*	*36%*	*36%*	*18%*	*26%*	*11%*
Other ways of communicating over the internet	**1085**	77	982	26	312	728	45	1064	9	4	1	1078	6
	42%	*39%*	*43%*	*43%*	**40%f**	**45%f**	*28%*	*43%*	*26%*	*34%*	*18%*	*43%*	*38%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 71

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**682**	144	231	115	192	-	144	-	116	-	115	-	115	-	88	-	104
	27%	***33%d***	*26%*	*28%*	*23%*	-	***33%n***	-	*27%*	-	*26%*	-	*28%*	-	*21%*	-	*26%*
Mobile phone calls	**319**	49	118	45	107	-	49	-	51	-	66	-	45	-	65	-	43
	12%	*11%*	*13%*	*11%*	*13%*	-	*11%*	-	*12%*	-	*15%*	-	*11%*	-	*15%*	-	*11%*
Landline calls	**894**	182	301	150	261	-	182	-	166	-	136	-	150	-	121	-	140
	35%	***42%d***	*34%*	*36%*	*32%*	-	***42%jn***	-	***39%n***	-	*30%*	-	*36%*	-	*28%*	-	*35%*
Text messages	**384**	79	142	46	117	-	79	-	61	-	82	-	46	-	68	-	49
	15%	***18%c***	*16%*	*11%*	*14%*	-	***18%l***	-	*14%*	-	***18%l***	-	*11%*	-	*16%*	-	*12%*
Email	**418**	84	132	78	124	-	84	-	62	-	69	-	78	-	62	-	62
	16%	*19%*	*15%*	*19%*	*15%*	-	*19%*	-	*14%*	-	*16%*	-	*19%*	-	*14%*	-	*16%*
Social media (e.g. Facebook, Twitter, etc)	**1040**	191	375	154	320	-	191	-	195	-	180	-	154	-	168	-	152
	41%	*44%*	*43%*	*37%*	*39%*	-	*44%*	-	*45%*	-	*40%*	-	*37%*	-	*39%*	-	*38%*
Video calling (e.g. Skype, FaceTime, etc)	**1044**	179	358	170	338	-	179	-	181	-	178	-	170	-	177	-	161
	41%	*41%*	*41%*	*41%*	*41%*	-	*41%*	-	*42%*	-	*40%*	-	*41%*	-	*41%*	-	*40%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**650**	103	223	97	227	-	103	-	124	-	99	-	97	-	123	-	104
	25%	*24%*	*25%*	*23%*	*27%*	-	*24%*	-	*29%*	-	*22%*	-	*23%*	-	*29%*	-	*26%*
Other ways of communicating over the internet	**1085**	181	380	168	355	-	181	-	179	-	201	-	168	-	208	-	147
	42%	*42%*	*43%*	*41%*	*43%*	-	*42%*	-	*42%*	-	*45%*	-	*41%*	-	***48%p***	-	*37%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2574**	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	**2555**	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	**1439**	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Post	**2.97**	-	2.97	2.95	2.97	2.91	2.95	**2.96h**	2.87	2.90	**3.07efghi**	**3.20efghij**	2.93	2.92	**3.03lm**	**3.13lmn**	2.97	2.92	2.96
Mobile phone calls	**3.29**	-	3.29	3.26	**3.32c**	**3.43ijk**	**3.36ijk**	**3.40ijk**	**3.41ijk**	**3.22k**	**3.13k**	2.95	**3.40no**	**3.40no**	**3.12o**	3.05	3.28	**3.38p**	3.30
Landline calls	**2.82**	-	2.82	**2.88d**	2.77	2.73	2.58	2.75	2.67	**2.82f**	**3.15efghi**	**3.23efghi**	2.66	2.71	**3.03lm**	**3.19lmn**	2.82	2.80	2.82
Text messages	**3.20**	-	3.20	3.13	**3.27c**	**3.43hijk**	**3.33ijk**	**3.35ijk**	**3.23jk**	**3.12jk**	2.94	2.86	**3.38no**	**3.30no**	3.00	2.90	3.19	3.30	3.19
Email	**3.20**	-	3.20	**3.26d**	3.15	3.13	3.28	3.24	3.18	3.16	3.20	3.22	3.20	3.22	3.19	3.21	3.20	3.21	3.16
Social media (e.g. Facebook, Twitter, etc)	**2.64**	-	2.64	2.59	2.69	**3.33fghijk**	**3.06hijk**	**2.98hijk**	**2.66ijk**	**2.22k**	2.06	1.95	**3.19mno**	**2.84no**	2.10	2.01	2.60	**3.10p**	2.59
Video calling (e.g. Skype, FaceTime, etc)	**2.67**	-	2.67	2.63	2.71	**3.17ghijk**	**3.06hijk**	**2.91hijk**	**2.52k**	2.35	2.32	2.21	**3.11mno**	**2.75no**	2.31	2.28	2.61	**3.23p**	2.62
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.01**	-	3.01	2.91	**3.10c**	**3.40hijk**	**3.35hijk**	**3.29hijk**	**3.11ijk**	**2.77jk**	2.52	2.35	**3.37mno**	**3.21no**	2.58	2.45	2.98	**3.28p**	3.00
Other ways of communicating over the internet	**2.60**	-	2.60	2.62	2.58	**3.03fhijk**	**2.85hijk**	**2.89hijk**	**2.56ijk**	2.29	2.20	2.23	**2.94mno**	**2.75no**	2.25	2.21	2.56	**2.98p**	2.52

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Post	**2.97**	**3.02b**	2.92	**3.00b**	2.95	2.96	2.97	2.93	**3.01g**	**3.03kln**	**3.06klmn**	2.93	2.90	2.96	2.95	3.02	2.95
Mobile phone calls	**3.29**	**3.35b**	3.22	**3.32b**	**3.32b**	3.27	**3.32e**	**3.38h**	3.15	3.17	3.22	**3.30ij**	**3.32ij**	**3.43ijkln**	**3.29ij**	3.17	**3.32o**
Landline calls	**2.82**	2.90	2.81	2.85	2.76	2.84	2.80	2.75	**2.92g**	2.79	2.87	2.81	2.73	**2.94ln**	2.79	2.78	2.83
Text messages	**3.20**	3.19	3.19	3.20	3.23	3.19	3.21	**3.29h**	3.06	3.06	**3.26i**	**3.21i**	**3.20i**	**3.29i**	**3.22i**	3.06	**3.23o**
Email	**3.20**	**3.32bcd**	3.21	3.13	3.15	**3.25f**	3.14	**3.23h**	3.15	3.13	3.20	3.16	3.19	**3.35ijkln**	3.18	3.13	3.22
Social media (e.g. Facebook, Twitter, etc)	**2.64**	**2.74b**	2.57	2.60	2.70	2.63	2.65	**2.87h**	2.31	2.52	2.54	2.62	2.64	**2.94ijkln**	2.61	2.50	**2.67o**
Video calling (e.g. Skype, FaceTime, etc)	**2.67**	**2.96bcd**	2.62	2.61	2.54	**2.75f**	2.58	**2.83h**	2.43	2.48	2.60	2.63	**2.71i**	**2.95ijkln**	**2.65i**	2.47	**2.71o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.01**	3.10	3.01	2.96	2.99	3.04	2.97	**3.20h**	2.73	2.81	2.92	**3.04i**	**3.05i**	**3.22ijkln**	**3.02i**	2.82	**3.06o**
Other ways of communicating over the internet	**2.60**	**2.76bcd**	2.56	2.56	2.56	2.64	2.56	**2.76h**	2.36	2.40	2.54	**2.58i**	**2.60i**	**2.84ijkln**	**2.58i**	2.40	**2.64o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 72

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Post	2.97	2.95	3.05a	3.02	2.98e	2.85	3.01	2.88	2.91	2.96r	2.93	2.97r	3.05jor	2.95r	3.06ijmor	2.95r	2.96r	3.17	2.79
Mobile phone calls	3.29	3.31b	3.19	3.24	3.30	3.21	3.28	3.45	3.40mo	3.40lmopr	3.33mo	3.33o	3.28o	3.21o	3.40lmopr	3.11	3.30o	3.06	3.24
Landline calls	2.82	2.80	2.93	2.90	2.83	2.73	2.84	2.74	2.74	2.81	2.89	2.81	2.95or	2.98or	2.79	2.70	2.84	2.81	2.72
Text messages	3.20	3.23b	3.02	3.11	3.20	3.15	3.21	3.27	3.23	3.26o	3.24	3.29o	3.29or	3.12	3.27o	3.04	3.19	3.24	3.13
Email	3.20	3.21	3.16	3.21	3.21g	3.17	3.13	3.05	3.28	3.29l	3.15	3.14	3.09	3.16	3.38jklmopqr	3.18	3.19	3.11	3.18
Social media (e.g. Facebook, Twitter, etc)	2.64	2.67b	2.47	2.54	2.66e	2.44	2.72e	2.70e	2.66	2.80moqr	2.61	2.60	2.56	2.48	2.96hjklmopqr	2.49	2.67	2.39	2.45
Video calling (e.g. Skype, FaceTime, etc)	2.67	2.68	2.60	2.71	2.68	2.56	2.62	2.81e	2.49	2.69k	2.57	2.43	2.70k	2.67	3.05hijklmopqr	2.56	2.64	2.57	2.56
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.01	3.04b	2.80	2.94	3.01	2.87	3.17de	3.23de	2.95	3.07	2.94	2.89	2.97	2.95	3.24hjklmoqr	2.86	3.08q	2.73	2.90
Other ways of communicating over the internet	2.60	2.62b	2.46	2.66b	2.62e	2.38	2.58e	2.62e	2.56	2.84hjklmopqr	2.47	2.58r	2.54	2.53	2.95hjklmopqr	2.47	2.50	2.31	2.39

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2574**	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	**2555**	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	**1439**	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Post	**2.97**	**3.18bcdefg**	**2.94cdeg**	**2.74eg**	**2.66eg**	2.07	**3.06bcdeg**	**2.48e**	**3.12ijklmn**	**2.99jkln**	**2.73ln**	**2.61l**	2.18	**3.05ijkln**	**2.50l**
Mobile phone calls	**3.29**	**3.31cdg**	**3.33cdg**	3.19	3.15	**3.39cdg**	**3.32cdg**	3.22	**3.39ijkn**	**3.31j**	3.06	**3.23j**	3.25	**3.35jkn**	**3.24j**
Landline calls	**2.82**	**3.08bcdefg**	**2.72deg**	**2.71deg**	2.39	2.20	**2.90bcdeg**	2.33	**2.96ijkn**	**2.78n**	2.71	2.57	2.42	**2.87jkn**	2.53
Text messages	**3.20**	**3.21c**	**3.24c**	3.05	3.15	3.26	**3.23c**	3.18	**3.31ijkn**	**3.20jk**	3.01	3.01	3.22	**3.25jkn**	3.07
Email	**3.20**	3.23	3.23	3.14	3.11	3.04	3.23	3.09	**3.27jkn**	**3.22jn**	3.07	3.04	3.09	**3.25jkn**	3.05
Social media (e.g. Facebook, Twitter, etc)	**2.64**	2.55	**2.72a**	2.61	**2.82a**	2.77	2.64	**2.81a**	**2.71jkn**	**2.71jkn**	**2.51n**	2.36	1.92	**2.71jkn**	2.25
Video calling (e.g. Skype, FaceTime, etc)	**2.67**	2.62	2.72	2.66	2.73	2.52	2.67	2.66	**2.72n**	**2.70n**	2.56	2.59	2.13	**2.71jn**	2.47
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.01**	2.92	**3.08a**	2.99	3.08	**3.28a**	3.00	**3.14a**	**3.06j**	**3.04j**	2.87	2.82	3.00	**3.05j**	2.87
Other ways of communicating over the internet	**2.60**	2.51	**2.70af**	2.58	2.59	2.58	2.61	2.59	**2.65jkn**	**2.67jkn**	2.46	2.35	2.03	**2.66jkn**	2.27

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Post	**2.97**	**3.17bc**	2.95	2.96	**3.02e**	2.93	**3.09e**	2.97	2.82	2.98	3.64	2.97	2.28
Mobile phone calls	**3.29**	**3.38c**	3.29	3.15	3.29	3.29	3.32	3.30	3.27	3.19	3.18	3.29	2.98
Landline calls	**2.82**	**3.05b**	2.80	2.79	2.88	2.79	2.90	2.82	3.04	1.98	2.18	2.82	2.91
Text messages	**3.20**	3.20	3.21	3.05	3.24	3.19	3.13	3.21	3.02	3.17	3.46	3.20	2.82
Email	**3.20**	**3.26c**	3.20	2.96	3.19	3.20	3.25	3.21	2.91	3.13	3.46	3.20	2.73
Social media (e.g. Facebook, Twitter, etc)	**2.64**	**2.86b**	2.62	2.84	**2.78e**	2.55	**2.94e**	2.64	3.00	2.54	1.36	2.65	2.60
Video calling (e.g. Skype, FaceTime, etc)	**2.67**	**2.84b**	2.66	2.55	2.67	2.65	**2.86e**	2.66	3.28	2.19	3.11	2.66	2.93
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.01**	3.04	3.01	2.81	3.03	3.00	2.97	3.02	2.61	2.40	3.11	3.01	3.13
Other ways of communicating over the internet	**2.60**	**2.75b**	2.59	2.66	**2.66e**	2.54	**2.89de**	2.59	3.01	2.78	3.28	2.60	2.79

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 72

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Post	**2.97**	2.86	**2.98ac**	2.90	**3.03ac**	-	2.86	-	**2.98f**	-	**2.99fl**	-	2.90	-	**3.10fhjlp**	-	**2.96f**
Mobile phone calls	**3.29**	3.30	3.29	3.30	3.30	-	3.30	-	**3.33j**	-	3.25	-	3.30	-	3.25	-	**3.34jn**
Landline calls	**2.82**	2.63	**2.84a**	2.80	**2.91a**	-	2.63	-	2.77	-	**2.91f**	-	2.80	-	**3.02fhlp**	-	2.79
Text messages	**3.20**	3.17	3.18	3.25	3.22	-	3.17	-	3.23	-	3.14	-	3.25	-	3.20	-	3.23
Email	**3.20**	3.15	**3.25c**	3.12	3.21	-	3.15	-	**3.29l**	-	3.21	-	3.12	-	3.21	-	3.21
Social media (e.g. Facebook, Twitter, etc)	**2.64**	2.55	2.62	2.64	**2.71a**	-	2.55	-	2.55	-	2.69	-	2.64	-	2.69	-	2.73
Video calling (e.g. Skype, FaceTime, etc)	**2.67**	2.71	2.66	2.66	2.65	-	2.71	-	2.62	-	2.71	-	2.66	-	2.65	-	2.66
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.01**	3.05	3.02	3.02	2.97	-	3.05	-	2.97	-	3.07	-	3.02	-	2.92	-	3.02
Other ways of communicating over the internet	**2.60**	2.56	2.61	2.59	2.62	-	2.56	-	2.59	-	2.63	-	2.59	-	2.58	-	2.66

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**2336**	-	2336	1174	1151	361	316	494	331	419	255	159	677	825	833	414	2034	276	2424
	45%	-	*45%*	*47%*	*44%*	**53%jk**	**48%jk**	**49%jk**	**46%k**	**45%k**	**40%k**	*30%*	**51%no**	**48%no**	*40%*	*36%*	*44%*	**57%p**	*47%*
1-2	**1853**	-	1853	904	947	238	240	380	262	298	235	200	479	642	732	435	1703	143	1738
	36%	-	*36%*	*36%*	*36%*	*35%*	*37%*	*37%*	*36%*	*32%*	*37%*	*38%*	*36%*	*37%*	*35%*	*38%*	**37%q**	*30%*	*34%*
3-4	**506**	-	506	212	293	53	53	77	56	115	64	88	106	132	267	152	459	45	494
	10%	-	*10%*	*8%*	**11%c**	*8%*	*8%*	*8%*	*8%*	**13%efgh**	*10%*	**17%efghi**	*8%*	*8%*	**13%lm**	**13%lm**	*10%*	*9%*	*10%*
5-10	**300**	-	300	147	153	30	32	52	49	55	34	48	62	101	138	83	284	11	314
	6%	-	*6%*	*6%*	*6%*	*4%*	*5%*	*5%*	*7%*	*6%*	*5%*	**9%efg**	*5%*	*6%*	*7%*	*7%*	**6%q**	*2%*	*6%*
11-20	**86**	-	86	39	47	3	4	8	9	22	29	11	6	17	63	40	83	3	91
	2%	-	*2%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	**2%efg**	**5%efgh**	**2%e**	*	*1%*	**3%lm**	**3%lm**	*2%*	*1%*	*2%*
21+	**75**	-	75	36	39	2	7	4	13	13	17	18	9	17	49	36	72	4	95
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	**2%g**	*1%*	**3%eg**	**3%efg**	*1%*	*1%*	**2%lm**	**3%lm**	*2%*	*1%*	*2%*
Any Sent (non-zero entry)	**2820**	-	2820	1338	1479	326	337	521	388	503	380	366	663	909	1249	745	2601	204	2732
	55%	-	*55%*	*53%*	*56%*	*47%*	*52%*	*51%*	*54%*	**55%e**	**60%efg**	**70%efghij**	*49%*	*52%*	**60%lm**	**64%lm**	**56%q**	*43%*	*53%*
Total Mean (including those not Sending any)																			
Mean	**2.10**	-	2.10	2.10	2.12	1.21	1.52	1.34	**2.31eg**	**2.21efg**	**2.97efg**	**3.95efghi**	1.36	1.74	**2.88lm**	**3.42lm**	2.18	1.43	2.31
Std Dev.	**6.47**	-	6.47	7.46	5.38	2.88	3.52	2.67	7.43	5.59	6.94	13.26	3.21	5.22	8.56	10.30	6.59	5.44	7.57
Std Error	**0.09**	-	0.09	0.15	0.10	0.11	0.14	0.09	0.28	0.17	0.26	0.60	0.09	0.13	0.18	0.30	0.09	0.31	0.11
Sending Mean (excluding those not Sending any)																			
Mean	**3.85**	-	3.85	3.94	3.76	2.56	2.95	2.62	**4.27eg**	**4.06eg**	**4.96efg**	**5.67efg**	2.76	3.32	**4.81lm**	**5.31lm**	3.89	3.35	4.36
Std Dev.	**8.36**	-	8.36	9.86	6.73	3.76	4.45	3.24	9.70	7.06	8.40	15.59	4.13	6.84	10.63	12.45	8.41	7.95	9.96
Std Error	**0.16**	-	0.16	0.28	0.18	0.23	0.26	0.15	0.51	0.29	0.41	0.87	0.18	0.23	0.29	0.46	0.16	0.72	0.19

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2336	354	815	478	689	1169	1167	1387	902	343	328	663	510	297	1501	348	1832
	45%	*34%*	**47%a**	**43%a**	**55%abc**	*42%*	**49%e**	*45%*	*45%*	**54%jklmn**	**47%m**	**48%lm**	**42%m**	*34%*	**46%m**	**55%p**	*43%*
1-2	1853	409	628	431	385	1037	816	1132	699	202	242	467	471	370	1179	202	1566
	36%	**39%d**	**36%d**	**39%d**	*31%*	*37%*	*34%*	*37%*	*35%*	*32%*	*35%*	*34%*	**39%lk**	**43%ijkn**	*36%*	*32%*	**37%o**
3-4	506	116	177	112	101	293	213	278	219	40	62	136	127	92	325	41	423
	10%	*11%*	*10%*	*10%*	*8%*	*11%*	*9%*	*9%*	*11%*	*6%*	*9%*	*10%*	**11%l**	**11%l**	**10%l**	*6%*	**10%o**
5-10	300	95	89	57	60	184	116	187	109	33	31	80	63	76	174	33	255
	6%	**9%bcd**	*5%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*	*5%*	*4%*	*6%*	*5%*	**9%ijln**	*5%*	*5%*	*6%*
11-20	86	24	22	23	16	47	39	36	47	8	24	15	21	12	61	8	73
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	**2%g**	*1%*	**3%lkmn**	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*
21+	75	40	20	8	7	60	15	46	29	4	6	20	15	22	41	4	63
	1%	**4%bcd**	*1%*	*1%*	*1%*	**2%f**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%l**	*1%*	*1%*	*2%*
Any Sent (non-zero entry)	2820	684	936	631	569	1620	1200	1680	1103	287	365	718	697	572	1780	289	2379
	55%	**66%bcd**	**53%d**	**57%d**	*45%*	**58%f**	*51%*	*55%*	*55%*	*46%*	**53%l**	**52%l**	**58%lk**	**66%ijkln**	**54%l**	*45%*	**57%o**
Total Mean (including those not Sending any)																	
Mean	2.10	**3.52bcd**	**1.92d**	**1.89d**	1.39	**2.51f**	1.62	2.05	2.20	1.57	1.96	1.81	2.19	**2.94ikn**	1.98	1.55	2.17
Std Dev.	6.47	10.32	5.91	4.74	3.62	7.88	4.19	6.62	6.34	5.43	4.52	4.51	7.02	9.69	5.57	5.40	6.64
Std Error	0.09	0.29	0.15	0.15	0.10	0.15	0.09	0.13	0.13	0.21	0.17	0.12	0.20	0.34	0.10	0.21	0.10
Sending Mean (excluding those not Sending any)																	
Mean	3.85	**5.33bcd**	3.59	3.32	3.08	**4.32f**	3.20	3.75	4.00	3.43	3.72	3.49	3.79	4.47	3.65	3.43	3.85
Std Dev.	8.36	12.33	7.71	5.90	4.87	9.96	5.44	8.58	8.12	7.64	5.68	5.77	8.90	11.66	7.14	7.62	8.46
Std Error	0.16	0.43	0.27	0.25	0.21	0.25	0.16	0.23	0.22	0.45	0.30	0.22	0.34	0.52	0.17	0.45	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**2336**	2040	295	110	1923	215	126	72	95	252	194	152	196	213	320	306	196	36	179
	45%	**46%b**	*40%*	*44%*	*45%*	*49%*	**50%d**	*49%*	*45%*	*45%*	*46%*	*41%*	*43%*	*45%*	*47%*	*44%*	*44%*	*53%*	*48%*
1-2	**1853**	1615	238	73	1581	152	72	48	74	212	161	155	167	165	256	244	147	21	131
	36%	**37%c**	*32%*	*29%*	**37%f**	*35%*	*29%*	*33%*	*35%*	*38%*	*38%*	*42%*	*37%*	*35%*	*38%*	*35%*	*33%*	*31%*	*35%*
3-4	**506**	417	89	27	431	32	31	13	25	53	42	29	43	56	61	78	44	6	26
	10%	*9%*	*12%*	*11%*	*10%*	*7%*	**12%e**	*9%*	**12%r**	*9%*	*10%*	*8%*	*10%*	**12%r**	*9%*	*11%*	*10%*	*9%*	*7%*
5-10	**300**	233	67	23	255	20	16	9	13	32	18	19	31	25	29	53	35	2	18
	6%	*5%*	**9%a**	**9%a**	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*	*4%*	*5%*	*7%*	*5%*	*4%*	*8%*	*8%*	*3%*	*5%*
11-20	**86**	60	26	12	67	15	3	1	*	11	7	4	5	8	6	11	15	2	13
	2%	*1%*	**3%a**	**5%a**	*2%*	**3%dfg**	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	**3%hn**	**3%h**	**3%hkn**
21+	**75**	54	21	7	61	7	3	3	2	4	1	14	10	9	6	11	4	*	7
	1%	*1%*	**3%a**	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	**4%hijnp**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*
Any Sent (non-zero entry)	**2820**	2380	440	141	2395	226	125	74	113	311	230	221	257	263	358	397	245	32	194
	55%	*54%*	**60%a**	*56%*	**55%f**	*51%*	*50%*	*51%*	*55%*	*55%*	*54%*	*59%*	*57%*	*55%*	*53%*	*56%*	*56%*	*47%*	*52%*
Total Mean (including those not Sending any)																			
Mean	**2.10**	1.93	**3.15a**	**3.15a**	2.07	2.17	1.93	**3.34d**	1.57	1.68	1.58	**2.90hijn**	2.66	2.11	1.58	2.35	2.21	1.58	2.27
Std Dev.	**6.47**	6.28	7.45	7.24	5.73	6.16	5.63	18.41	3.25	3.27	3.48	8.15	9.28	5.22	4.51	6.20	4.87	4.18	6.45
Std Error	**0.09**	0.11	0.17	0.25	0.11	0.19	0.19	0.73	0.20	0.19	0.21	0.50	0.53	0.31	0.26	0.36	0.29	0.32	0.21
Sending Mean (excluding those not Sending any)																			
Mean	**3.85**	3.59	**5.26a**	**5.61a**	3.73	4.23	3.87	**6.57d**	2.88	3.04	2.91	**4.89ijn**	4.68	3.81	3.00	4.15	3.98	3.40	**4.36i**
Std Dev.	**8.36**	8.20	9.04	8.93	7.29	8.08	7.50	25.50	3.96	3.91	4.29	10.13	11.94	6.54	5.86	7.79	5.97	5.63	8.42
Std Error	**0.16**	0.20	0.28	0.42	0.20	0.34	0.35	1.45	0.33	0.31	0.36	0.83	0.93	0.54	0.47	0.59	0.48	0.57	0.38

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	2336	677	914	408	209	93	1591	302	823	888	413	123	55	1711	177
	45%	35%	46%af	56%abf	61%abf	75%abcdf	41%a	65%abcf	42%	45%	50%him	48%	64%him	43%	52%hm
1-2	1853	783	715	233	100	17	1498	116	724	710	294	92	21	1435	112
	36%	40%cdeg	36%eg	32%eg	29%e	13%	38%cdeg	25%e	37%	36%	36%	36%	24%	36%	33%
3-4	506	225	204	46	20	7	428	28	193	211	69	20	10	404	30
	10%	12%cdg	10%cg	6%	6%	6%	11%cdg	6%	10%	11%	8%	8%	11%	10%	9%
5-10	300	161	91	31	10	7	252	17	143	109	31	17	1	251	18
	6%	8%bcdg	5%	4%	3%	5%	6%b	4%	7%j	5%	4%	7%	1%	6%j	5%
11-20	86	59	20	6	2	-	79	2	50	26	7	2	-	77	2
	2%	3%bcdg	1%	1%	*	-	2%b	*	3%ij	1%	1%	1%	-	2%	1%
21+	75	41	32	2	*	-	73	*	37	34	5	-	-	70	-
	1%	2%cdg	2%cg	*	*	-	2%cg	*	2%	2%	1%	-	-	2%	-
Any Sent (non-zero entry)	2820	1269	1062	318	132	31	2330	163	1147	1090	405	131	31	2238	162
	55%	65%bcdefg	54%cdeg	44%eg	39%e	25%	59%bcdeg	35%	58%jln	55%jl	50%	52%	36%	57%jln	48%
Total Mean (including those not Sending any)															
Mean	2.10	2.94bcdeg	1.96cdeg	1.13	0.96	0.65	2.45cdeg	0.88	2.65jn	2.08jn	1.35	1.31	0.68	2.36jn	1.15
Std Dev.	6.47	8.73	5.44	2.53	1.96	1.38	7.28	1.82	8.66	5.39	3.05	2.21	1.24	7.21	2.02
Std Error	0.09	0.20	0.12	0.10	0.10	0.12	0.12	0.08	0.19	0.12	0.11	0.14	0.14	0.11	0.11
Sending Mean (excluding those not Sending any)															
Mean	3.85	4.51c	3.65c	2.57	2.48	2.61	4.12c	2.51	4.55j	3.77j	2.72	2.54	1.86	4.17j	2.41
Std Dev.	8.36	10.48	6.99	3.31	2.47	1.60	9.07	2.33	10.96	6.81	3.88	2.51	1.44	9.18	2.36
Std Error	0.16	0.30	0.22	0.19	0.21	0.29	0.19	0.18	0.32	0.21	0.20	0.23	0.25	0.20	0.19

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	2336	134	2167	34	655	1540	141	2287	16	11	9	2313	13
	45%	*35%*	**46%a**	*34%*	*43%*	*47%*	*45%*	**45%h**	*25%*	*42%*	*89%*	**45%h**	*45%*
1-2	1853	163	1640	50	553	1194	107	1791	37	9	1	1837	15
	36%	**42%b**	*35%*	**50%b**	*36%*	*36%*	*34%*	*36%*	**57%gk**	*34%*	*11%*	*36%*	*53%*
3-4	506	44	447	15	193	285	28	497	6	2	-	505	1
	10%	*11%*	*10%*	*15%*	**13%e**	*9%*	*9%*	*10%*	*10%*	*9%*	-	*10%*	*2%*
5-10	300	27	272	1	85	190	24	294	6	1	-	300	-
	6%	*7%*	*6%*	*1%*	*6%*	*6%*	*8%*	*6%*	*9%*	*3%*	-	*6%*	-
11-20	86	13	73	-	29	53	5	86	-	-	-	86	-
	2%	**3%b**	*2%*	-	*2%*	*2%*	*1%*	*2%*	-	-	-	*2%*	-
21+	75	3	72	-	21	48	6	72	*	3	-	75	*
	1%	*1%*	*2%*	-	*1%*	*1%*	*2%*	*1%*	*	*12%*	-	*1%*	*
Any Sent (non-zero entry)	2820	249	2505	66	881	1770	169	2739	49	15	1	2803	16
	55%	**65%b**	*54%*	*66%*	*57%*	*53%*	*55%*	*55%*	**75%gk**	*58%*	*11%*	*55%*	*55%*
Total Mean (including those not Sending any)													
Mean	2.10	2.18	2.12	1.24	2.25	2.02	2.30	2.08	2.21	8.05	0.12	2.11	1.09
Std Dev.	6.47	4.44	6.67	1.25	6.86	6.33	5.92	6.39	3.17	19.13	0.37	6.49	2.68
Std Error	0.09	0.22	0.10	0.12	0.17	0.11	0.33	0.09	0.42	3.38	0.13	0.09	0.52
Sending Mean (excluding those not Sending any)													
Mean	3.85	3.36	3.95	1.89	3.92	3.78	4.21	3.82	2.93	13.92	1.07	3.86	1.98
Std Dev.	8.36	5.14	8.71	1.07	8.69	8.27	7.50	8.26	3.35	23.76	-	8.38	3.40
Std Error	0.16	0.33	0.18	0.14	0.29	0.20	0.57	0.16	0.53	6.14	-	0.16	0.98

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 73

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	2336	590	559	631	555	184	204	202	163	218	178	224	185	222	161	251	143
	45%	*46%*	*43%*	**49%bd**	*43%*	*44%*	**47%hnp**	**47%hnp**	*38%*	**52%hjnp**	*40%*	**52%hjnp**	*45%*	**50%hjnp**	*37%*	**55%ehjnp**	*36%*
1-2	1853	427	479	469	478	100	174	154	164	150	165	148	158	164	194	146	138
	36%	*33%*	*37%*	*36%*	*37%*	*24%*	**40%e**	**36%e**	**38%e**	**36%e**	**37%e**	**34%e**	**38%e**	**37%e**	**45%egjkop**	*32%*	**35%e**
3-4	506	125	164	116	101	44	37	44	54	32	78	35	48	33	41	29	31
	10%	*10%*	**13%cd**	*9%*	*8%*	*10%*	*9%*	*10%*	**13%o**	*8%*	**17%efgjkmnop**	*8%*	**12%o**	*7%*	*9%*	*6%*	*8%*
5-10	300	75	67	58	101	37	14	24	32	14	21	22	15	21	28	26	46
	6%	*6%*	*5%*	*4%*	**8%bc**	**9%fil**	*3%*	*6%*	**7%fi**	*3%*	*5%*	*5%*	*4%*	*5%*	*7%*	*6%*	**12%fgijklmo**
11-20	86	26	16	8	35	20	3	3	9	2	5	4	1	3	6	8	22
	2%	**2%c**	*1%*	*1%*	**3%bc**	**5%fgijklmn**	*1%*	*1%*	*2%*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	**5%fgijklmno**
21+	75	41	8	7	19	37	3	1	7	1	-	-	7	-	1	*	18
	1%	**3%bcd**	*1%*	*1%*	*1%*	**9%fghijklmno**	*1%*	*	**2%jkmo**	*	-	-	**2%jkmo**	-	*	*	**5%fgijkmno**
Any Sent (non-zero entry)	2820	694	733	659	735	237	231	226	267	197	268	208	229	221	269	210	256
	55%	*54%*	**57%c**	*51%*	**57%c**	**56%o**	*53%*	*53%*	**62%fgikmo**	*48%*	**60%ikmo**	*48%*	**55%o**	*50%*	**63%fgikmo**	*45%*	**64%fgikmo**
Total Mean (including those not Sending any)																	
Mean	2.10	**2.71bc**	1.76	1.46	**2.49bc**	**5.10fghijklmno**	1.67	1.41	**2.52gijkmno**	1.16	**1.58ik**	1.17	1.99	1.25	**1.61k**	1.21	**4.92fghijklmno**
Std Dev.	6.47	7.09	4.25	4.33	8.91	10.24	5.75	2.39	6.51	2.56	2.12	1.98	6.97	2.26	2.65	2.20	15.35
Std Error	0.09	0.20	0.12	0.12	0.25	0.49	0.28	0.12	0.31	0.12	0.10	0.10	0.34	0.11	0.13	0.11	0.74
Sending Mean (excluding those not Sending any)																	
Mean	3.85	**5.01bc**	3.10	2.87	**4.37bc**	**9.07fghijklmno**	3.14	2.66	**4.06ijkmn**	2.44	2.64	2.44	3.60	2.51	2.57	2.66	**7.67fghijklmno**
Std Dev.	8.36	9.03	5.26	5.72	11.46	12.27	7.61	2.74	7.88	3.27	2.18	2.25	9.06	2.67	2.96	2.61	18.62
Std Error	0.16	0.35	0.20	0.22	0.43	0.77	0.51	0.19	0.48	0.23	0.14	0.16	0.60	0.18	0.19	0.19	1.13

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3590**	-	3590	1608	1969	383	425	646	570	712	480	374	808	1216	1565	853	3271	290	3692
	70%	-	*70%*	*64%*	**75%c**	*56%*	**65%e**	**64%e**	**79%efgk**	**77%efg**	**76%efg**	**71%eg**	*60%*	**70%l**	**75%lm**	**74%l**	**71%q**	*60%*	*72%*
1-2	**1218**	-	1218	691	526	227	167	268	132	173	132	119	395	400	423	250	1080	131	1140
	24%	-	*24%*	**27%d**	*20%*	**33%fghijk**	**26%hi**	**26%hi**	*18%*	*19%*	*21%*	*23%*	**29%mno**	*23%*	*20%*	*22%*	*23%*	*27%*	*22%*
3-4	**216**	-	216	132	84	52	40	62	5	19	16	22	92	67	57	38	171	42	200
	4%	-	*4%*	**5%d**	*3%*	**8%hij**	**6%hij**	**6%hij**	*1%*	*2%*	*3%*	**4%h**	**7%mno**	*4%*	*3%*	*3%*	*4%*	**9%p**	*4%*
5-10	**113**	-	113	76	37	21	18	36	6	17	5	10	39	42	32	15	104	8	106
	2%	-	*2%*	**3%d**	*1%*	**3%hj**	**3%j**	**4%hj**	*1%*	*2%*	*1%*	*2%*	**3%no**	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
11-20	**15**	-	15	5	10	4	3	3	1	1	3	-	7	4	4	3	7	8	13
	*	-	*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*	*	*	**2%p**	*
21+	**5**	-	5	*	5	-	-	*	4	-	*	-	-	5	*	*	2	3	5
	*	-	*	*	*	-	-	*	*1%*	-	*	-	-	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	**1566**	-	1566	903	661	304	228	369	149	211	155	151	532	518	517	306	1364	190	1464
	30%	-	*30%*	**36%d**	*25%*	**44%fghijk**	**35%hij**	**36%hijk**	*21%*	*23%*	*24%*	**29%h**	**40%mno**	**30%n**	*25%*	*26%*	*29%*	**40%p**	*28%*
Total Mean (including those not Sending any)																			
Mean	**0.70**	-	0.70	0.77	0.63	**0.99ijk**	**0.83ijk**	**0.83ijk**	0.67	0.46	0.50	0.59	**0.92no**	**0.76n**	0.51	0.54	0.63	**1.41p**	0.65
Std Dev.	**2.30**	-	2.30	1.62	2.81	1.91	1.75	1.68	4.63	1.31	1.74	1.34	1.84	3.25	1.46	1.57	1.63	5.55	2.42
Std Error	**0.03**	-	0.03	0.03	0.05	0.08	0.07	0.05	0.18	0.04	0.06	0.06	0.05	0.08	0.03	0.05	0.02	0.32	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.30**	-	2.30	2.15	2.51	2.25	2.39	2.27	3.25	2.02	2.06	2.04	2.31	2.55	2.04	2.05	2.12	**3.56p**	2.31
Std Dev.	**3.72**	-	3.72	2.07	5.18	2.34	2.25	2.13	9.77	2.10	3.04	1.80	2.30	5.55	2.35	2.51	2.41	8.39	4.10
Std Error	**0.10**	-	0.10	0.07	0.20	0.16	0.16	0.12	0.82	0.13	0.22	0.15	0.11	0.26	0.10	0.14	0.07	0.77	0.11

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 74

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	**3590**	578	1255	777	980	1833	1757	1996	1544	463	497	1030	835	504	2361	469	2902
	70%	*56%*	*72%a*	*70%a*	*78%abc*	*66%*	*74%e*	*65%*	*77%g*	*74%m*	*72%m*	*75%lm*	*69%m*	*58%*	*72%m*	*74%*	*69%*
1-2	**1218**	325	412	253	229	736	482	796	395	127	146	285	292	278	723	129	1026
	24%	*31%bcd*	*24%d*	*23%d*	*18%*	*26%f*	*20%*	*26%h*	*20%*	*20%*	*21%*	*21%*	*24%*	*32%ijkln*	*22%*	*20%*	*24%*
3-4	**216**	75	67	50	25	141	74	168	42	20	33	50	53	44	136	20	180
	4%	*7%bcd*	*4%d*	*4%d*	*2%*	*5%f*	*3%*	*5%h*	*2%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*
5-10	**113**	54	12	27	20	66	47	93	19	14	9	13	28	42	50	14	92
	2%	*5%bcd*	*1%*	*2%b*	*2%*	*2%*	*2%*	*3%h*	*1%*	*2%*	*1%*	*1%*	*2%k*	*5%ijkln*	*2%*	*2%*	*2%*
11-20	**15**	5	5	2	3	10	5	11	2	1	8	2	-	*	11	1	11
	*	*	*	*	*	*	*	*	*	*	*1%klmn*	*	-	*	*	*	*
21+	**5**	3	-	-	2	3	2	3	2	4	*	*	-	-	*	4	*
	*	*	-	-	*	*	*	*	*	*1%kln*	*	*	-	-	*	*1%p*	*
Any Sent (non-zero entry)	**1566**	460	496	331	278	957	610	1072	461	166	197	350	373	364	920	168	1309
	30%	*44%bcd*	*28%d*	*30%d*	*22%*	*34%f*	*26%*	*35%h*	*23%*	*26%*	*28%*	*25%*	*31%k*	*42%ijkln*	*28%*	*26%*	*31%*
Total Mean (including those not Sending any)																	
Mean	**0.70**	1.29bcd	0.53	0.64	0.49	0.81f	0.56	0.86h	0.45	0.90kn	0.74k	0.49	0.64k	0.92kln	0.60	0.90	0.67
Std Dev.	**2.30**	4.09	1.21	1.47	1.91	2.70	1.72	2.66	1.63	4.96	2.36	1.34	1.36	1.60	1.62	4.94	1.61
Std Error	**0.03**	0.11	0.03	0.05	0.05	0.05	0.04	0.05	0.03	0.20	0.09	0.04	0.04	0.06	0.03	0.19	0.02
Sending Mean (excluding those not Sending any)																	
Mean	**2.30**	2.91b	1.88	2.15	2.22	2.38	2.18	2.46	1.95	3.43kln	2.62k	1.93	2.08	2.20	2.14	3.41p	2.14
Std Dev.	**3.72**	5.75	1.62	2.00	3.57	4.19	2.82	4.03	2.95	9.22	3.85	2.07	1.72	1.81	2.46	9.17	2.28
Std Error	**0.10**	0.27	0.08	0.12	0.21	0.14	0.12	0.14	0.12	0.70	0.28	0.11	0.09	0.11	0.08	0.69	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	3590	3076	514	163	2987	315	182	106	150	361	322	273	321	368	394	485	313	47	268
	70%	70%	70%	65%	69%	72%	73%	72%	72%n	64%	76%ln	73%ln	71%n	77%lno	58%	69%n	71%n	69%	72%ln
1-2	1218	1045	173	69	1026	107	54	31	43	162	77	89	102	89	203	162	99	17	90
	24%	24%	24%	27%	24%	24%	21%	21%	21%	29%hjm	18%	24%	22%	19%	30%hjm	23%	23%	26%	24%
3-4	216	186	30	11	190	11	9	6	11	24	11	3	21	16	56	34	14	3	9
	4%	4%	4%	4%	4%	3%	3%	4%	5%k	4%k	3%	1%	5%k	3%	8%jkmpr	5%k	3%	4%k	2%
5-10	113	99	14	6	98	7	6	2	3	12	14	3	8	4	21	20	13	1	6
	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	3%	3%	3%	1%	2%
11-20	15	12	3	*	14	*	*	*	1	4	-	1	1	-	3	2	2	-	*
	*	*	*	*	*	*	*	*	*	1%	-	*	*	-	*	*	1%	-	*
21+	5	3	2	1	4	*	*	-	-	-	-	4	-	-	-	-	-	*	-
	*	*	*	*	*	*	*	-	-	-	-	1%no	-	-	-	-	-	*	-
Any Sent (non-zero entry)	1566	1345	222	88	1332	125	69	40	58	202	101	100	132	109	284	219	128	21	105
	30%	30%	30%	35%	31%	28%	27%	28%	28%	36%jkmr	24%	27%	29%	23%	42%hjklmopr	31%m	29%	31%	28%
Total Mean (including those not Sending any)																			
Mean	0.70	0.69	0.77	0.98	0.73	0.53	0.61	0.54	0.64m	0.76m	0.56	1.06	0.62m	0.41	0.98hjlmr	0.71m	0.69m	0.58	0.52
Std Dev.	2.30	2.24	2.65	3.37	2.43	1.24	2.01	1.20	1.63	1.77	1.51	6.33	1.39	0.93	1.74	1.74	1.96	1.80	1.11
Std Error	0.03	0.04	0.06	0.12	0.05	0.04	0.07	0.05	0.10	0.10	0.09	0.39	0.08	0.06	0.10	0.10	0.12	0.14	0.04
Sending Mean (excluding those not Sending any)																			
Mean	2.30	2.26	2.57	2.81	2.35	1.86	2.24	1.96	2.30	2.13	2.36	3.95	2.13	1.80	2.33	2.27	2.39	1.89	1.85
Std Dev.	3.72	3.60	4.33	5.25	3.91	1.72	3.35	1.58	2.39	2.42	2.31	11.79	1.86	1.13	2.02	2.49	3.04	2.89	1.40
Std Error	0.10	0.12	0.20	0.34	0.14	0.10	0.22	0.12	0.28	0.24	0.28	1.42	0.20	0.14	0.18	0.25	0.34	0.40	0.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	3590	1256	1401	541	262	95	2657	357	1331	1359	596	194	68	2690	262
	70%	*65%*	**71%a**	**75%af**	**77%af**	**77%a**	*68%*	**77%af**	*68%*	*69%*	**73%hm**	**76%hm**	*79%*	*68%*	**77%hlm**
1-2	1218	545	455	127	61	22	1000	82	486	489	180	42	14	975	56
	24%	**28%bcdg**	**23%c**	*18%*	*18%*	*17%*	**26%cdg**	*18%*	**25%kn**	**25%kn**	*22%*	*17%*	*17%*	**25%kn**	*17%*
3-4	216	87	78	34	11	4	165	15	96	72	31	12	3	168	15
	4%	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*
5-10	113	47	34	21	8	3	81	11	50	51	5	6	1	101	6
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**3%j**	**3%j**	*1%*	*2%*	*1%*	**3%j**	*2%*
11-20	15	7	7	*	-	-	15	-	5	8	2	-	-	13	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	5	3	*	2	-	-	3	-	3	*	2	-	-	3	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Any Sent (non-zero entry)	1566	689	575	184	80	28	1263	108	639	620	221	60	18	1259	78
	30%	**35%bcdeg**	*29%*	*25%*	*23%*	*23%*	**32%cdg**	*23%*	**32%jkn**	**31%n**	*27%*	*24%*	*21%*	**32%jkn**	*23%*
Total Mean (including those not Sending any)															
Mean	0.70	**0.85b**	0.61	0.66	0.52	0.52	0.73	0.52	0.79	0.69	0.61	0.51	0.34	0.74	0.47
Std Dev.	2.30	3.03	1.58	2.25	1.39	1.23	2.41	1.35	2.97	1.65	2.25	1.19	0.81	2.40	1.11
Std Error	0.03	0.07	0.04	0.09	0.07	0.11	0.04	0.06	0.07	0.04	0.08	0.08	0.09	0.04	0.06
Sending Mean (excluding those not Sending any)															
Mean	2.30	2.41	2.09	2.62	2.23	2.25	2.27	2.24	2.45	2.20	2.26	2.17	1.65	2.33	2.05
Std Dev.	3.72	4.71	2.34	3.86	2.11	1.64	3.82	1.99	4.81	2.32	3.87	1.57	1.03	3.80	1.48
Std Error	0.10	0.18	0.10	0.31	0.25	0.31	0.11	0.20	0.19	0.10	0.28	0.22	0.27	0.11	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	3590	207	3318	64	989	2418	183	3535	19	13	7	3567	15
	70%	*54%*	**71%a**	*64%*	*64%*	**73%df**	*59%*	**70%h**	*30%*	*50%*	*70%*	**70%h**	*52%*
1-2	1218	143	1042	33	411	722	85	1162	33	10	3	1205	11
	24%	**37%b**	*22%*	**33%b**	**27%e**	*22%*	*27%*	*23%*	**51%gk**	*37%*	*30%*	*24%*	*37%*
3-4	216	21	194	1	82	109	25	208	2	3	-	213	3
	4%	*5%*	*4%*	*1%*	**5%e**	*3%*	**8%e**	*4%*	*3%*	*12%*	-	*4%*	*11%*
5-10	113	10	101	2	47	54	13	102	11	-	-	113	-
	2%	*3%*	*2%*	*2%*	**3%e**	*2%*	**4%e**	*2%*	**17%gk**	-	-	*2%*	-
11-20	15	2	12	*	5	5	5	15	-	-	-	15	-
	*	*1%*	*	*	*	*	**1%e**	*	-	-	-	*	-
21+	5	-	5	-	3	2	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1566	176	1355	36	547	892	127	1491	46	13	3	1549	14
	30%	**46%b**	*29%*	*36%*	**36%e**	*27%*	**41%e**	*30%*	**70%gk**	*50%*	*30%*	*30%*	*48%*
Total Mean (including those not Sending any)													
Mean	0.70	0.96	0.68	0.58	**0.90e**	0.56	**1.17e**	0.68	**1.96gk**	1.01	0.40	0.70	0.87
Std Dev.	2.30	1.94	2.35	1.09	3.24	1.65	2.55	2.31	2.42	1.15	0.71	2.31	1.18
Std Error	0.03	0.10	0.03	0.11	0.08	0.03	0.14	0.03	0.32	0.20	0.25	0.03	0.23
Sending Mean (excluding those not Sending any)													
Mean	2.30	2.09	2.35	1.61	2.52	2.09	**2.84e**	2.29	2.78	2.04	1.35	2.31	1.83
Std Dev.	3.72	2.42	3.89	1.29	5.04	2.64	3.34	3.78	2.45	0.70	0.58	3.73	1.07
Std Error	0.10	0.19	0.11	0.22	0.22	0.09	0.30	0.10	0.41	0.22	0.41	0.10	0.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 74

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3590**	912	909	911	857	310	332	270	314	306	289	301	305	306	282	310	265
	70%	*71%*	*70%*	*71%*	*66%*	**74%gj**	**76%gjnop**	*63%*	**73%gj**	**74%gj**	*65%*	*69%*	**74%gj**	*69%*	*66%*	*67%*	*66%*
1-2	**1218**	294	309	292	323	91	86	117	93	102	114	103	85	104	103	118	102
	24%	*23%*	*24%*	*23%*	*25%*	*22%*	*20%*	*27%*	*22%*	*24%*	*26%*	*24%*	*21%*	*24%*	*24%*	*26%*	*26%*
3-4	**216**	53	43	57	62	13	13	28	11	3	28	25	16	16	23	17	22
	4%	*4%*	*3%*	*4%*	*5%*	*3%*	*3%*	**6%hi**	*3%*	*1%*	**6%hi**	**6%i**	**4%i**	**4%i**	**5%i**	**4%i**	**6%i**
5-10	**113**	20	27	25	41	6	1	13	9	3	15	1	8	15	17	13	10
	2%	*2%*	*2%*	*2%*	**3%a**	*1%*	*	**3%fk**	*2%*	*1%*	**3%fik**	*	*2%*	**3%fik**	**4%fik**	**3%fk**	**3%fk**
11-20	**15**	2	2	5	6	1	*	1	2	-	-	3	*	1	3	2	-
	*	*	*	*	*	*	*	*	*1%*	-	-	*1%*	*	*	*1%*	*	-
21+	**5**	3	1	-	1	*	3	-	-	1	-	-	-	-	1	-	*
	*	*	*	-	*	*	*1%*	-	-	*	-	-	-	-	*	-	*
Any Sent (non-zero entry)	**1566**	372	383	379	433	112	103	158	116	109	157	132	110	137	148	150	134
	30%	*29%*	*30%*	*29%*	*34%*	*26%*	*24%*	**37%efhil**	*27%*	*26%*	**35%efhil**	*31%*	*26%*	*31%*	**34%f**	**33%f**	**34%f**
Total Mean (including those not Sending any)																	
Mean	**0.70**	0.74	0.63	0.62	0.81	0.55	0.80	**0.86eil**	0.63	0.47	**0.79il**	0.64	0.52	0.69	**0.97eil**	0.78	0.66
Std Dev.	**2.30**	3.42	1.62	1.49	2.18	1.44	5.38	1.88	1.68	1.64	1.54	1.46	1.16	1.77	2.77	1.94	1.63
Std Error	**0.03**	0.10	0.05	0.04	0.06	0.07	0.26	0.09	0.08	0.08	0.07	0.07	0.06	0.09	0.13	0.09	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.30**	2.55	2.13	2.11	2.41	2.07	3.37	2.34	2.32	1.79	2.23	2.09	1.95	2.24	2.81	2.40	1.97
Std Dev.	**3.72**	5.98	2.39	2.12	3.21	2.16	10.70	2.47	2.56	2.80	1.88	2.00	1.51	2.59	4.14	2.77	2.32
Std Error	**0.10**	0.30	0.13	0.11	0.16	0.19	0.97	0.21	0.25	0.27	0.16	0.19	0.14	0.24	0.37	0.24	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3454**	-	3454	1552	1889	448	430	644	511	631	444	345	878	1155	1420	789	3106	316	3468
	67%	-	*67%*	*62%*	**72%c**	*65%*	*66%*	*64%*	**71%g**	*68%*	*70%*	*66%*	*66%*	*67%*	*68%*	*68%*	*67%*	*66%*	*67%*
1-2	**1289**	-	1289	712	575	168	160	264	174	237	149	138	327	437	524	287	1181	101	1289
	25%	-	*25%*	**28%d**	*22%*	*24%*	*24%*	*26%*	*24%*	*26%*	*23%*	*26%*	*24%*	*25%*	*25%*	*25%*	*25%*	*21%*	*25%*
3-4	**265**	-	265	151	114	56	43	55	22	33	30	26	100	77	89	56	222	43	245
	5%	-	*5%*	**6%d**	*4%*	**8%hi**	**7%hi**	*5%*	*3%*	*4%*	*5%*	*5%*	**7%mno**	*4%*	*4%*	*5%*	*5%*	**9%p**	*5%*
5-10	**121**	-	121	82	39	12	19	47	5	12	12	14	31	52	38	26	103	17	127
	2%	-	*2%*	**3%d**	*1%*	*2%*	**3%h**	**5%ehij**	*1%*	*1%*	*2%*	**3%h**	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*
11-20	**18**	-	18	8	10	3	*	2	4	7	*	1	3	6	8	1	13	4	16
	*	-	*	*	*	*	*	*	*1%*	*1%*	*	*	*	*	*	*	*	*1%*	*
21+	**11**	-	11	6	4	*	1	3	3	2	*	1	1	6	4	1	10	*	11
	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	**1702**	-	1702	959	742	239	223	370	208	292	190	180	462	579	662	370	1529	165	1688
	33%	-	*33%*	**38%d**	*28%*	*35%*	*34%*	**36%h**	*29%*	*32%*	*30%*	*34%*	*34%*	*33%*	*32%*	*32%*	*33%*	*34%*	*33%*
Total Mean (including those not Sending any)																			
Mean	**0.78**	-	0.78	**0.93d**	0.65	0.83	0.73	0.96	0.74	0.73	0.66	0.75	0.78	0.87	0.71	0.70	0.77	0.98	0.80
Std Dev.	**2.35**	-	2.35	2.20	2.48	2.10	1.59	2.86	2.62	1.98	2.82	1.85	1.87	2.76	2.24	2.43	2.34	2.46	3.16
Std Error	**0.03**	-	0.03	0.04	0.05	0.08	0.06	0.09	0.10	0.06	0.10	0.08	0.05	0.07	0.05	0.07	0.03	0.14	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.37**	-	2.37	2.42	2.31	2.38	2.14	2.63	2.56	2.30	2.21	2.20	2.27	2.60	2.25	2.21	2.32	2.86	2.46
Std Dev.	**3.59**	-	3.59	3.00	4.24	2.99	2.09	4.24	4.37	2.98	4.81	2.62	2.60	4.29	3.52	3.90	3.61	3.51	5.13
Std Error	**0.09**	-	0.09	0.10	0.15	0.21	0.14	0.23	0.31	0.16	0.31	0.20	0.13	0.19	0.13	0.19	0.09	0.34	0.12

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 75

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	3454	546	1221	746	941	1767	1687	1949	1449	468	488	933	813	474	2233	472	2750
	67%	53%	70%a	67%a	75%abc	63%	71%e	64%	72%g	74%klmn	70%m	68%m	67%m	55%	68%m	74%p	65%
1-2	1289	354	407	276	253	760	528	833	433	123	162	361	282	289	805	126	1109
	25%	34%bcd	23%	25%d	20%	27%f	22%	27%h	22%	20%	23%	26%l	23%	33%ijkln	25%l	20%	26%o
3-4	265	79	80	60	46	159	106	174	90	25	28	54	80	60	162	26	226
	5%	8%bd	5%	5%	4%	6%	4%	6%	4%	4%	4%	4%	7%k	7%k	5%	4%	5%
5-10	121	49	35	23	13	84	37	89	28	8	10	27	30	40	68	8	108
	2%	5%bcd	2%	2%	1%	3%f	2%	3%h	1%	1%	1%	2%	2%	5%ijkn	2%	1%	3%
11-20	18	6	4	3	5	10	8	13	4	5	3	4	2	*	9	5	9
	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%p	*
21+	11	4	5	1	*	9	1	9	1	1	2	1	1	5	4	1	9
	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*
Any Sent (non-zero entry)	1702	492	531	363	317	1022	680	1119	556	162	206	448	395	395	1048	165	1461
	33%	47%bcd	30%d	33%d	25%	37%f	29%	36%h	28%	26%	30%	32%l	33%l	45%ijkln	32%l	26%	35%o
Total Mean (including those not Sending any)																	
Mean	0.78	1.29bcd	0.72d	0.71d	0.52	0.93f	0.61	0.91h	0.58	0.65	0.77	0.70	0.73	1.17ikln	0.72	0.65	0.81
Std Dev.	2.35	3.43	2.41	1.59	1.49	2.85	1.54	2.54	2.00	2.24	3.30	2.30	1.61	2.61	2.34	2.23	2.40
Std Error	0.03	0.10	0.06	0.05	0.04	0.05	0.03	0.05	0.04	0.09	0.12	0.06	0.05	0.09	0.04	0.09	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.37	2.73	2.38	2.16	2.06	2.55	2.11	2.51	2.09	2.52	2.61	2.15	2.22	2.56	2.27	2.51	2.34
Std Dev.	3.59	4.58	3.91	2.16	2.37	4.25	2.26	3.71	3.36	3.86	5.66	3.63	2.16	3.38	3.69	3.82	3.60
Std Error	0.09	0.20	0.18	0.12	0.13	0.13	0.09	0.12	0.12	0.29	0.38	0.18	0.11	0.18	0.11	0.28	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	3454	2990	463	146	2879	316	166	93	142	358	274	258	337	343	399	457	311	45	271
	67%	68%bc	63%	58%	67%	72%dg	66%	64%	68%n	64%	65%	69%n	74%ijno	72%in	59%	65%	71%n	66%	73%ijno
1-2	1289	1073	215	76	1085	102	64	38	51	155	114	90	86	103	173	200	112	19	83
	25%	24%	29%a	30%	25%	23%	25%	26%	24%	28%l	27%l	24%	19%	22%	26%	28%l	25%	28%	22%
3-4	265	233	32	15	228	13	15	9	10	31	22	15	20	19	76	26	9	2	10
	5%	5%	4%	6%	5%e	3%	6%e	6%e	5%	5%p	5%p	4%	4%	4%	11%hijklmopr	4%	2%	3%	3%
5-10	121	101	19	12	104	7	5	6	4	19	10	1	11	9	26	17	7	-	7
	2%	2%	3%	5%a	2%	1%	2%	4%e	2%	3%k	2%	*	2%k	2%	4%k	2%	2%	-	2%
11-20	18	15	3	2	15	2	1	1	1	-	4	6	-	-	-	3	2	1	*
	*	*	*	1%	*	*	*	*	*	-	1%	2%ilmnr	-	-	-	*	*	2%ilmnr	*
21+	11	8	3	*	8	2	*	*	1	-	-	2	-	2	3	-	-	*	2
	*	*	*	*	*	*	*	*	*	-	-	1%	-	*	*	-	-	*	1%
Any Sent (non-zero entry)	1702	1430	272	105	1440	125	85	53	66	205	150	114	116	134	278	246	130	23	102
	33%	32%	37%a	42%a	33%e	28%	34%	36%e	32%	36%lmr	35%lr	31%	26%	28%	41%hklmpr	35%lr	29%	34%	27%
Total Mean (including those not Sending any)																			
Mean	0.78	0.75	0.98a	1.23a	0.79	0.72	0.80	0.88	0.79	0.77	0.81	1.07	0.56	0.65	1.10lmop	0.72	0.55	0.94	0.68
Std Dev.	2.35	1.95	3.95	4.62	2.18	3.53	2.65	1.94	2.33	1.45	1.68	4.50	1.35	1.97	2.48	1.47	1.57	2.69	3.66
Std Error	0.03	0.03	0.09	0.16	0.04	0.11	0.09	0.08	0.15	0.08	0.10	0.28	0.08	0.12	0.14	0.08	0.09	0.20	0.12
Sending Mean (excluding those not Sending any)																			
Mean	2.37	2.32	2.65	2.92	2.36	2.54	2.37	2.42	2.47	2.11	2.29	3.48o	2.16	2.31	2.67	2.07	1.85	2.74	2.50
Std Dev.	3.59	2.86	6.15	6.79	3.26	6.28	4.14	2.59	3.60	1.72	2.15	7.61	1.89	3.16	3.28	1.85	2.44	4.07	6.70
Std Error	0.09	0.09	0.25	0.41	0.11	0.36	0.24	0.17	0.40	0.16	0.22	0.85	0.21	0.36	0.29	0.18	0.26	0.53	0.43

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	3454	1225	1339	514	239	95	2564	335	1272	1329	580	154	71	2601	225
	67%	63%	68%a	71%af	70%	77%af	65%	72%af	65%	67%	71%hkm	61%	82%hikmn	66%	66%
1-2	1289	542	484	167	75	19	1025	94	531	469	193	85	9	999	94
	25%	28%eg	24%	23%	22%	15%	26%eg	20%	27%l	24%l	24%l	33%ijlm	11%	25%l	28%l
3-4	265	116	95	34	13	8	210	20	98	115	39	10	3	213	13
	5%	6%	5%	5%	4%	6%	5%	4%	5%	6%	5%	4%	4%	5%	4%
5-10	121	49	48	8	13	2	97	15	57	52	5	5	2	109	7
	2%	3%	2%	1%	4%c	2%	2%	3%	3%j	3%j	1%	2%	3%	3%j	2%
11-20	18	9	6	2	-	-	16	-	10	6	1	-	*	17	*
	*	*	*	*	-	-	*	-	1%	*	*	-	*	*	*
21+	11	5	4	*	2	-	8	2	1	8	1	-	-	10	-
	*	*	*	*	1%	-	*	*	*	*	*	-	-	*	-
Any Sent (non-zero entry)	1702	720	637	212	102	29	1357	131	698	650	238	99	15	1348	115
	33%	37%bceg	32%	29%	30%	23%	35%ceg	28%	35%jl	33%l	29%	39%jl	18%	34%jl	34%l
Total Mean (including those not Sending any)															
Mean	0.78	0.88c	0.76	0.58	0.97	0.56	0.82c	0.86	0.84j	0.87j	0.54	0.70	0.50	0.85j	0.65
Std Dev.	2.35	2.51	2.12	1.28	4.10	1.49	2.32	3.60	2.39	2.75	1.35	1.38	1.35	2.57	1.38
Std Error	0.03	0.06	0.05	0.05	0.22	0.13	0.04	0.16	0.05	0.06	0.05	0.09	0.15	0.04	0.08
Sending Mean (excluding those not Sending any)															
Mean	2.37	2.39	2.35	1.99	3.25	2.42	2.37	3.07	2.36	2.66j	1.87	1.79	2.82	2.50	1.92
Std Dev.	3.59	3.67	3.19	1.68	7.00	2.28	3.45	6.28	3.54	4.27	1.94	1.72	1.99	3.91	1.78
Std Error	0.09	0.14	0.13	0.12	0.69	0.46	0.09	0.55	0.13	0.17	0.13	0.20	0.45	0.11	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	3454	204	3184	66	911	2349	194	3388	28	15	6	3432	15
	67%	*53%*	**68%a**	*66%*	*59%*	**71%df**	*62%*	**67%h**	*43%*	*60%*	*61%*	**67%h**	*53%*
1-2	1289	130	1136	22	457	750	81	1242	27	6	4	1275	10
	25%	**34%b**	*24%*	*22%*	**30%e**	*23%*	*26%*	*25%*	**41%gk**	*22%*	*39%*	*25%*	*34%*
3-4	265	29	224	12	107	133	26	253	7	2	-	262	3
	5%	*8%*	*5%*	**12%b**	**7%e**	*4%*	**8%e**	*5%*	*12%*	*7%*	-	*5%*	*11%*
5-10	121	18	103	*	45	68	7	117	3	*	-	120	1
	2%	**5%b**	*2%*	*	*3%*	*2%*	*2%*	*2%*	*4%*	*	-	*2%*	*2%*
11-20	18	2	16	-	7	8	3	18	-	-	-	18	-
	*	*	*	-	*	*	*1%*	*	-	-	-	*	-
21+	11	-	11	-	8	3	-	8	-	3	-	11	-
	*	-	*	-	*e	*	-	*	-	*11%*	-	*	-
Any Sent (non-zero entry)	1702	179	1489	34	624	962	117	1638	37	10	4	1685	14
	33%	**47%b**	*32%*	*34%*	**41%e**	*29%*	**38%e**	*33%*	**57%gk**	*40%*	*39%*	*33%*	*47%*
Total Mean (including those not Sending any)													
Mean	0.78	1.04	0.77	0.66	1.09e	0.63	0.87	0.76	1.37	3.95	0.39	0.78	0.82
Std Dev.	2.35	1.71	2.41	1.05	3.42	1.68	1.75	2.25	2.13	9.60	0.51	2.35	1.23
Std Error	0.03	0.09	0.04	0.11	0.08	0.03	0.10	0.03	0.28	1.70	0.18	0.03	0.24
Sending Mean (excluding those not Sending any)													
Mean	2.37	2.22	2.40	1.91	2.68e	2.18	2.31	2.33	2.41	9.82	1.00	2.38	1.75
Std Dev.	3.59	1.90	3.78	0.91	4.95	2.51	2.19	3.45	2.35	13.41	0.00	3.61	1.28
Std Error	0.09	0.14	0.10	0.16	0.20	0.08	0.20	0.09	0.44	4.47	0.00	0.09	0.40

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 75

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	3454	882	862	901	808	309	295	278	284	294	285	315	282	304	250	303	255
	67%	69%d	67%	70%d	63%	73%jnp	68%n	65%	66%	71%n	64%	73%jnp	68%n	69%n	58%	66%	64%
1-2	1289	295	323	306	364	85	113	97	114	95	114	91	111	104	145	110	109
	25%	23%	25%	24%	28%a	20%	26%	23%	26%	23%	26%	21%	27%	24%	34%egijkmo	24%	27%
3-4	265	64	72	54	74	24	12	28	19	17	36	19	12	23	23	29	22
	5%	5%	6%	4%	6%	6%	3%	6%	4%	4%	8%fl	4%	3%	5%	5%	6%	6%
5-10	121	32	27	23	39	4	8	19	10	8	9	7	9	7	10	16	12
	2%	2%	2%	2%	3%	1%	2%	5%e	2%	2%	2%	2%	2%	2%	2%	4%	3%
11-20	18	8	3	5	2	*	6	2	1	-	2	1	-	5	2	*	-
	*	1%	*	*	*	*	1%	*	*	-	*	*	-	1%	*	*	-
21+	11	4	4	-	3	-	-	4	3	1	-	-	-	-	-	2	*
	*	*	*	-	*	-	-	1%	1%	*	-	-	-	-	-	1%	*
Any Sent (non-zero entry)	1702	402	430	389	482	113	140	150	146	122	162	117	132	139	180	158	144
	33%	31%	33%	30%	37%ac	27%	32%	35%	34%	29%	36%ek	27%	32%	31%	42%efiklm	34%	36%ek
Total Mean (including those not Sending any)																	
Mean	0.78	0.82	0.78	0.65	0.89c	0.51	0.78	1.17ekl	0.87	0.63	0.82e	0.56	0.59	0.80	0.86ekl	1.03e	0.75
Std Dev.	2.35	2.78	2.08	1.73	2.63	1.07	2.16	4.14	2.78	1.69	1.56	1.44	1.17	2.33	1.51	3.85	1.68
Std Error	0.03	0.08	0.06	0.05	0.07	0.05	0.11	0.20	0.13	0.08	0.08	0.07	0.06	0.11	0.07	0.19	0.08
Sending Mean (excluding those not Sending any)																	
Mean	2.37	2.62	2.34	2.16	2.37	1.89	2.42	3.36	2.55	2.16	2.28	2.05	1.85	2.54	2.04	3.00	2.09
Std Dev.	3.59	4.48	3.07	2.59	3.88	1.30	3.26	6.48	4.31	2.55	1.85	2.15	1.39	3.59	1.73	6.12	2.25
Std Error	0.09	0.23	0.15	0.13	0.18	0.12	0.28	0.56	0.35	0.23	0.15	0.19	0.12	0.31	0.13	0.50	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3956**	-	3956	1800	2144	419	445	699	597	809	546	440	864	1297	1794	986	3616	305	4027
	77%	-	*77%*	*72%*	**82%c**	*61%*	**68%e**	**69%e**	**83%efg**	**88%efg**	**86%efg**	**84%efg**	*65%*	**75%l**	**86%lm**	**85%lm**	**78%q**	*63%*	*78%*
1-2	**825**	-	825	473	351	176	146	194	101	84	71	54	322	294	209	125	710	113	787
	16%	-	*16%*	**19%d**	*13%*	**26%ghijk**	**22%hijk**	**19%hijk**	**14%i**	*9%*	*11%*	*10%*	**24%mno**	**17%no**	*10%*	*11%*	*15%*	**24%p**	*15%*
3-4	**236**	-	236	141	94	63	34	66	15	23	11	24	97	81	58	35	197	37	201
	5%	-	*5%*	**6%d**	*4%*	**9%fhijk**	**5%hij**	**6%hij**	*2%*	*3%*	*2%*	**5%j**	**7%mno**	**5%n**	*3%*	*3%*	*4%*	**8%p**	*4%*
5-10	**122**	-	122	85	37	20	21	55	6	7	5	7	42	61	19	12	98	22	124
	2%	-	*2%*	**3%d**	*1%*	**3%hij**	**3%hij**	**5%hijk**	*1%*	*1%*	*1%*	*1%*	**3%no**	**4%no**	*1%*	*1%*	*2%*	**5%p**	*2%*
11-20	**15**	-	15	10	4	8	6	1	-	*	-	*	14	1	*	*	11	4	13
	*	-	*	*	*	**1%ghi**	**1%i**	*	-	*	-	*	**1%mno**	*	*	*	*	*1%*	*
21+	**3**	-	3	2	*	*	1	-	-	-	2	-	1	-	2	2	3	-	4
	*	-	*	*	*	*	*	-	-	-	*	-	*	-	*	*	*	-	*
Any Sent (non-zero entry)	**1200**	-	1200	712	486	268	208	315	122	114	89	85	476	437	288	174	1019	176	1129
	23%	-	*23%*	**28%d**	*18%*	**39%fghijk**	**32%hijk**	**31%hijk**	*17%*	*12%*	*14%*	*16%*	**35%mno**	**25%no**	*14%*	*15%*	*22%*	**37%p**	*22%*
Total Mean (including those not Sending any)																			
Mean	**0.59**	-	0.59	**0.78d**	0.42	**1.02hijk**	**0.92hijk**	**0.83hijk**	0.34	0.26	0.33	0.39	**0.97mno**	**0.63no**	0.32	0.36	0.55	**0.99p**	0.58
Std Dev.	**1.72**	-	1.72	2.10	1.24	2.27	2.47	1.71	0.98	0.97	1.80	1.13	2.37	1.48	1.31	1.53	1.65	2.26	2.17
Std Error	**0.02**	-	0.02	0.04	0.02	0.09	0.10	0.05	0.04	0.03	0.07	0.05	0.07	0.04	0.03	0.04	0.02	0.13	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.54**	-	2.54	**2.74d**	2.26	2.62	2.90	**2.68h**	1.99	2.13	2.38	2.40	2.74	2.49	2.29	2.39	2.51	2.71	2.63
Std Dev.	**2.79**	-	2.79	3.19	2.04	3.01	3.68	2.12	1.56	1.89	4.30	1.77	3.32	2.00	2.83	3.30	2.75	3.04	4.01
Std Error	**0.08**	-	0.08	0.13	0.09	0.21	0.28	0.13	0.15	0.16	0.39	0.18	0.17	0.10	0.15	0.23	0.09	0.29	0.12

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	**3956**	654	1430	818	1053	2084	1871	2185	1718	516	555	1112	917	547	2583	521	3175
	77%	*63%*	**82%ac**	**74%a**	**84%ac**	*75%*	**79%e**	*71%*	**86%g**	**82%lm**	**80%m**	**81%lm**	**76%m**	*63%*	**79%m**	**82%p**	*75%*
1-2	**825**	254	231	198	143	485	341	595	209	74	102	203	187	215	491	76	720
	16%	**24%bcd**	*13%*	**18%bd**	*11%*	**17%f**	*14%*	**19%h**	*10%*	*12%*	*15%*	*15%*	*16%*	**25%ijkln**	*15%*	*12%*	**17%o**
3-4	**236**	88	58	48	43	146	90	177	51	21	18	45	68	70	131	22	201
	5%	**8%bcd**	*3%*	*4%*	*3%*	*5%*	*4%*	**6%h**	*3%*	*3%*	*3%*	*3%*	**6%jk**	**8%ijkn**	*4%*	*3%*	*5%*
5-10	**122**	39	27	42	13	67	55	97	23	17	14	15	31	37	60	17	99
	2%	**4%bd**	*2%*	**4%bd**	*1%*	*2%*	*2%*	**3%h**	*1%*	*3%*	*2%*	*1%*	**3%k**	**4%kn**	*2%*	*3%*	*2%*
11-20	**15**	3	3	2	7	5	10	11	4	2	5	5	2	-	13	2	13
	*	*	*	*	*1%*	*	*	*	*	*	*1%*	*	*	-	*	*	*
21+	**3**	*	2	-	-	3	-	3	*	-	*	-	2	*	2	-	3
	*	*	*	-	-	*	-	*	*	-	*	-	*	*	*	-	*
Any Sent (non-zero entry)	**1200**	384	321	290	205	705	495	883	287	114	138	269	291	322	698	116	1036
	23%	**37%bcd**	*18%*	**26%bd**	*16%*	**25%f**	*21%*	**29%h**	*14%*	*18%*	*20%*	*19%*	**24%ik**	**37%ijkln**	*21%*	*18%*	**25%o**
Total Mean (including those not Sending any)																	
Mean	**0.59**	**0.95bcd**	0.46	**0.66bd**	0.42	0.64	0.53	**0.75h**	0.33	0.48	0.58	0.43	**0.67k**	**0.93ijkln**	0.55	0.48	0.62
Std Dev.	**1.72**	1.96	1.73	1.58	1.57	1.83	1.58	1.96	1.24	1.51	2.21	1.22	2.05	1.75	1.80	1.50	1.78
Std Error	**0.02**	0.05	0.04	0.05	0.04	0.03	0.03	0.04	0.02	0.06	0.08	0.03	0.06	0.06	0.03	0.06	0.03
Sending Mean (excluding those not Sending any)																	
Mean	**2.54**	2.56	2.50	2.53	2.58	2.53	2.55	2.62	2.32	2.64	2.89	2.18	2.78	2.50	2.57	2.62	2.54
Std Dev.	**2.79**	2.50	3.35	2.20	3.08	2.92	2.59	2.90	2.50	2.64	4.24	1.96	3.42	2.09	3.16	2.62	2.85
Std Error	**0.08**	0.13	0.20	0.14	0.21	0.11	0.12	0.11	0.12	0.24	0.34	0.12	0.20	0.13	0.12	0.24	0.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	3956	3379	576	178	3296	358	201	100	157	384	340	309	370	401	427	545	366	52	306
	77%	*76%*	**78%c**	*71%*	**76%g**	**81%dg**	**80%g**	*69%*	**75%n**	*68%*	**80%in**	**83%hin**	**82%in**	**84%hin**	*63%*	**77%in**	**83%hin**	**76%n**	**82%hin**
1-2	825	717	108	51	701	64	30	30	34	122	61	47	65	50	152	109	61	10	54
	16%	*16%*	*15%*	*20%*	**16%f**	*15%*	*12%*	**21%def**	*16%*	**22%jklmpr**	*14%*	*13%*	*14%*	*10%*	**22%jklmopr**	*15%*	*14%*	*15%*	*14%*
3-4	236	204	32	14	208	10	9	9	9	29	14	11	13	17	74	29	10	4	6
	5%	*5%*	*4%*	*6%*	**5%e**	*2%*	*4%*	**6%e**	**4%r**	**5%r**	*3%*	*3%*	*3%*	*4%*	**11%hijklmopr**	*4%*	*2%*	**5%r**	*2%*
5-10	122	106	16	6	100	9	7	6	8	26	7	3	5	9	23	19	2	2	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**4%de**	**4%klp**	**5%klpr**	*2%*	*1%*	*1%*	*2%*	**3%p**	*3%*	*1%*	**3%kp**	*2%*
11-20	15	11	3	1	14	*	1	*	1	2	2	3	-	-	2	2	2	*	*
	*	*	*	*	*	*	*	*	*	*	*	*1%*	-	-	*	*	*	*	*
21+	3	2	*	*	-	*	2	-	-	-	-	-	-	-	-	-	-	-	*
	*	*	*	*	-	*	**1%de**	-	-	-	-	-	-	-	-	-	-	-	*
Any Sent (non-zero entry)	1200	1041	159	73	1023	83	49	46	51	179	84	64	83	76	251	159	75	16	67
	23%	*24%*	*22%*	**29%b**	**24%e**	*19%*	*20%*	**31%def**	**25%kmpr**	**32%jklmopr**	*20%*	*17%*	*18%*	*16%*	**37%hjklmopqr**	*23%*	*17%*	*24%*	*18%*
Total Mean (including those not Sending any)																			
Mean	0.59	0.59	0.61	0.82	0.59	0.43	**0.80de**	**0.80de**	**0.71lmpr**	**0.82jklmpr**	0.48	0.46	0.35	0.42	**0.94jklmopr**	0.57	0.36	**0.62l**	0.40
Std Dev.	1.72	1.65	2.09	2.61	1.57	1.40	3.61	1.77	1.72	1.90	1.58	1.91	0.91	1.32	1.66	1.55	1.23	1.41	1.39
Std Error	0.02	0.03	0.05	0.09	0.03	0.04	0.12	0.07	0.11	0.11	0.09	0.12	0.05	0.08	0.10	0.09	0.07	0.11	0.05
Sending Mean (excluding those not Sending any)																			
Mean	2.54	2.50	2.80	2.84	2.49	2.29	**4.05de**	2.56	**2.85l**	2.58	2.44	2.71	1.93	2.63	2.53	2.53	2.11	2.59	2.22
Std Dev.	2.79	2.61	3.75	4.23	2.39	2.47	7.35	2.35	2.43	2.60	2.81	3.94	1.20	2.27	1.85	2.39	2.29	1.84	2.61
Std Error	0.08	0.09	0.20	0.33	0.10	0.18	0.56	0.18	0.31	0.27	0.37	0.59	0.16	0.34	0.18	0.29	0.32	0.33	0.21

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	3956 *77%*	1494 *77%*	1521 *77%*	560 *77%*	250 *73%*	92 *75%*	3015 *77%*	343 *74%*	1513 *77%*	1520 *77%*	615 *75%*	194 *76%*	73 *85%*	3032 *77%*	267 *79%*
1-2	825 *16%*	307 *16%*	318 *16%*	120 *17%*	60 *18%*	17 *13%*	625 *16%*	77 *17%*	306 *16%*	310 *16%*	163 **20%hilmn**	36 *14%*	5 *6%*	616 *16%*	41 *12%*
3-4	236 *5%*	99 *5%*	77 *4%*	31 *4%*	22 *6%*	5 *4%*	176 *4%*	27 *6%*	93 *5%*	101 *5%*	25 *3%*	13 *5%*	1 *1%*	194 *5%*	14 *4%*
5-10	122 *2%*	43 *2%*	52 *3%*	13 *2%*	5 *2%*	8 **7%abcdf**	95 *2%*	13 *3%*	55 *3%*	41 *2%*	12 *1%*	8 *3%*	7 **8%hijm**	95 *2%*	15 **4%j**
11-20	15 *	3 *	7 *	* *	4 **1%acf**	2 **2%acf**	9 *	5 **1%acf**	3 *	7 *	2 *	4 **2%hijm**	- -	9 *	4 **1%hm**
21+	3 *	- -	1 *	2 *	* *	- -	1 *	* *	* *	1 *	2 *	- -	- -	1 *	- -
Any Sent (non-zero entry)	1200 *23%*	451 *23%*	454 *23%*	166 *23%*	91 *27%*	31 *25%*	905 *23%*	123 *26%*	457 *23%*	459 *23%*	203 *25%*	60 *24%*	13 *15%*	916 *23%*	73 *21%*
Total Mean (including those not Sending any)															
Mean	0.59	0.56	0.59	0.55	0.79	0.89	0.58	**0.82af**	0.58	0.61	0.53	0.81	0.58	0.59	0.75
Std Dev.	1.72	1.45	1.81	1.70	2.37	2.24	1.64	2.33	1.50	1.83	1.73	2.45	1.66	1.67	2.28
Std Error	0.02	0.03	0.04	0.06	0.12	0.20	0.03	0.11	0.03	0.04	0.06	0.16	0.18	0.03	0.13
Sending Mean (excluding those not Sending any)															
Mean	2.54	2.40	2.58	2.41	2.97	3.52	2.49	**3.11a**	2.51	2.61	2.15	**3.43hj**	3.95	2.56	**3.52hjm**
Std Dev.	2.79	2.15	3.03	2.85	3.82	3.27	2.63	3.68	2.21	3.03	2.92	4.07	2.35	2.65	3.82
Std Error	0.08	0.10	0.15	0.24	0.42	0.60	0.09	0.35	0.10	0.15	0.22	0.56	0.57	0.09	0.46

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	3956	235	3650	71	1113	2652	191	3897	20	14	8	3931	16
	77%	*61%*	**78%a**	*71%*	**72%f**	**80%df**	*61%*	**78%h**	*31%*	*54%*	*81%*	**77%h**	*55%*
1-2	825	106	692	28	293	458	74	774	34	7	2	816	7
	16%	**28%b**	*15%*	**28%b**	**19%e**	*14%*	**24%e**	*15%*	**53%gk**	*29%*	*19%*	*16%*	*25%*
3-4	236	24	212	*	87	124	26	225	3	2	-	230	6
	5%	*6%*	*5%*	*	**6%e**	*4%*	**8%e**	*4%*	*5%*	*10%*	-	*5%*	*19%*
5-10	122	19	102	1	40	66	16	113	6	2	-	121	*
	2%	**5%b**	*2%*	*1%*	*3%*	*2%*	**5%e**	*2%*	**10%gk**	*7%*	-	*2%*	*1%*
11-20	15	-	14	1	*	11	3	14	1	-	-	15	-
	*	-	*	*1%*	*	*	**1%d**	*	*1%*	-	-	*	-
21+	3	-	3	-	2	*	1	3	-	-	-	3	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
Any Sent (non-zero entry)	1200	149	1023	29	422	658	120	1129	45	12	2	1185	13
	23%	**39%b**	*22%*	*29%*	**28%e**	*20%*	**39%de**	*22%*	**69%gk**	*46%*	*19%*	*23%*	*45%*
Total Mean (including those not Sending any)													
Mean	0.59	**0.93b**	0.56	0.58	**0.66e**	0.50	**1.19de**	0.57	**2.11gk**	1.06	0.19	0.59	1.06
Std Dev.	1.72	1.64	1.72	1.97	1.60	1.58	3.11	1.68	3.39	1.61	0.42	1.72	1.45
Std Error	0.02	0.08	0.03	0.20	0.04	0.03	0.17	0.02	0.45	0.28	0.15	0.02	0.28
Sending Mean (excluding those not Sending any)													
Mean	2.54	2.41	2.58	1.99	2.41	2.53	3.08	2.53	3.07	2.31	1.00	2.55	2.33
Std Dev.	2.79	1.85	2.88	3.26	2.25	2.71	4.39	2.77	3.73	1.66	0.00	2.80	1.27
Std Error	0.08	0.16	0.09	0.62	0.11	0.11	0.41	0.08	0.61	0.52	0.00	0.08	0.40

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3956**	1025	1004	997	929	348	342	335	358	322	324	344	321	332	308	335	286
	77%	**80%d**	**78%d**	**77%d**	*72%*	**83%jmnop**	*79%*	*78%*	**83%jmnop**	*78%*	*73%*	**79%p**	*77%*	*75%*	*72%*	*73%*	*72%*
1-2	**825**	184	196	208	237	52	71	62	50	60	85	64	65	80	85	83	69
	16%	*14%*	*15%*	*16%*	**18%a**	*12%*	*16%*	*14%*	*12%*	*14%*	**19%eh**	*15%*	*16%*	*18%*	**20%eh**	*18%*	*17%*
3-4	**236**	45	54	62	75	16	12	17	11	23	21	21	17	24	28	19	27
	5%	*4%*	*4%*	*5%*	**6%a**	*4%*	*3%*	*4%*	*2%*	*5%*	*5%*	*5%*	*4%*	*5%*	**7%fh**	*4%*	**7%fh**
5-10	**122**	26	32	22	43	5	8	12	6	11	15	5	11	6	8	20	14
	2%	*2%*	*2%*	*2%*	**3%c**	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*	*1%*	*3%*	*1%*	*2%*	**4%ek**	*4%*
11-20	**15**	4	6	*	5	-	1	3	5	-	2	-	-	*	*	2	3
	*	*	*	*	*	-	*	*1%*	*1%*	-	*	-	-	*	*	*	*1%*
21+	**3**	-	*	1	2	-	-	-	-	*	-	-	1	-	-	2	*
	*	-	*	*	*	-	-	-	-	*	-	-	*	-	-	*	*
Any Sent (non-zero entry)	**1200**	259	288	293	361	73	93	93	72	93	122	89	94	111	122	126	113
	23%	*20%*	*22%*	*23%*	**28%abc**	*17%*	*21%*	*22%*	*17%*	*22%*	**27%eh**	*21%*	*23%*	**25%eh**	**28%eh**	**27%eh**	**28%ehk**
Total Mean (including those not Sending any)																	
Mean	**0.59**	0.51	0.60	0.51	**0.74ac**	0.39	0.50	0.65	0.55	0.54	**0.69ek**	0.42	0.63	0.50	0.61	**0.84ek**	**0.77ek**
Std Dev.	**1.72**	1.49	1.79	1.53	2.01	1.13	1.31	1.92	2.16	1.47	1.64	1.07	2.20	1.10	1.32	2.45	2.06
Std Error	**0.02**	0.04	0.05	0.04	0.06	0.05	0.06	0.09	0.10	0.07	0.08	0.05	0.11	0.05	0.06	0.12	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**2.54**	2.55	2.68	2.26	2.65	2.27	2.34	**2.98m**	**3.27m**	2.42	2.52	2.05	2.78	2.00	2.14	3.07	2.72
Std Dev.	**2.79**	2.43	2.96	2.53	3.07	1.77	1.93	3.17	4.39	2.27	2.29	1.48	3.94	1.35	1.70	3.89	3.12
Std Error	**0.08**	0.15	0.18	0.16	0.17	0.20	0.20	0.33	0.48	0.25	0.22	0.17	0.42	0.14	0.16	0.38	0.30

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**2941**	-	2941	1415	1513	299	345	459	425	588	442	382	645	884	1412	824	2700	215	2908
	57%	-	*57%*	*56%*	*58%*	*44%*	**53%eg**	*45%*	**59%eg**	**64%efg**	**70%efgh**	**73%efghl**	*48%*	*51%*	**68%lm**	**71%lm**	**58%q**	*45%*	*56%*
1-2	**1582**	-	1582	793	787	259	213	392	218	236	141	122	472	611	499	263	1417	155	1648
	31%	-	*31%*	*32%*	*30%*	**38%hijk**	**33%ijk**	**39%hijk**	**30%jk**	*26%*	*22%*	*23%*	**35%no**	**35%no**	*24%*	*23%*	*31%*	*32%*	*32%*
3-4	**369**	-	369	166	203	71	64	92	47	50	36	9	135	138	95	45	295	70	336
	7%	-	*7%*	*7%*	*8%*	**10%ijk**	**10%ijk**	**9%ik**	**7%k**	**5%k**	**6%k**	*2%*	**10%no**	**8%no**	*5%*	*4%*	*6%*	**15%p**	*7%*
5-10	**223**	-	223	122	102	47	29	61	22	42	12	11	76	83	65	22	194	28	218
	4%	-	*4%*	*5%*	*4%*	**7%hjk**	*4%*	**6%hjk**	*3%*	**5%j**	*2%*	*2%*	**6%no**	**5%o**	*3%*	*2%*	*4%*	*6%*	*4%*
11-20	**32**	-	32	16	17	8	2	11	2	4	3	1	11	13	8	5	22	10	36
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*	*	**2%p**	*1%*
21+	**9**	-	9	*	9	2	*	*	5	2	*	-	2	5	2	*	7	3	10
	*	-	*	*	*c	*	*	*	*1%*	*	*	-	*	*	*	*	*	*1%*	*
Any Sent (non-zero entry)	**2215**	-	2215	1096	1117	388	308	556	294	334	192	143	695	850	670	335	1935	266	2248
	43%	-	*43%*	*44%*	*42%*	**56%fhijk**	**47%ijk**	**55%fhijk**	**41%jk**	**36%k**	*30%*	*27%*	**52%no**	**49%no**	*32%*	*29%*	*42%*	**55%p**	*44%*
Total Mean (including those not Sending any)																			
Mean	**1.10**	-	1.10	1.07	1.14	**1.56fijk**	**1.11jk**	**1.39ijk**	**1.17k**	**0.96k**	0.73	0.51	**1.34no**	**1.30no**	0.78	0.63	1.02	**1.88p**	1.11
Std Dev.	**2.53**	-	2.53	2.10	2.89	2.82	1.92	2.42	3.79	2.31	1.98	1.40	2.43	3.06	2.02	1.74	2.24	4.43	2.82
Std Error	**0.04**	-	0.04	0.04	0.06	0.11	0.08	0.08	0.14	0.07	0.07	0.06	0.07	0.08	0.04	0.05	0.03	0.25	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.56**	-	2.56	2.44	2.67	**2.77k**	2.36	**2.54k**	2.85	**2.65k**	2.40	1.88	2.59	2.65	2.42	2.18	2.44	**3.39p**	2.55
Std Dev.	**3.35**	-	3.35	2.59	3.95	3.27	2.21	2.78	5.51	3.21	2.99	2.15	2.86	3.95	2.96	2.67	2.92	5.51	3.82
Std Error	**0.07**	-	0.07	0.08	0.12	0.18	0.13	0.12	0.34	0.16	0.19	0.17	0.11	0.14	0.10	0.13	0.06	0.43	0.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2941	473	1034	645	789	1506	1434	1513	1381	396	435	846	637	394	1918	397	2347
	57%	46%	59%a	58%a	63%a	54%	61%e	49%	69%g	63%lm	63%lm	61%lm	53%m	45%	58%lm	62%p	56%
1-2	1582	387	527	326	343	913	668	1084	471	168	182	386	405	347	972	174	1335
	31%	37%bcd	30%	29%	27%	33%f	28%	35%h	23%	27%	26%	28%	34%ljk	40%ijkln	30%	27%	32%
3-4	369	99	117	71	82	216	153	273	89	33	43	80	108	78	231	33	317
	7%	10%bcd	7%	6%	7%	8%	6%	9%h	4%	5%	6%	6%	9%lk	9%lk	7%	5%	8%
5-10	223	71	59	54	40	129	94	165	55	24	25	59	48	46	132	24	181
	4%	7%bd	3%	5%	3%	5%	4%	5%h	3%	4%	4%	4%	4%	5%	4%	4%	4%
11-20	32	6	10	12	4	17	16	23	9	4	6	7	10	3	23	4	25
	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%
21+	9	3	5	-	1	8	1	9	*	4	3	2	*	-	5	4	5
	*	*	*	-	*	*	*	*	*	1%l	*	*	*	-	*	1%p	*
Any Sent (non-zero entry)	2215	566	718	463	469	1283	932	1554	624	234	258	534	571	475	1363	240	1864
	43%	54%bcd	41%	42%	37%	46%f	39%	51%h	31%	37%	37%	39%	47%ljkn	55%ijkln	42%	38%	44%o
Total Mean (including those not Sending any)																	
Mean	1.10	1.47bd	1.03	1.14d	0.85	1.20f	0.99	1.35h	0.71	1.15	1.05	1.00	1.15	1.22	1.06	1.14	1.10
Std Dev.	2.53	3.24	2.50	2.39	1.94	2.80	2.17	2.89	1.83	3.92	2.96	2.31	2.15	1.75	2.41	3.90	2.28
Std Error	0.04	0.09	0.06	0.08	0.05	0.05	0.05	0.06	0.04	0.16	0.11	0.06	0.06	0.06	0.04	0.15	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.56	2.70	2.53	2.74	2.27	2.60	2.50	2.67	2.30	3.08m	2.81	2.58	2.43	2.23	2.56	3.04	2.48
Std Dev.	3.35	3.99	3.38	3.06	2.62	3.66	2.86	3.60	2.67	5.97	4.30	3.11	2.58	1.83	3.18	5.90	2.88
Std Error	0.07	0.16	0.13	0.15	0.12	0.10	0.09	0.10	0.09	0.38	0.25	0.13	0.11	0.09	0.08	0.38	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 77

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**2941**	2506	435	133	2470	251	144	74	106	330	262	233	257	275	323	402	283	41	210
	57%	*57%*	*59%*	*53%*	**57%g**	*57%*	*58%*	*51%*	*51%*	**59%n**	**62%hn**	**62%hn**	**57%n**	**58%n**	*48%*	**57%n**	**64%hnr**	**61%n**	**56%n**
1-2	**1582**	1361	220	87	1300	151	76	55	74	165	109	88	131	166	245	209	111	17	133
	31%	*31%*	*30%*	*35%*	*30%*	*34%*	*30%*	**38%df**	**36%jkp**	*29%*	*26%*	*24%*	*29%*	**35%jkp**	**36%jkp**	*30%*	*25%*	*25%*	**36%jkp**
3-4	**369**	337	32	14	322	21	16	9	12	45	22	26	42	19	74	53	29	5	17
	7%	**8%b**	*4%*	*6%*	*7%*	*5%*	*7%*	*6%*	*6%*	*8%*	*5%*	*7%*	**9%mr**	*4%*	**11%jmr**	*8%*	*6%*	*7%*	*4%*
5-10	**223**	182	42	16	189	16	13	6	13	19	26	16	20	13	30	35	16	4	11
	4%	*4%*	*6%*	*7%*	*4%*	*4%*	*5%*	*4%*	**6%m**	*3%*	*6%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*7%*	*3%*
11-20	**32**	26	7	*	30	1	*	1	2	4	4	7	2	2	5	2	2	-	1
	1%	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*	*	-	*
21+	**9**	9	*	*	8	*	1	*	1	-	-	3	-	2	-	2	-	-	*
	*	*	*	*	*	*	*	*	*1%*	-	-	*1%*	-	*1%*	-	*	-	-	*
Any Sent (non-zero entry)	**2215**	1914	301	118	1849	189	106	71	102	233	162	140	196	202	354	302	158	27	163
	43%	*43%*	*41%*	*47%*	*43%*	*43%*	*42%*	**49%d**	**49%jkp**	*41%*	*38%*	*38%*	*43%*	*42%*	**52%ijklmopqr**	*43%*	*36%*	*39%*	**44%p**
Total Mean (including those not Sending any)																			
Mean	**1.10**	1.10	1.10	1.12	1.11	0.94	1.13	1.17	**1.37jpr**	0.97	1.03	**1.51p**	1.09	0.98	**1.23pr**	1.14	0.84	1.01	0.92
Std Dev.	**2.53**	2.53	2.56	2.29	2.57	1.89	2.81	2.73	3.00	1.90	2.14	4.92	2.04	2.66	1.96	2.44	1.83	1.84	1.90
Std Error	**0.04**	0.04	0.06	0.08	0.05	0.06	0.09	0.11	0.19	0.11	0.13	0.30	0.12	0.16	0.11	0.14	0.11	0.14	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.56**	2.54	2.69	2.38	2.60	2.18	2.67	2.39	2.79	2.34	2.70	**4.02ilmnopr**	2.53	2.32	2.36	2.66	2.34	2.57	2.11
Std Dev.	**3.35**	3.33	3.43	2.85	3.40	2.37	3.82	3.51	3.80	2.35	2.73	7.38	2.44	3.69	2.17	3.13	2.42	2.17	2.40
Std Error	**0.07**	0.09	0.12	0.15	0.10	0.11	0.19	0.20	0.33	0.21	0.27	0.73	0.22	0.35	0.17	0.28	0.24	0.25	0.12

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**2941**	1102	1113	431	189	73	2215	262	1065	1071	533	164	67	2136	230
	57%	*57%*	*56%*	*59%*	*55%*	*59%*	*56%*	*56%*	*54%*	*54%*	**65%him**	**65%him**	**78%him**	*54%*	**68%him**
1-2	**1582**	599	619	210	109	33	1218	142	616	654	225	66	13	1270	79
	31%	*31%*	*31%*	*29%*	*32%*	*27%*	*31%*	*31%*	**31%ln**	**33%ln**	*27%*	*26%*	*15%*	**32%ln**	*23%*
3-4	**369**	130	147	55	26	11	277	36	166	143	37	20	2	309	22
	7%	*7%*	*7%*	*8%*	*8%*	*9%*	*7%*	*8%*	**8%j**	**7%j**	*5%*	*8%*	*3%*	**8%j**	*6%*
5-10	**223**	98	79	25	15	6	177	21	99	98	20	4	4	196	7
	4%	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	**5%j**	**5%j**	*2%*	*1%*	*4%*	**5%j**	*2%*
11-20	**32**	11	15	4	2	*	25	3	15	13	4	*	-	28	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	*
21+	**9**	6	2	*	-	1	8	1	9	*	-	*	-	9	*
	*	*	*	*	-	*1%*	*	*	*i	*	-	*	-	*	*
Any Sent (non-zero entry)	**2215**	843	863	295	152	51	1705	203	905	908	285	90	19	1813	109
	43%	*43%*	*44%*	*41%*	*45%*	*41%*	*44%*	*44%*	**46%jkln**	**46%jkln**	*35%*	*35%*	*22%*	**46%jkln**	*32%*
Total Mean (including those not Sending any)															
Mean	**1.10**	1.17	1.09	0.95	1.09	1.30	1.13	1.15	**1.33jkn**	**1.11jn**	0.72	0.77	0.55	**1.22jkn**	0.71
Std Dev.	**2.53**	2.96	2.26	2.00	2.21	3.18	2.63	2.51	3.27	2.10	1.63	1.62	1.33	2.75	1.55
Std Error	**0.04**	0.07	0.05	0.08	0.12	0.28	0.04	0.11	0.07	0.05	0.06	0.10	0.14	0.04	0.09
Sending Mean (excluding those not Sending any)															
Mean	**2.56**	2.71	2.49	2.33	2.45	3.18	2.60	2.63	**2.89ij**	2.43	2.07	2.17	2.45	**2.66j**	2.22
Std Dev.	**3.35**	4.01	2.87	2.58	2.77	4.35	3.48	3.24	4.33	2.53	2.20	2.09	1.84	3.55	2.04
Std Error	**0.07**	0.14	0.10	0.15	0.22	0.60	0.08	0.23	0.14	0.08	0.13	0.23	0.40	0.08	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2941**	197	2684	60	857	1927	157	2884	22	15	10	2920	10
	57%	*51%*	*57%*	*60%*	*56%*	**58%f**	*51%*	**57%h**	*33%*	*58%*	*99%*	**57%h**	*34%*
1-2	**1582**	138	1408	36	462	1016	103	1532	32	8	*	1571	10
	31%	*36%*	*30%*	*36%*	*30%*	*31%*	*33%*	*30%*	**49%gk**	*30%*	*1%*	*31%*	*36%*
3-4	**369**	27	339	3	128	202	38	355	7	3	-	365	4
	7%	*7%*	*7%*	*3%*	**8%e**	*6%*	**12%e**	*7%*	*11%*	*11%*	-	*7%*	*12%*
5-10	**223**	23	200	*	70	143	10	213	5	-	-	218	5
	4%	*6%*	*4%*	*	*5%*	*4%*	*3%*	*4%*	*8%*	-	-	*4%*	*18%*
11-20	**32**	-	32	*	13	19	*	32	-	-	-	32	-
	1%	-	*1%*	*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
21+	**9**	-	9	-	5	2	2	9	-	-	-	9	-
	*	-	*	-	*	*	**1%e**	*	-	-	-	*	-
Any Sent (non-zero entry)	**2215**	187	1989	40	679	1383	153	2142	43	11	*	2196	19
	43%	*49%*	*43%*	*40%*	*44%*	*42%*	**49%e**	*43%*	**67%gk**	*42%*	*1%*	*43%*	*66%*
Total Mean (including those not Sending any)													
Mean	**1.10**	1.10	1.11	0.65	**1.23e**	1.02	1.28	1.09	1.64	0.79	0.01	1.10	2.09
Std Dev.	**2.53**	1.68	2.61	1.19	3.10	2.18	2.82	2.54	2.24	1.09	0.18	2.54	2.26
Std Error	**0.04**	0.08	0.04	0.12	0.08	0.04	0.16	0.04	0.30	0.19	0.06	0.04	0.44
Sending Mean (excluding those not Sending any)													
Mean	**2.56**	2.26	2.61	1.62	2.79	2.44	2.58	2.56	2.46	1.89	2.00	2.55	3.15
Std Dev.	**3.35**	1.79	3.48	1.41	4.18	2.81	3.57	3.38	2.35	0.84	-	3.35	2.08
Std Error	**0.07**	0.13	0.08	0.21	0.16	0.08	0.29	0.07	0.40	0.25	-	0.07	0.58

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2941**	723	728	774	714	229	253	241	242	247	239	276	249	250	249	248	217
	57%	*56%*	*56%*	*60%*	*55%*	*54%*	*58%*	*56%*	*56%*	*59%*	*54%*	**64%ejop**	*60%*	*56%*	*58%*	*54%*	*54%*
1-2	**1582**	403	391	381	407	143	130	130	120	123	147	118	116	147	134	144	129
	31%	*31%*	*30%*	*30%*	*32%*	*34%*	*30%*	*30%*	*28%*	*30%*	*33%*	*27%*	*28%*	*33%*	*31%*	*31%*	*32%*
3-4	**369**	88	106	76	98	26	32	30	41	30	36	24	29	23	26	45	26
	7%	*7%*	*8%*	*6%*	*8%*	*6%*	*7%*	*7%*	*9%*	*7%*	*8%*	*6%*	*7%*	*5%*	*6%*	*10%*	*7%*
5-10	**223**	61	51	49	63	21	15	24	14	13	24	9	18	21	19	19	25
	4%	*5%*	*4%*	*4%*	*5%*	*5%*	*3%*	*6%*	*3%*	*3%*	*5%*	*2%*	*4%*	*5%*	*4%*	*4%*	***6%k***
11-20	**32**	6	10	9	7	2	2	2	7	3	*	6	1	2	1	4	2
	1%	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%j**	*1%*	*	*1%*	*	*	*	*1%*	*1%*
21+	**9**	3	5	1	*	-	3	-	5	*	-	-	1	*	-	-	*
	*******	*	*	*	*	-	*1%*	-	*1%*	*	-	-	*	*	-	-	*
Any Sent (non-zero entry)	**2215**	561	564	516	576	192	182	187	188	169	207	157	165	193	181	213	182
	43%	*44%*	*44%*	*40%*	*45%*	***46%k***	*42%*	*44%*	*44%*	*41%*	***46%k***	*36%*	*40%*	*44%*	*42%*	***46%k***	***46%k***
Total Mean (including those not Sending any)																	
Mean	**1.10**	1.15	1.19	0.94	1.11	1.08	1.26	1.10	**1.54ikmn**	0.95	1.09	0.85	1.01	0.97	0.98	1.18	1.19
Std Dev.	**2.53**	2.97	2.82	1.99	2.21	1.93	4.20	2.19	3.98	2.17	1.80	1.89	2.23	1.86	1.84	2.28	2.50
Std Error	**0.04**	0.08	0.08	0.06	0.06	0.09	0.20	0.11	0.19	0.10	0.09	0.09	0.11	0.09	0.09	0.11	0.12
Sending Mean (excluding those not Sending any)																	
Mean	**2.56**	2.62	2.74	2.36	2.50	2.36	3.01	2.52	**3.53ejmn**	2.33	2.35	2.36	2.54	2.22	2.34	2.55	2.60
Std Dev.	**3.35**	4.03	3.75	2.57	2.75	2.26	6.10	2.72	5.42	2.90	2.02	2.51	2.93	2.28	2.21	2.78	3.17
Std Error	**0.07**	0.17	0.16	0.11	0.11	0.16	0.44	0.20	0.38	0.22	0.15	0.20	0.22	0.17	0.16	0.20	0.22

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3198**	-	3198	1515	1673	344	366	567	464	623	441	393	710	1031	1457	834	2914	255	3172
	62%	-	*62%*	*60%*	*64%*	*50%*	*56%*	*56%*	**65%efg**	**67%efg**	**70%efg**	**75%efghl**	*53%*	**59%l**	**70%lm**	**72%lm**	**63%q**	*53%*	*62%*
1-2	**1441**	-	1441	731	708	227	210	326	192	236	148	102	437	518	486	251	1288	148	1442
	28%	-	*28%*	*29%*	*27%*	**33%ijk**	**32%ijk**	**32%ijk**	**27%k**	**26%k**	*23%*	*19%*	**33%no**	**30%no**	*23%*	*22%*	*28%*	*31%*	*28%*
3-4	**278**	-	278	157	120	66	38	58	39	30	30	17	104	97	77	47	239	38	293
	5%	-	*5%*	*6%*	*5%*	**10%ghijk**	*6%*	**6%l**	*5%*	*3%*	*5%*	*3%*	**8%no**	**6%n**	*4%*	*4%*	*5%*	*8%*	*6%*
5-10	**204**	-	204	100	104	42	37	58	17	27	15	9	79	74	50	24	170	30	206
	4%	-	*4%*	*4%*	*4%*	**6%hijk**	**6%hijk**	**6%hijk**	*2%*	*3%*	*2%*	*2%*	**6%no**	**4%no**	*2%*	*2%*	*4%*	*6%*	*4%*
11-20	**20**	-	20	4	15	4	1	4	2	6	1	1	6	6	8	1	13	6	28
	*	-	*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	*	*	*	*	**1%p**	*1%*
21+	**15**	-	15	5	10	4	*	2	5	2	*	2	4	7	4	2	11	4	15
	*	-	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	*	*	*	*1%*	*
Any Sent (non-zero entry)	**1958**	-	1958	997	958	343	287	448	255	300	193	132	630	703	625	325	1721	226	1984
	38%	-	*38%*	*40%*	*36%*	**50%hijk**	**44%hijk**	**44%hijk**	**35%k**	**33%k**	*30%*	*25%*	**47%mno**	**41%no**	*30%*	*28%*	*37%*	**47%p**	*38%*
Total Mean (including those not Sending any)																			
Mean	**0.96**	-	0.96	0.92	0.99	**1.41fijk**	**1.04ijk**	**1.09ijk**	1.06	0.77	0.62	0.59	**1.23no**	**1.08no**	0.68	0.61	0.89	**1.61p**	1.07
Std Dev.	**2.76**	-	2.76	2.73	2.80	2.80	1.89	2.29	5.09	2.07	1.54	1.94	2.41	3.71	1.89	1.73	2.51	4.44	5.04
Std Error	**0.04**	-	0.04	0.05	0.05	0.11	0.08	0.07	0.19	0.06	0.06	0.09	0.07	0.09	0.04	0.05	0.04	0.25	0.07
Sending Mean (excluding those not Sending any)																			
Mean	**2.52**	-	2.52	2.32	2.72	2.83	2.36	2.47	2.98	2.36	2.04	2.34	2.62	2.66	2.26	2.16	2.38	**3.43p**	2.78
Std Dev.	**4.02**	-	4.02	3.94	4.11	3.42	2.24	2.91	8.21	3.07	2.21	3.31	2.95	5.46	2.89	2.71	3.66	5.98	7.84
Std Error	**0.09**	-	0.09	0.13	0.13	0.20	0.14	0.14	0.52	0.15	0.15	0.28	0.13	0.21	0.10	0.14	0.09	0.49	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 78

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	3198	505	1127	683	883	1632	1566	1697	1442	443	480	909	704	422	2094	448	2551
	62%	49%	64%a	62%a	70%abc	58%	66%e	55%	72%g	70%lmn	69%lmn	66%lm	58%m	49%	64%lm	70%p	61%
1-2	1441	392	474	297	278	866	575	1006	421	127	159	351	365	339	875	130	1234
	28%	38%bcd	27%d	27%d	22%	31%f	24%	33%h	21%	20%	23%	25%	30%ijk	39%ijkln	27%l	20%	29%o
3-4	278	77	78	56	67	155	123	197	79	37	25	61	69	68	155	37	228
	5%	7%b	4%	5%	5%	6%	5%	6%h	4%	6%	4%	4%	6%	8%jkn	5%	6%	5%
5-10	204	60	53	63	27	113	91	144	55	17	21	53	60	39	133	17	174
	4%	6%bd	3%	6%bd	2%	4%	4%	5%h	3%	3%	3%	4%	5%	4%	4%	3%	4%
11-20	20	1	11	7	1	12	7	13	4	2	4	2	7	*	13	2	13
	*	*	1%	1%	*	*	*	*	*	*	1%	*	1%	*	*	*	*
21+	15	3	8	2	2	11	4	10	4	4	4	4	3	*	11	4	11
	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	1%	*
Any Sent (non-zero entry)	1958	533	625	425	375	1158	800	1371	563	186	213	471	503	447	1187	189	1660
	38%	51%bcd	36%d	38%d	30%	42%f	34%	45%h	28%	30%	31%	34%	42%ijkn	51%ijkln	36%ij	30%	39%o
Total Mean (including those not Sending any)																	
Mean	0.96	1.32bd	0.89d	1.04d	0.67	1.05f	0.84	1.12h	0.68	0.94	0.86	0.82	1.06k	1.09k	0.92	0.93	0.95
Std Dev.	2.76	4.32	2.40	2.30	1.73	3.26	2.03	2.61	1.92	3.67	2.62	2.16	2.32	1.63	2.33	3.65	2.19
Std Error	0.04	0.12	0.06	0.07	0.05	0.06	0.04	0.05	0.04	0.15	0.10	0.06	0.07	0.06	0.04	0.14	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.52	2.58	2.49	2.72	2.25	2.53	2.50	2.50	2.41	3.18m	2.79m	2.41	2.55	2.11	2.54	3.14p	2.42
Std Dev.	4.02	5.76	3.49	3.04	2.56	4.67	2.83	3.44	2.99	6.20	4.13	3.15	3.03	1.74	3.30	6.16	2.94
Std Error	0.09	0.23	0.14	0.15	0.13	0.14	0.10	0.10	0.11	0.45	0.26	0.14	0.13	0.09	0.09	0.44	0.07

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 78

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**3198**	2760	438	144	2690	271	150	87	134	347	267	249	285	318	347	451	293	41	230
	62%	*62%*	*60%*	*57%*	*62%*	*62%*	*60%*	*59%*	**64%n**	**62%n**	**63%n**	**67%n**	**63%n**	**67%n**	*51%*	**64%n**	**66%n**	*60%*	**62%n**
1-2	**1441**	1228	214	75	1203	124	69	46	54	179	116	87	124	119	231	186	108	22	102
	28%	*28%*	*29%*	*30%*	*28%*	*28%*	*27%*	*32%*	*26%*	**32%k**	*27%*	*23%*	*27%*	*25%*	**34%hkmp**	*26%*	*24%*	*33%*	*27%*
3-4	**278**	226	52	16	224	31	15	8	13	19	20	11	25	22	46	43	27	3	28
	5%	*5%*	*7%*	*6%*	*5%*	*7%*	*6%*	*6%*	*6%*	*3%*	*5%*	*3%*	*5%*	*5%*	*7%*	*6%*	*6%*	*5%*	**8%lk**
5-10	**204**	176	27	15	174	12	14	4	8	18	19	22	18	10	47	20	13	1	11
	4%	*4%*	*4%*	*6%*	*4%*	*3%*	**5%o**	*3%*	*4%*	*3%*	*5%*	**6%m**	*4%*	*2%*	**7%mopr**	*3%*	*3%*	*1%*	*3%*
11-20	**20**	16	3	1	16	2	2	1	-	-	1	1	2	4	7	2	-	-	2
	*	*	*	*1%*	*	*	*1%*	*	-	-	*	*	*	*1%*	*1%*	*	-	-	*
21+	**15**	14	2	*	12	1	2	*	1	-	2	4	-	4	-	2	-	1	-
	*	*	*	*	*	*	*1%*	*	*	-	*	*1%*	-	*1%*	-	*	-	**1%lnpr**	-
Any Sent (non-zero entry)	**1958**	1660	298	107	1629	170	100	59	75	216	157	124	168	158	330	253	148	27	143
	38%	*38%*	*40%*	*43%*	*38%*	*38%*	*40%*	*41%*	*36%*	*38%*	*37%*	*33%*	*37%*	*33%*	**49%hijklmopr**	*36%*	*34%*	*40%*	*38%*
Total Mean (including those not Sending any)																			
Mean	**0.96**	0.95	1.02	1.17	0.94	0.92	**1.22d**	1.19	0.91	0.75	0.91	1.20	0.85	0.90	**1.25ilpr**	0.89	0.73	1.09	0.89
Std Dev.	**2.76**	2.45	4.19	6.55	2.37	2.22	3.27	8.43	2.23	1.45	2.13	4.56	1.76	2.63	2.16	2.25	1.35	3.82	1.78
Std Error	**0.04**	0.04	0.10	0.23	0.05	0.07	0.11	0.33	0.14	0.09	0.13	0.28	0.10	0.16	0.13	0.13	0.08	0.29	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.52**	2.52	2.51	2.74	2.48	2.38	3.03	2.93	2.55	1.96	2.45	**3.60l**	2.28	2.70	**2.56l**	2.47	2.18	2.72	2.32
Std Dev.	**4.02**	3.46	6.31	9.82	3.32	3.05	4.62	13.09	3.13	1.78	2.91	7.36	2.26	4.00	2.49	3.20	1.51	5.73	2.24
Std Error	**0.09**	0.10	0.23	0.53	0.11	0.15	0.25	0.80	0.32	0.17	0.29	0.79	0.21	0.43	0.21	0.31	0.15	0.66	0.12

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	3198	1171	1241	455	223	76	2412	299	1146	1198	573	175	66	2344	241
	62%	60%	63%	63%	65%	61%	62%	64%	58%	61%	70%him	69%him	77%him	59%	71%him
1-2	1441	563	549	190	94	36	1112	130	588	576	198	55	14	1164	69
	28%	29%	28%	26%	28%	29%	28%	28%	30%jkln	29%n	24%	22%	16%	29%jkln	20%
3-4	278	120	102	38	10	6	222	16	124	111	27	11	5	235	16
	5%	6%	5%	5%	3%	4%	6%	3%	6%j	6%	3%	4%	6%	6%j	5%
5-10	204	77	69	37	13	7	146	20	89	86	17	11	1	174	12
	4%	4%	4%	5%	4%	5%	4%	4%	5%j	4%j	2%	4%	1%	4%j	4%
11-20	20	6	9	4	*	*	15	1	9	7	3	1	-	16	1
	*	*	*	1%	*	*	*	*	*	*	*	*	-	*	*
21+	15	8	6	*	1	-	14	1	14	1	-	-	-	15	-
	*	*	*	*	*	-	*	*	1%i	*	-	-	-	*	-
Any Sent (non-zero entry)	1958	774	735	270	119	48	1509	167	824	781	245	78	20	1605	98
	38%	40%	37%	37%	35%	39%	38%	36%	42%jkln	39%jkln	30%	31%	23%	41%jkln	29%
Total Mean (including those not Sending any)															
Mean	0.96	1.06	0.92	0.92	0.77	0.88	0.99	0.80	1.21ij	0.92j	0.60	0.75	0.47	1.06j	0.68
Std Dev.	2.76	3.56	2.25	2.04	1.91	1.66	2.97	1.85	3.87	1.88	1.40	1.80	1.16	3.04	1.67
Std Error	0.04	0.08	0.05	0.08	0.10	0.15	0.05	0.08	0.09	0.04	0.05	0.12	0.13	0.05	0.09
Sending Mean (excluding those not Sending any)															
Mean	2.52	2.65	2.46	2.47	2.23	2.25	2.56	2.24	2.89	2.32	2.00	2.43	2.03	2.61	2.35
Std Dev.	4.02	5.26	3.13	2.71	2.70	2.01	4.36	2.52	5.57	2.39	1.94	2.54	1.65	4.33	2.39
Std Error	0.09	0.19	0.11	0.17	0.24	0.28	0.11	0.19	0.19	0.09	0.13	0.29	0.39	0.11	0.24

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**3198**	222	2906	70	940	2071	187	3132	26	16	10	3174	13
	62%	*58%*	*62%*	*70%*	*61%*	*63%*	*60%*	**62%h**	*41%*	*63%*	*99%*	**62%h**	*46%*
1-2	**1441**	123	1294	25	436	911	94	1398	31	5	*	1434	7
	28%	*32%*	*28%*	*25%*	*28%*	*28%*	*30%*	*28%*	**48%gk**	*21%*	*1%*	*28%*	*24%*
3-4	**278**	26	250	2	85	178	15	273	3	1	-	276	2
	5%	*7%*	*5%*	*2%*	*6%*	*5%*	*5%*	*5%*	*4%*	*2%*	-	*5%*	*7%*
5-10	**204**	12	188	3	61	131	11	189	4	4	-	197	7
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*7%*	*14%*	-	*4%*	*23%*
11-20	**20**	-	20	-	7	12	1	20	-	-	-	20	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
21+	**15**	-	15	-	6	6	3	15	-	-	-	15	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-
Any Sent (non-zero entry)	**1958**	161	1766	30	595	1239	124	1894	39	10	*	1942	16
	38%	*42%*	*38%*	*30%*	*39%*	*37%*	*40%*	*38%*	**59%gk**	*37%*	*1%*	*38%*	*54%*
Total Mean (including those not Sending any)													
Mean	**0.96**	0.85	0.97	0.55	1.06	0.89	1.10	0.95	1.41	1.03	0.01	0.95	2.03
Std Dev.	**2.76**	1.38	2.87	1.10	3.81	2.05	3.17	2.78	2.14	1.78	0.09	2.77	2.59
Std Error	**0.04**	0.07	0.04	0.11	0.09	0.04	0.18	0.04	0.28	0.31	0.03	0.04	0.50
Sending Mean (excluding those not Sending any)													
Mean	**2.52**	2.01	2.57	1.83	2.74	2.38	2.77	2.51	2.37	2.74	1.00	2.51	3.74
Std Dev.	**4.02**	1.48	4.20	1.29	5.73	2.78	4.55	4.07	2.33	1.95	-	4.03	2.43
Std Error	**0.09**	0.12	0.10	0.22	0.23	0.08	0.40	0.09	0.41	0.54	-	0.09	0.73

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 78

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3198**	767	807	840	784	226	277	264	266	280	261	305	255	281	282	273	229
	62%	*60%*	*62%*	**65%a**	*61%*	*54%*	**64%e**	*62%*	*62%*	**67%ejp**	*58%*	**70%egjop**	*62%*	**63%e**	**66%e**	*59%*	*57%*
1-2	**1441**	363	379	335	364	126	122	116	132	113	135	92	122	121	102	145	116
	28%	*28%*	*29%*	*26%*	*28%*	**30%k**	*28%*	*27%*	**31%k**	*27%*	**30%k**	*21%*	*29%*	*27%*	*24%*	**32%k**	*29%*
3-4	**278**	80	58	59	82	45	13	21	14	12	32	20	19	20	30	20	31
	5%	*6%*	*4%*	*5%*	*6%*	**11%fghiklmo**	*3%*	*5%*	*3%*	*3%*	**7%fi**	*5%*	*5%*	*5%*	**7%fi**	*4%*	**8%fhi**
5-10	**204**	64	38	47	55	22	16	26	12	10	16	11	16	20	12	20	23
	4%	**5%b**	*3%*	*4%*	*4%*	*5%*	*4%*	*6%*	*3%*	*2%*	*4%*	*3%*	*4%*	*5%*	*3%*	*4%*	*6%*
11-20	**20**	6	3	9	2	2	3	1	*	*	2	5	3	1	-	2	*
	*	*	*	*1%*	*	*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	-	*	*
21+	**15**	4	8	*	3	*	4	-	7	*	1	-	*	-	3	-	*
	*	*	**1%c**	*	*	*	*1%*	-	**2%go**	*	*	-	*	-	*1%*	-	*
Any Sent (non-zero entry)	**1958**	517	485	450	506	195	158	164	164	135	186	128	159	162	148	188	170
	38%	**40%c**	*38%*	*35%*	*39%*	**46%fikmn**	*36%*	**38%k**	*38%*	*33%*	**42%ik**	*30%*	*38%*	*37%*	*34%*	**41%k**	**43%ik**
Total Mean (including those not Sending any)																	
Mean	**0.96**	**1.10c**	0.94	0.81	0.97	**1.17k**	1.18	0.95	1.12	0.69	1.00	0.74	0.84	0.85	0.97	0.91	1.05
Std Dev.	**2.76**	2.98	3.69	1.79	2.20	2.05	4.31	1.89	3.46	5.01	2.13	1.77	1.81	1.78	2.69	1.70	2.12
Std Error	**0.04**	0.08	0.10	0.05	0.06	0.10	0.21	0.09	0.17	0.24	0.10	0.09	0.09	0.09	0.13	0.08	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**2.52**	2.74	2.50	2.32	2.48	2.54	3.26	2.48	2.92	2.12	2.39	2.50	2.18	2.32	2.83	2.23	2.45
Std Dev.	**4.02**	4.19	5.70	2.38	2.93	2.37	6.67	2.36	5.12	8.62	2.76	2.50	2.37	2.30	3.98	2.04	2.66
Std Error	**0.09**	0.18	0.26	0.11	0.13	0.16	0.52	0.19	0.39	0.73	0.21	0.22	0.19	0.18	0.32	0.15	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3874**	-	3874	1780	2082	470	440	669	557	739	536	463	910	1225	1738	999	3544	295	3876
	75%	-	*75%*	*71%*	**79%c**	*68%*	*67%*	*66%*	**77%efg**	**80%efg**	**85%efgh**	**88%efghl**	*68%*	*71%*	**83%lm**	**86%lm**	**76%q**	*61%*	*75%*
1-2	**1005**	-	1005	559	443	172	170	258	132	149	74	50	341	391	273	124	869	132	1003
	19%	-	*19%*	**22%d**	*17%*	**25%hijk**	**26%hijk**	**25%hijk**	**18%jk**	**16%k**	*12%*	*10%*	**25%no**	**23%no**	*13%*	*11%*	*19%*	**27%p**	*19%*
3-4	**145**	-	145	88	57	26	29	34	11	20	15	10	55	45	44	25	115	30	141
	3%	-	*3%*	**4%d**	*2%*	*4%*	**4%hl**	*3%*	*2%*	*2%*	*2%*	*2%*	**4%no**	*3%*	*2%*	*2%*	*2%*	**6%p**	*3%*
5-10	**108**	-	108	70	38	16	11	43	17	13	7	1	27	60	21	8	94	13	111
	2%	-	*2%*	**3%d**	*1%*	**2%k**	*2%*	**4%ijk**	**2%k**	*1%*	*1%*	*	**2%o**	**3%no**	*1%*	*1%*	*2%*	*3%*	*2%*
11-20	**18**	-	18	11	8	3	4	9	*	2	-	1	6	9	3	1	11	7	18
	*	-	*	*	*	*	*1%*	*1%*	*	*	-	*	*	*1%*	*	*	*	**2%p**	*
21+	**6**	-	6	4	3	-	-	2	3	-	2	-	-	5	2	2	3	3	7
	*	-	*	*	*	-	-	*	*	-	*	-	-	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	**1282**	-	1282	732	548	217	213	346	162	184	98	62	430	508	344	160	1091	185	1280
	25%	-	*25%*	**29%d**	*21%*	**32%hijk**	**33%hijk**	**34%hijk**	**23%jk**	**20%k**	*15%*	*12%*	**32%no**	**29%no**	*17%*	*14%*	*24%*	**39%p**	*25%*
Total Mean (including those not Sending any)																			
Mean	**0.58**	-	0.58	**0.70d**	0.47	**0.67ijk**	**0.69ijk**	**0.88ijk**	0.65	0.39	0.38	0.24	**0.68no**	**0.78no**	0.35	0.32	0.51	**1.28p**	0.64
Std Dev.	**2.32**	-	2.32	2.75	1.81	1.59	1.57	2.24	4.50	1.20	2.01	1.13	1.58	3.37	1.48	1.67	2.09	3.86	4.72
Std Error	**0.03**	-	0.03	0.06	0.03	0.06	0.06	0.07	0.17	0.04	0.07	0.05	0.04	0.08	0.03	0.05	0.03	0.22	0.07
Sending Mean (excluding those not Sending any)																			
Mean	**2.33**	-	2.33	2.41	2.23	2.11	2.11	2.58	2.86	1.96	2.49	2.00	2.11	2.67	2.12	2.30	2.16	**3.33p**	2.57
Std Dev.	**4.19**	-	4.19	4.68	3.44	2.23	2.14	3.22	9.15	2.04	4.60	2.72	2.18	5.80	3.09	3.98	3.88	5.66	9.21
Std Error	**0.12**	-	0.12	0.18	0.14	0.17	0.15	0.19	0.69	0.13	0.43	0.34	0.11	0.27	0.15	0.30	0.11	0.52	0.26

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 79

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	3874	658	1391	807	1017	2049	1824	2130	1678	507	557	1077	880	558	2514	514	3113
	75%	*63%*	**79%ac**	**73%a**	**81%ac**	*73%*	**77%e**	*69%*	**84%g**	**80%lm**	**80%lm**	**78%lm**	**73%m**	*64%*	**77%m**	**81%p**	*74%*
1-2	1005	287	297	237	184	584	421	729	263	83	101	240	259	259	599	83	877
	19%	**28%bcd**	*17%*	**21%bd**	*15%*	**21%f**	*18%*	**24%h**	*13%*	*13%*	*15%*	*17%*	**21%lj**	**30%ijkln**	**18%l**	*13%*	**21%o**
3-4	145	51	26	29	39	76	68	105	40	24	22	34	31	27	86	24	114
	3%	**5%bc**	*1%*	*3%*	**3%b**	*3%*	*3%*	**3%h**	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*
5-10	108	33	32	24	18	65	43	84	20	12	13	23	32	23	67	12	91
	2%	**3%d**	*2%*	*2%*	*1%*	*2%*	*2%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*
11-20	18	4	5	9	-	9	9	13	4	-	1	6	6	-	14	-	14
	*	*	*	**1%d**	-	*	*	*	*	-	*	*	*1%*	-	*	-	*
21+	6	4	1	1	*	5	1	6	*	3	*	1	-	2	1	3	3
	*	*	*	*	*	*	*	*	*	**1%ln**	*	*	-	*	*	**1%p**	*
Any Sent (non-zero entry)	1282	380	360	301	241	740	542	937	327	123	136	304	328	311	767	123	1098
	25%	**37%bcd**	*21%*	**27%bd**	*19%*	**27%f**	*23%*	**31%h**	*16%*	*20%*	*20%*	*22%*	**27%ijk**	**36%ijkln**	*23%*	*19%*	**26%o**
Total Mean (including those not Sending any)																	
Mean	0.58	**0.97bd**	0.44	**0.66bd**	0.39	0.64	0.52	**0.73h**	0.33	0.61	0.47	0.50	0.62	**0.72jkn**	0.54	0.60	0.57
Std Dev.	2.32	4.20	1.40	1.96	1.11	2.80	1.57	2.18	1.28	2.95	1.67	1.59	1.72	1.84	1.65	2.94	1.69
Std Error	0.03	0.12	0.04	0.06	0.03	0.05	0.03	0.04	0.03	0.12	0.06	0.04	0.05	0.06	0.03	0.12	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.33	2.65	2.13	2.41	2.05	2.40	2.25	2.39	2.04	**3.10m**	2.39	2.27	2.29	2.01	2.30	**3.10p**	2.20
Std Dev.	4.19	6.61	2.45	3.14	1.76	5.04	2.62	3.40	2.56	6.09	3.10	2.72	2.66	2.61	2.76	6.08	2.71
Std Error	0.12	0.32	0.14	0.19	0.11	0.18	0.11	0.12	0.12	0.54	0.25	0.16	0.15	0.16	0.10	0.54	0.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**3874**	3317	557	179	3242	338	186	108	144	403	336	295	347	379	429	564	346	52	286
	75%	*75%*	*76%*	*71%*	*75%*	*77%*	*74%*	*74%*	*69%*	**72%n**	**79%hin**	**79%hn**	**77%n**	**80%hin**	*63%*	**80%hin**	**78%hn**	**76%n**	**77%hn**
1-2	**1005**	870	135	59	848	80	45	32	47	128	69	61	89	79	197	108	71	11	69
	19%	*20%*	*18%*	*23%*	*20%*	*18%*	*18%*	*22%*	**23%o**	**23%o**	*16%*	*16%*	*20%*	*17%*	**29%jklmopqr**	*15%*	*16%*	*16%*	*18%*
3-4	**145**	121	23	5	121	11	10	3	6	19	11	3	7	12	34	19	10	2	10
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*1%*	*1%*	*2%*	**5%kl**	*3%*	*2%*	*2%*	*3%*
5-10	**108**	91	17	7	87	9	9	3	8	9	5	9	10	6	14	13	14	2	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	**4%m**	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*2%*
11-20	**18**	16	2	1	15	3	*	*	2	4	-	3	-	1	5	-	-	1	2
	*	*	*	*	*	*1%*	*	*	**1%lop**	*1%*	-	*1%*	-	*	*1%*	-	-	**2%jlmop**	*
21+	**6**	4	2	*	6	-	*	*	1	-	2	3	1	-	-	-	-	-	-
	*	*	*	*	*	-	*	*	*	-	*	*1%*	*	-	-	-	-	-	-
Any Sent (non-zero entry)	**1282**	1104	179	72	1077	103	64	38	64	160	87	78	106	98	249	140	95	16	87
	25%	*25%*	*24%*	*29%*	*25%*	*23%*	*26%*	*26%*	**31%jkmopr**	**28%jmo**	*21%*	*21%*	*23%*	*20%*	**37%ijklmopqr**	*20%*	*22%*	*24%*	*23%*
Total Mean (including those not Sending any)																			
Mean	**0.58**	0.57	0.63	0.75	0.58	0.55	0.61	0.75	**0.87mopr**	0.57	0.50	0.78	0.51	0.44	**0.79mopr**	0.43	0.47	0.75	0.51
Std Dev.	**2.32**	1.84	4.17	6.47	1.91	1.72	1.99	8.16	2.48	1.46	2.17	3.68	1.83	1.51	1.66	1.21	1.26	2.40	1.56
Std Error	**0.03**	0.03	0.10	0.23	0.04	0.05	0.07	0.32	0.16	0.09	0.13	0.23	0.10	0.09	0.10	0.07	0.07	0.18	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.33**	2.29	2.59	2.58	2.31	2.36	2.37	2.85	2.83	2.00	2.42	**3.75in**	2.18	2.17	2.14	2.15	2.19	3.20	2.21
Std Dev.	**4.19**	3.10	8.18	11.90	3.27	2.90	3.37	15.89	3.83	2.16	4.28	7.38	3.27	2.73	2.15	1.94	1.92	4.17	2.60
Std Error	**0.12**	0.11	0.38	0.84	0.13	0.19	0.23	1.18	0.43	0.24	0.56	0.98	0.39	0.36	0.20	0.24	0.25	0.73	0.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**3874**	1446	1499	538	254	96	2945	350	1454	1464	634	199	77	2917	275
	75%	*74%*	*76%*	*74%*	*74%*	*77%*	*75%*	*75%*	*74%*	*74%*	*77%*	*78%*	**89%hlm**	*74%*	**81%hlm**
1-2	**1005**	383	363	160	76	19	746	96	386	407	155	48	6	793	54
	19%	*20%*	*18%*	*22%*	*22%*	*15%*	*19%*	*21%*	**20%l**	**21%l**	**19%l**	**19%l**	*7%*	**20%l**	*16%*
3-4	**145**	68	56	11	4	5	124	9	66	58	13	4	3	125	7
	3%	**4%c**	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*
5-10	**108**	37	46	15	6	4	83	10	48	41	16	3	-	89	3
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	-	*2%*	*1%*
11-20	**18**	8	8	1	1	-	16	1	11	7	-	-	1	18	1
	*	*	*	*	*	-	*	*	*1%*	*	-	-	*1%*	*	*
21+	**6**	3	3	*	1	-	5	1	5	2	-	-	-	6	-
	*	*	*	*	*	-	*	*	*	*	-	-	-	*	-
Any Sent (non-zero entry)	**1282**	499	477	188	88	28	976	116	516	515	184	55	9	1031	64
	25%	*26%*	*24%*	*26%*	*26%*	*23%*	*25%*	*25%*	**26%ln**	**26%ln**	*23%*	*22%*	*11%*	**26%ln**	*19%*
Total Mean (including those not Sending any)															
Mean	**0.58**	0.63	0.58	0.51	0.55	0.49	0.61	0.54	**0.70j**	**0.59j**	0.38	0.37	0.30	**0.65j**	0.35
Std Dev.	**2.32**	3.05	1.86	1.47	1.82	1.19	2.52	1.67	3.19	1.80	0.96	0.94	1.44	2.59	1.09
Std Error	**0.03**	0.07	0.04	0.06	0.10	0.11	0.04	0.08	0.07	0.04	0.04	0.06	0.16	0.04	0.06
Sending Mean (excluding those not Sending any)															
Mean	**2.33**	2.46	2.41	1.95	2.15	2.16	2.43	2.15	2.68	2.28	1.70	1.72	2.82	2.48	1.87
Std Dev.	**4.19**	5.64	3.15	2.35	3.08	1.64	4.59	2.79	5.80	2.94	1.37	1.34	3.71	4.60	1.86
Std Error	**0.12**	0.25	0.15	0.17	0.31	0.30	0.15	0.25	0.25	0.13	0.10	0.18	1.07	0.14	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	3874	236	3561	77	1086	2573	215	3806	21	15	9	3843	22
	75%	*61%*	**76%a**	**77%a**	*71%*	**78%df**	*69%*	**76%h**	*33%*	*61%*	*89%*	**75%h**	*74%*
1-2	1005	118	865	23	343	592	71	957	38	6	1	1001	4
	19%	**31%b**	*19%*	*23%*	**22%e**	*18%*	*23%*	*19%*	**58%gk**	*23%*	*11%*	*20%*	*12%*
3-4	145	14	131	*	49	80	16	142	-	1	*	142	2
	3%	*4%*	*3%*	*	*3%*	*2%*	**5%e**	*3%*	-	*2%*	*1%*	*3%*	*8%*
5-10	108	16	92	-	46	54	8	97	5	4	-	106	2
	2%	**4%b**	*2%*	-	**3%e**	*2%*	*3%*	*2%*	**8%gk**	*14%*	-	*2%*	*5%*
11-20	18	*	18	-	9	9	-	18	1	-	-	18	-
	*	*	*	-	*1%*	*	-	*	*1%*	-	-	*	-
21+	6	-	6	-	3	3	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1282	148	1112	23	450	738	95	1220	44	10	1	1274	8
	25%	**39%bc**	*24%*	*23%*	**29%e**	*22%*	**31%e**	*24%*	**67%gk**	*39%*	*11%*	*25%*	*26%*
Total Mean (including those not Sending any)													
Mean	0.58	**0.82c**	0.57	0.25	**0.80e**	0.48	0.61	0.56	**1.62gk**	1.40	0.13	0.58	0.79
Std Dev.	2.32	1.65	2.39	0.49	3.45	1.64	1.25	2.32	2.53	2.62	0.42	2.33	1.57
Std Error	0.03	0.08	0.04	0.05	0.09	0.03	0.07	0.03	0.33	0.46	0.15	0.03	0.30
Sending Mean (excluding those not Sending any)													
Mean	2.33	2.12	2.39	1.10	2.72	2.15	1.98	2.32	2.40	3.57	1.13	2.33	3.01
Std Dev.	4.19	2.07	4.43	0.31	5.96	2.90	1.55	4.25	2.76	3.17	-	4.20	1.67
Std Error	0.12	0.17	0.13	0.06	0.28	0.11	0.16	0.12	0.50	0.91	-	0.12	0.75

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 79

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3874**	961	984	1007	921	312	337	312	331	326	327	358	303	347	299	327	295
	75%	*75%*	**76%d**	**78%d**	*71%*	*74%*	**77%n**	*73%*	*77%*	**79%n**	*73%*	**83%egjlnop**	*73%*	**78%n**	*70%*	*71%*	*74%*
1-2	**1005**	246	243	225	290	74	82	90	75	77	91	56	92	78	103	109	78
	19%	*19%*	*19%*	*17%*	**23%c**	*17%*	*19%*	**21%k**	*17%*	*19%*	**20%k**	*13%*	**22%k**	*18%*	**24%k**	**24%k**	**20%k**
3-4	**145**	42	33	31	38	23	10	9	10	3	20	10	13	8	14	11	13
	3%	*3%*	*3%*	*2%*	*3%*	**5%lm**	*2%*	*2%*	*2%*	*1%*	**5%l**	*2%*	*3%*	*2%*	**3%l**	*2%*	**3%l**
5-10	**108**	25	24	21	38	10	2	12	11	7	6	4	7	10	12	13	13
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	**3%f**	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	**3%f**	*3%*	**3%f**
11-20	**18**	7	4	5	2	3	1	3	-	2	2	5	-	1	1	-	*
	*	*1%*	*	*	*	*1%*	*	*1%*	-	*	*1%*	*1%*	-	*	*	-	*
21+	**6**	3	3	-	*	-	3	1	3	*	-	-	-	-	-	-	*
	*	*	*	-	*	-	*1%*	*	*1%*	*	-	-	-	-	-	-	*
Any Sent (non-zero entry)	**1282**	323	308	283	369	109	98	116	99	89	120	75	112	96	131	133	104
	25%	*25%*	*24%*	*22%*	**29%bc**	**26%k**	*23%*	**27%k**	*23%*	*21%*	**27%k**	*17%*	**27%k**	*22%*	**30%fikm**	**29%k**	**26%k**
Total Mean (including those not Sending any)																	
Mean	**0.58**	0.67	0.57	0.48	0.60	0.67	0.62	0.74	0.65	0.50	0.55	0.44	0.53	0.47	0.69	0.54	0.59
Std Dev.	**2.32**	2.55	3.26	1.44	1.52	1.73	3.27	2.39	2.52	4.95	1.38	1.56	1.34	1.41	1.66	1.12	1.76
Std Error	**0.03**	0.07	0.09	0.04	0.04	0.08	0.16	0.12	0.12	0.24	0.07	0.08	0.06	0.07	0.08	0.05	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.33**	2.68	2.39	2.18	2.11	**2.58o**	2.73	2.73	2.82	2.35	2.06	2.54	1.96	2.15	2.25	1.85	2.26
Std Dev.	**4.19**	4.52	6.36	2.40	2.22	2.57	6.47	3.96	4.66	10.53	2.00	2.97	1.96	2.36	2.35	1.38	2.84
Std Error	**0.12**	0.24	0.36	0.14	0.12	0.23	0.60	0.38	0.45	1.09	0.20	0.33	0.19	0.24	0.20	0.14	0.28

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**4417**	-	4417	2069	2334	550	540	823	635	838	572	460	1090	1457	1870	1032	4000	381	4454
	86%	-	*86%*	*82%*	**89%c**	*80%*	*83%*	*81%*	**88%efg**	**91%efg**	**90%efg**	**88%eg**	*81%*	*84%*	**90%lm**	**89%lm**	**86%q**	*79%*	*86%*
1-2	**556**	-	556	338	218	99	87	133	67	70	48	52	186	200	170	100	489	65	539
	11%	-	*11%*	**13%d**	*8%*	**14%hij**	**13%ij**	**13%ij**	*9%*	*8%*	*8%*	*10%*	**14%no**	**12%n**	*8%*	*9%*	*11%*	*13%*	*10%*
3-4	**113**	-	113	63	50	27	13	39	7	6	10	11	40	45	28	22	95	18	91
	2%	-	*2%*	*3%*	*2%*	**4%hi**	*2%*	**4%hi**	*1%*	*1%*	*2%*	*2%*	**3%n**	**3%n**	*1%*	*2%*	*2%*	*4%*	*2%*
5-10	**52**	-	52	36	17	9	10	17	8	6	1	1	19	25	8	2	41	9	57
	1%	-	*1%*	**1%d**	*1%*	*1%*	*1%*	**2%j**	*1%*	*1%*	*	*	**1%no**	**1%no**	*	*	*1%*	*2%*	*1%*
11-20	**12**	-	12	5	7	1	3	3	-	2	3	-	5	3	4	3	8	4	8
	*	-	*	*	*	*	*1%*	*	-	*	*	-	*	*	*	*	*	**1%p**	*
21+	**5**	-	5	*	5	1	*	*	3	2	*	-	1	3	2	*	2	3	7
	*	-	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	**739**	-	739	443	296	137	113	192	85	85	62	65	250	276	212	127	635	99	702
	14%	-	*14%*	**18%d**	*11%*	**20%hijk**	**17%hij**	**19%hijk**	*12%*	*9%*	*10%*	*12%*	**19%no**	**16%no**	*10%*	*11%*	*14%*	**21%p**	*14%*
Total Mean (including those not Sending any)																			
Mean	**0.36**	-	0.36	0.39	0.33	**0.47l**	0.39	**0.48ijk**	0.43	0.23	0.23	0.25	**0.43no**	**0.46no**	0.23	0.24	0.31	**0.86p**	0.37
Std Dev.	**1.80**	-	1.80	1.36	2.15	1.91	1.52	1.42	3.15	1.47	1.33	0.87	1.73	2.30	1.30	1.15	1.33	4.18	2.56
Std Error	**0.03**	-	0.03	0.03	0.04	0.08	0.06	0.05	0.12	0.05	0.05	0.04	0.05	0.06	0.03	0.03	0.02	0.24	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.52**	-	2.52	2.24	2.93	2.37	2.28	2.52	3.63	2.51	2.31	2.02	2.33	2.86	2.30	2.16	2.26	**4.16p**	2.72
Std Dev.	**4.16**	-	4.16	2.51	5.78	3.72	3.03	2.36	8.56	4.26	3.68	1.60	3.42	5.13	3.46	2.81	2.92	8.45	6.47
Std Error	**0.16**	-	0.16	0.13	0.33	0.35	0.30	0.19	0.96	0.41	0.43	0.19	0.23	0.33	0.22	0.24	0.12	1.05	0.24

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	4417	770	1579	929	1139	2349	2068	2570	1785	550	617	1210	1062	649	2890	557	3594
	86%	*74%*	**90%ac**	**84%a**	**91%ac**	*84%*	**87%e**	*84%*	**89%g**	**87%m**	**89%m**	**88%m**	**88%m**	*75%*	**88%m**	*87%*	*85%*
1-2	556	210	132	125	89	342	214	361	177	59	56	130	109	170	294	59	470
	11%	**20%bcd**	*8%*	**11%bd**	*7%*	**12%f**	*9%*	**12%h**	*9%*	*9%*	*8%*	*9%*	*9%*	**20%ijkln**	*9%*	*9%*	*11%*
3-4	113	38	29	31	16	66	47	90	23	7	11	28	25	34	64	7	98
	2%	**4%bd**	*2%*	**3%d**	*1%*	*2%*	*2%*	**3%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**4%ijkn**	*2%*	*1%*	*2%*
5-10	52	18	7	13	14	25	27	37	12	10	8	9	12	11	28	10	40
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
11-20	12	-	4	8	-	4	8	6	6	-	*	4	-	4	4	-	7
	*	-	*	**1%ad**	-	*	*	*	*	-	*	*	-	*	*	-	*
21+	5	3	-	2	*	3	2	3	2	3	2	-	-	-	2	3	2
	*	*	-	*	*	*	*	*	*	**1%kn**	*	-	-	-	*	**1%p**	*
Any Sent (non-zero entry)	739	269	172	179	119	440	298	498	219	80	76	170	145	219	391	80	617
	14%	**26%bcd**	*10%*	**16%bd**	*9%*	**16%f**	*13%*	**16%h**	*11%*	*13%*	*11%*	*12%*	*12%*	**25%ijkln**	*12%*	*13%*	*15%*
Total Mean (including those not Sending any)																	
Mean	0.36	**0.67bd**	0.22	**0.45bd**	0.22	0.39	0.33	**0.42h**	0.27	**0.51n**	0.30	0.27	0.27	**0.56jkln**	0.27	0.51	0.33
Std Dev.	1.80	2.94	0.95	1.88	1.30	1.96	1.60	1.96	1.56	3.72	1.88	1.10	0.97	1.41	1.27	3.70	1.30
Std Error	0.03	0.08	0.02	0.06	0.04	0.04	0.03	0.04	0.03	0.15	0.07	0.03	0.03	0.05	0.02	0.15	0.02
Sending Mean (excluding those not Sending any)																	
Mean	2.52	2.60	2.22	2.80	2.35	2.45	2.62	2.57	2.46	**4.06mn**	2.72	2.18	2.22	2.20	2.30	**4.06p**	2.27
Std Dev.	4.16	5.34	2.17	3.91	3.62	4.39	3.80	4.26	4.10	9.80	5.10	2.40	1.88	2.06	2.97	9.80	2.67
Std Error	0.16	0.34	0.16	0.31	0.32	0.21	0.23	0.22	0.24	1.12	0.54	0.18	0.16	0.16	0.15	1.11	0.11

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	4417	3793	625	194	3692	383	218	124	176	474	371	327	391	423	522	625	384	57	326
	86%	86%c	85%c	77%	85%	87%	87%	85%	84%n	84%n	88%n	88%n	86%n	89%n	77%	89%n	87%n	84%	87%n
1-2	556	481	75	37	465	47	27	17	29	61	34	28	49	48	111	58	46	8	39
	11%	11%	10%	15%	11%	11%	11%	12%	14%ko	11%	8%	8%	11%	10%	16%kmor	8%	10%	12%	10%
3-4	113	85	28	16	103	5	3	2	2	18	11	8	8	4	31	13	8	1	4
	2%	2%	4%a	6%a	2%	1%	1%	2%	1%	3%	2%	2%	2%	1%	5%hmr	2%	2%	1%	1%
5-10	52	48	4	4	42	6	3	2	2	6	5	5	4	-	10	7	2	2	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	*	3%m	1%m
11-20	12	8	4	-	12	*	-	-	-	2	3	2	-	1	3	-	1	-	*
	*	*	1%	-	*	*	-	-	-	*	1%	*	-	*	*	-	*	-	*
21+	5	5	*	*	4	-	1	*	-	2	-	3	-	-	-	-	-	-	-
	*	*	*	*	*	-	*	*	-	*	-	1%	-	-	-	-	-	-	-
Any Sent (non-zero entry)	739	628	111	57	626	58	33	21	32	89	52	46	62	54	156	79	57	11	47
	14%	14%	15%	23%ab	15%	13%	13%	15%	16%	16%	12%	12%	14%	11%	23%hijklmopr	11%	13%	16%	13%
Total Mean (including those not Sending any)																			
Mean	0.36	0.36	0.39	0.55	0.37	0.28	0.39	0.33	0.28	0.48	0.32	0.64	0.27	0.23	0.54hlmopr	0.26	0.26	0.38	0.26
Std Dev.	1.80	1.81	1.77	1.88	1.77	1.01	2.85	2.30	0.83	2.05	1.27	4.28	0.90	1.17	1.38	1.05	0.91	1.20	0.97
Std Error	0.03	0.03	0.04	0.07	0.03	0.03	0.10	0.09	0.05	0.12	0.08	0.26	0.05	0.07	0.08	0.06	0.05	0.09	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.52	2.50	2.60	2.42	2.54	2.14	2.96	2.27	1.79	3.00	2.61	5.26	1.98	2.01	2.33	2.30	2.00	2.39	2.08
Std Dev.	4.16	4.20	3.89	3.36	4.01	1.95	7.46	5.74	1.33	4.38	2.69	11.29	1.61	2.94	2.02	2.26	1.73	2.11	1.93
Std Error	0.16	0.19	0.26	0.31	0.21	0.17	0.71	0.61	0.21	0.61	0.47	2.03	0.24	0.52	0.24	0.37	0.28	0.43	0.19

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**4417**	1605	1723	645	293	111	3327	403	1645	1704	720	223	77	3349	300
	86%	*83%*	**87%a**	**89%af**	*86%*	*89%*	*85%*	*87%*	*84%*	*86%*	**88%h**	*88%*	*90%*	*85%*	*88%*
1-2	**556**	262	185	63	34	10	447	44	248	194	81	22	9	442	31
	11%	**13%bc**	*9%*	*9%*	*10%*	*8%*	*11%*	*10%*	**13%i**	*10%*	*10%*	*9%*	*10%*	*11%*	*9%*
3-4	**113**	48	41	10	11	3	89	14	48	49	9	7	-	97	7
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	-	*2%*	*2%*
5-10	**52**	22	20	6	3	*	42	4	19	27	5	2	*	46	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
11-20	**12**	4	6	1	-	-	11	-	5	5	2	-	-	10	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	**5**	4	*	*	*	-	5	*	4	*	1	-	-	5	-
	*	*	*	*	*	-	*	*	*	*	*	-	-	*	-
Any Sent (non-zero entry)	**739**	340	253	81	49	13	593	62	325	275	97	31	9	600	39
	14%	**17%bc**	*13%*	*11%*	*14%*	*11%*	**15%c**	*13%*	**16%i**	*14%*	*12%*	*12%*	*10%*	*15%*	*12%*
Total Mean (including those not Sending any)															
Mean	**0.36**	0.46	0.32	0.27	0.30	0.17	0.39	0.27	0.46	0.35	0.24	0.23	0.11	0.40	0.20
Std Dev.	**1.80**	2.30	1.50	1.48	1.03	0.63	1.94	0.94	2.36	1.47	1.28	0.76	0.35	1.96	0.68
Std Error	**0.03**	0.05	0.03	0.06	0.05	0.06	0.03	0.04	0.05	0.03	0.05	0.05	0.04	0.03	0.04
Sending Mean (excluding those not Sending any)															
Mean	**2.52**	2.66	2.51	2.43	2.11	1.61	2.59	2.00	2.78	2.52	2.02	1.90	1.06	2.66	1.72
Std Dev.	**4.16**	4.94	3.50	3.82	1.92	1.19	4.38	1.79	5.22	3.19	3.20	1.25	0.45	4.41	1.18
Std Error	**0.16**	0.28	0.22	0.44	0.29	0.31	0.18	0.23	0.30	0.20	0.34	0.24	0.15	0.18	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	4417	273	4058	86	1229	2946	243	4328	36	20	10	4384	23
	86%	*71%*	**87%a**	**86%a**	*80%*	**89%df**	*78%*	**86%h**	*55%*	*80%*	*100%*	**86%h**	*78%*
1-2	556	89	454	13	226	282	48	528	21	2	-	552	5
	11%	**23%b**	*10%*	*13%*	**15%e**	*9%*	**16%e**	*11%*	**32%gk**	*8%*	-	*11%*	*16%*
3-4	113	12	100	1	45	52	16	109	4	-	-	113	-
	2%	*3%*	*2%*	*1%*	**3%e**	*2%*	**5%e**	*2%*	*6%*	-	-	*2%*	-
5-10	52	9	43	-	26	25	2	44	4	3	-	51	2
	1%	**2%b**	*1%*	-	**2%e**	*1%*	*1%*	*1%*	**6%gk**	*12%*	-	*1%*	*6%*
11-20	12	-	12	-	7	5	-	12	-	-	-	12	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
21+	5	-	5	-	3	*	2	5	-	-	-	5	-
	*	-	*	-	*	*	**1%e**	*	-	-	-	*	-
Any Sent (non-zero entry)	739	111	614	14	306	364	68	698	29	5	-	732	7
	14%	**29%bc**	*13%*	*14%*	**20%e**	*11%*	**22%e**	*14%*	**45%gk**	*20%*	-	*14%*	*22%*
Total Mean (including those not Sending any)													
Mean	0.36	**0.57c**	0.35	0.18	**0.56e**	0.25	**0.56e**	0.35	**1.21gk**	1.15	0.00	0.36	0.53
Std Dev.	1.80	1.25	1.86	0.50	2.64	1.14	2.33	1.79	2.29	2.92	0.00	1.81	1.30
Std Error	0.03	0.06	0.03	0.05	0.07	0.02	0.13	0.03	0.30	0.52	0.00	0.03	0.25
Sending Mean (excluding those not Sending any)													
Mean	2.52	1.98	2.64	1.32	2.82	2.25	2.58	2.49	2.71	5.77	-	2.52	2.38
Std Dev.	4.16	1.63	4.49	0.61	5.35	2.70	4.45	4.21	2.79	4.23	-	4.17	1.85
Std Error	0.16	0.16	0.19	0.14	0.31	0.15	0.55	0.16	0.61	1.89	-	0.16	0.75

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**4417**	1135	1102	1111	1069	377	375	384	363	369	370	378	342	390	347	408	315
	86%	**88%d**	*85%*	*86%*	*83%*	**89%lnp**	**86%p**	**90%lnp**	*85%*	**89%np**	*83%*	**87%np**	*83%*	**88%np**	*81%*	**89%np**	*79%*
1-2	**556**	106	140	138	174	35	49	21	49	38	53	42	58	37	66	48	59
	11%	*8%*	*11%*	*11%*	**13%a**	*8%*	**11%g**	*5%*	**11%g**	*9%*	**12%g**	*10%*	**14%g**	*8%*	**15%egim**	**10%g**	**15%egm**
3-4	**113**	18	33	29	33	6	3	9	12	2	19	8	8	14	11	2	20
	2%	*1%*	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	**4%fio**	*2%*	*2%*	**3%fio**	*3%*	*1%*	**5%efio**
5-10	**52**	20	10	10	12	2	6	12	4	5	2	1	7	1	6	2	4
	1%	*2%*	*1%*	*1%*	*1%*	*	*1%*	**3%ejkmo**	*1%*	*1%*	*	*	*2%*	*	*1%*	*	*1%*
11-20	**12**	2	5	3	2	1	-	1	3	*	2	3	*	-	-	-	2
	*	*	*	*	*	*	-	*	*1%*	*	*1%*	*1%*	*	-	-	-	*
21+	**5**	3	2	-	*	*	3	-	-	2	-	-	-	-	-	*	*
	*	*	*	-	*	*	*1%*	-	-	*	-	-	-	-	-	*	*
Any Sent (non-zero entry)	**739**	149	190	179	221	44	60	44	67	47	76	54	72	53	83	53	85
	14%	*12%*	*15%*	*14%*	**17%a**	*11%*	*14%*	*10%*	*15%*	*11%*	**17%eg**	*13%*	**17%eg**	*12%*	**19%egikmo**	*11%*	**21%efgikmo**
Total Mean (including those not Sending any)																	
Mean	**0.36**	0.41	0.39	0.28	0.37	0.26	0.54	0.41	0.42	0.35	0.39	0.29	0.33	0.23	**0.41m**	0.21	**0.49mo**
Std Dev.	**1.80**	2.72	1.60	1.00	1.42	1.92	3.91	1.77	1.42	2.08	1.21	1.24	0.96	0.75	1.17	1.36	1.70
Std Error	**0.03**	0.08	0.04	0.03	0.04	0.09	0.19	0.09	0.07	0.10	0.06	0.06	0.05	0.04	0.06	0.07	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.52**	3.50	2.63	2.04	2.15	2.47	3.92	3.96	2.70	3.06	2.31	2.32	1.92	1.92	2.14	1.87	2.32
Std Dev.	**4.16**	7.32	3.40	1.92	2.84	5.49	9.93	4.06	2.65	5.51	2.04	2.78	1.52	1.20	1.83	3.65	3.09
Std Error	**0.16**	0.59	0.25	0.16	0.20	0.79	1.21	0.63	0.32	0.83	0.23	0.44	0.18	0.18	0.21	0.52	0.34

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	829	-	829	443	380	105	109	181	133	153	86	62	214	314	301	148	735	78	830
	16%	-	*16%*	**18%d**	*14%*	*15%*	*17%*	**18%k**	**18%k**	*17%*	*14%*	*12%*	*16%*	**18%no**	*14%*	*13%*	*16%*	*16%*	*16%*
1-2	1290	-	1290	564	724	120	158	217	207	253	175	162	277	423	589	337	1180	102	1224
	25%	-	*25%*	*22%*	**28%c**	*17%*	**24%e**	*21%*	**29%eg**	**27%eg**	**28%eg**	**31%eg**	*21%*	*24%*	**28%lm**	**29%lm**	*25%*	*21%*	*24%*
3-4	837	-	837	369	464	74	110	157	117	162	120	96	184	275	378	216	773	59	838
	16%	-	*16%*	*15%*	**18%c**	*11%*	**17%e**	**16%e**	**16%e**	**18%e**	**19%e**	**18%e**	*14%*	*16%*	**18%l**	**19%l**	*17%*	*12%*	*16%*
5-10	1207	-	1207	582	622	215	134	235	151	206	146	118	350	387	470	264	1087	114	1262
	23%	-	*23%*	*23%*	*24%*	**31%fghijk**	*21%*	*23%*	*21%*	*22%*	*23%*	*23%*	*26%*	*22%*	*23%*	*23%*	*23%*	*24%*	*24%*
11-20	579	-	579	322	257	115	80	111	74	90	67	43	195	185	200	109	506	71	594
	11%	-	*11%*	**13%d**	*10%*	**17%ghijk**	*12%*	*11%*	*10%*	*10%*	*10%*	*8%*	**15%mno**	*11%*	*10%*	*9%*	*11%*	*15%*	*12%*
21+	415	-	415	231	184	59	63	113	37	59	41	44	121	150	144	85	354	57	408
	8%	-	*8%*	**9%d**	*7%*	*9%*	**10%h**	**11%hij**	*5%*	*6%*	*6%*	*8%*	*9%*	*9%*	*7%*	*7%*	*8%*	**12%p**	*8%*
Any Post Sent (non-zero entry)	4327	-	4327	2069	2251	582	544	834	586	769	548	463	1126	1420	1781	1011	3899	402	4326
	84%	-	*84%*	*82%*	**86%c**	*85%*	*83%*	*82%*	*82%*	*83%*	*86%*	**88%gh**	*84%*	*82%*	**86%m**	**87%m**	*84%*	*84%*	*84%*
Total Mean (including those not Sending any)																			
Mean	7.17	-	7.17	7.66	6.73	**8.17ij**	7.24	**7.80i**	7.35	6.02	6.43	7.27	**7.72n**	7.62	6.46	6.81	6.85	**10.44p**	7.54
Std Dev.	13.83	-	13.83	13.12	14.50	10.71	10.30	11.25	24.54	8.87	11.53	15.02	10.52	17.99	11.50	13.22	11.47	27.69	18.70
Std Error	0.19	-	0.19	0.26	0.28	0.43	0.41	0.36	0.94	0.28	0.43	0.68	0.30	0.44	0.24	0.38	0.17	1.58	0.26
Sending Mean (excluding those not Sending any)																			
Mean	8.55	-	8.55	**9.30d**	7.87	**9.64ij**	**8.70i**	**9.49ij**	9.02	7.21	7.44	8.23	**9.18n**	**9.30n**	7.55	7.81	8.14	**12.47p**	8.98
Std Dev.	14.70	-	14.70	13.92	15.38	11.01	10.71	11.74	26.90	9.25	12.09	15.74	10.87	19.48	12.10	13.88	12.07	29.85	20.09
Std Error	0.22	-	0.22	0.31	0.32	0.48	0.48	0.41	1.14	0.31	0.48	0.75	0.34	0.53	0.27	0.43	0.19	1.86	0.31

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	829	92	276	159	303	368	461	448	360	141	113	262	156	70	531	141	611
	16%	*9%*	**16%a**	**14%a**	**24%abc**	*13%*	**19%e**	*15%*	**18%g**	**22%ijlmn**	**16%m**	**19%lm**	**13%m**	*8%*	**16%lm**	**22%p**	*15%*
1-2	1290	186	480	292	332	667	623	694	585	159	207	353	300	199	860	161	1073
	25%	*18%*	**27%a**	**26%a**	**26%a**	*24%*	*26%*	*23%*	**29%g**	*25%*	**30%m**	*26%*	*25%*	*23%*	*26%*	*25%*	*25%*
3-4	837	163	302	174	198	465	371	476	349	103	107	223	211	126	540	106	678
	16%	*16%*	*17%*	*16%*	*16%*	*17%*	*16%*	*16%*	*17%*	*16%*	*15%*	*16%*	*17%*	*15%*	*16%*	*17%*	*16%*
5-10	1207	275	420	243	269	695	512	756	434	132	143	325	312	209	780	134	1006
	23%	**27%d**	*24%*	*22%*	*21%*	**25%f**	*22%*	*25%*	*22%*	*21%*	*21%*	*24%*	*26%*	*24%*	*24%*	*21%*	*24%*
11-20	579	160	163	145	111	323	256	391	172	70	67	129	124	155	320	70	480
	11%	**15%bd**	*9%*	**13%bd**	*9%*	*12%*	*11%*	**13%h**	*9%*	*11%*	*10%*	*9%*	*10%*	**18%ijkln**	*10%*	*11%*	*11%*
21+	415	162	110	97	46	272	143	303	105	25	58	88	104	109	250	25	363
	8%	**16%bcd**	**6%d**	**9%d**	*4%*	**10%f**	*6%*	**10%h**	*5%*	*4%*	**8%l**	*6%*	**9%l**	**13%ijkln**	**8%l**	*4%*	**9%o**
Any Post Sent (non-zero entry)	4327	947	1475	950	956	2422	1905	2620	1645	489	580	1118	1052	798	2750	496	3600
	84%	**91%bcd**	**84%d**	**86%d**	*76%*	**87%f**	*81%*	**85%h**	*82%*	*78%*	**84%l**	*81%*	**87%ikn**	**92%ijkln**	**84%l**	*78%*	**85%o**
Total Mean (including those not Sending any)																	
Mean	7.17	**11.48bcd**	**6.20d**	**7.19d**	4.95	**8.17f**	6.00	**8.20h**	5.55	6.80	6.73	6.01	**7.32k**	**9.54ijkln**	6.65	6.77	7.23
Std Dev.	13.83	23.94	10.21	9.97	7.55	16.89	8.84	15.52	9.86	23.55	12.49	9.21	11.05	14.21	10.67	23.42	11.53
Std Error	0.19	0.67	0.26	0.32	0.21	0.31	0.19	0.31	0.20	0.93	0.47	0.25	0.31	0.50	0.19	0.92	0.18
Sending Mean (excluding those not Sending any)																	
Mean	8.55	**12.59bcd**	7.36	**8.39d**	6.52	**9.41f**	7.46	**9.60h**	6.77	8.76	8.04	7.42	8.41	**10.38jkln**	7.93	8.69	8.46
Std Dev.	14.70	24.79	10.74	10.30	8.05	17.80	9.28	16.39	10.50	26.41	13.26	9.71	11.45	14.53	11.21	26.23	12.04
Std Error	0.22	0.73	0.29	0.35	0.26	0.36	0.22	0.35	0.23	1.19	0.55	0.29	0.35	0.53	0.21	1.17	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 81

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	829	742	87	37	697	67	41	23	38	86	75	75	76	63	109	107	68	11	56
	16%	17%b	12%	15%	16%	15%	16%	16%	18%	15%	18%	20%m	17%	13%	16%	15%	15%	17%	15%
1-2	1290	1121	169	42	1085	119	58	27	43	147	110	89	118	140	137	167	134	20	99
	25%	25%c	23%	17%	25%g	27%g	23%	18%	21%	26%	26%	24%	26%	29%hn	20%	24%	30%hn	30%	26%
3-4	837	715	121	37	695	84	33	25	36	93	76	48	65	90	83	145	58	8	76
	16%	16%	16%	15%	16%	19%f	13%	17%	17%	17%	18%	13%	14%	19%n	12%	21%knp	13%	12%	20%knp
5-10	1207	1028	178	61	1002	97	66	41	44	131	90	86	106	112	161	160	113	13	84
	23%	23%	24%	24%	23%	22%	26%	28%de	21%	23%	21%	23%	23%	23%	24%	23%	26%	19%	22%
11-20	579	484	96	38	480	45	35	18	27	58	44	36	56	42	116	64	37	10	36
	11%	11%	13%	15%	11%	10%	14%	13%	13%	10%	10%	10%	12%	9%	17%ijkmopr	9%	8%	14%	10%
21+	415	330	85	35	358	29	17	11	19	47	28	40	32	30	72	60	30	5	23
	8%	7%	12%a	14%a	8%	6%	7%	7%	9%	8%	7%	11%	7%	6%	11%	9%	7%	8%	6%
Any Post Sent (non-zero entry)	4327	3678	649	214	3622	374	210	122	170	477	349	298	377	413	569	596	373	56	317
	84%	83%	88%a	85%	84%	85%	84%	84%	82%	85%	82%	80%	83%	87%k	84%	85%	85%	83%	85%
Total Mean (including those not Sending any)																			
Mean	7.17	6.93	8.65a	9.77a	7.16	6.53	7.48	9.00de	7.14	6.79	6.20	9.62	6.91	6.14	8.40jmpr	7.06	6.11	6.94	6.46
Std Dev.	13.83	13.56	15.30	20.62	13.39	10.58	15.96	25.99	9.58	9.14	9.46	30.41	11.69	9.15	12.04	11.49	8.25	10.16	10.67
Std Error	0.19	0.24	0.36	0.72	0.26	0.32	0.54	1.02	0.60	0.54	0.57	1.87	0.67	0.55	0.70	0.66	0.49	0.77	0.35
Sending Mean (excluding those not Sending any)																			
Mean	8.55	8.33	9.81	11.47a	8.54	7.71	8.95	10.72de	8.75	8.03	7.52	12.04mp	8.30	7.08	10.00jmpr	8.33	7.22	8.35	7.59
Std Dev.	14.70	14.46	15.95	21.90	14.22	11.09	17.07	28.05	9.92	9.42	9.94	33.60	12.36	9.49	12.52	12.04	8.51	10.61	11.19
Std Error	0.22	0.28	0.40	0.82	0.31	0.37	0.63	1.20	0.68	0.60	0.65	2.33	0.78	0.62	0.79	0.75	0.55	0.85	0.40

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	829	204	298	182	83	40	501	123	266	281	183	44	30	546	74
	16%	*10%*	**15%a**	**25%abf**	**24%abf**	**33%abf**	*13%*	**26%abf**	*13%*	*14%*	**22%him**	*17%*	**35%hijkm**	*14%*	**22%him**
1-2	1290	463	520	187	84	27	983	110	421	497	248	84	25	918	109
	25%	*24%*	*26%*	*26%*	*24%*	*22%*	*25%*	*24%*	*21%*	**25%h**	**30%him**	**33%him**	*29%*	*23%*	**32%him**
3-4	837	352	322	96	49	12	674	61	345	322	116	36	12	667	48
	16%	**18%c**	*16%*	*13%*	*14%*	*10%*	*17%*	*13%*	*18%*	*16%*	*14%*	*14%*	*14%*	*17%*	*14%*
5-10	1207	480	480	143	76	22	959	97	481	499	154	55	11	981	66
	23%	**25%c**	*24%*	*20%*	*22%*	*18%*	**24%c**	*21%*	**24%j**	**25%jl**	*19%*	*22%*	*13%*	**25%jl**	*19%*
11-20	579	258	208	71	28	13	466	42	260	216	86	13	4	476	17
	11%	**13%b**	*11%*	*10%*	*8%*	*11%*	*12%*	*9%*	**13%kn**	**11%kn**	**11%n**	*5%*	*5%*	**12%kn**	*5%*
21+	415	189	148	46	22	9	337	32	197	164	30	21	4	360	25
	8%	**10%c**	*7%*	*6%*	*7%*	*7%*	*9%*	*7%*	**10%j**	**8%j**	*4%*	**8%j**	*4%*	**9%j**	**7%j**
Any Post Sent (non-zero entry)	4327	1742	1678	543	259	83	3419	342	1704	1698	634	210	56	3402	265
	84%	**90%bcdeg**	**85%cdeg**	*75%*	*76%*	*67%*	**87%cdeg**	*74%*	**87%jln**	**86%jln**	**78%l**	**83%l**	*65%*	**86%jln**	*78%*
Total Mean (including those not Sending any)															
Mean	7.17	**8.56bcg**	**6.82c**	5.57	5.97	5.46	**7.69cg**	5.84	**8.56ijkln**	**7.22jln**	4.98	5.46	3.51	**7.89jln**	4.97
Std Dev.	13.83	18.10	11.17	8.54	9.82	8.25	15.04	9.42	18.04	11.70	7.41	7.62	6.41	15.21	7.37
Std Error	0.19	0.41	0.25	0.32	0.52	0.73	0.24	0.43	0.40	0.26	0.27	0.49	0.69	0.24	0.41
Sending Mean (excluding those not Sending any)															
Mean	8.55	**9.56b**	8.04	7.43	7.88	8.11	8.81	7.94	**9.89ijn**	**8.41jn**	6.42	6.60	5.41	**9.15jn**	6.35
Std Dev.	14.70	18.88	11.72	9.13	10.59	8.92	15.79	10.20	19.05	12.22	7.85	7.92	7.29	16.03	7.79
Std Error	0.22	0.45	0.29	0.40	0.63	0.95	0.27	0.53	0.45	0.30	0.33	0.57	0.95	0.27	0.49

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**829**	47	769	13	260	524	45	807	4	8	6	819	4
	16%	*12%*	*16%*	*13%*	*17%*	*16%*	*14%*	*16%*	*6%*	*31%*	*60%*	*16%*	*13%*
1-2	**1290**	62	1200	28	297	918	75	1269	13	2	1	1284	5
	25%	*16%*	**26%a**	**28%a**	*19%*	**28%d**	*24%*	*25%*	*19%*	*9%*	*9%*	*25%*	*18%*
3-4	**837**	53	769	14	226	574	36	823	4	2	2	828	6
	16%	*14%*	*16%*	*14%*	*15%*	*17%*	*12%*	*16%*	*6%*	*7%*	*19%*	*16%*	*22%*
5-10	**1207**	128	1042	36	399	734	74	1181	16	5	1	1202	4
	23%	**33%b**	*22%*	**36%b**	**26%e**	*22%*	*24%*	*23%*	*24%*	*20%*	*11%*	*23%*	*13%*
11-20	**579**	51	520	8	204	337	39	552	17	5	-	573	6
	11%	*13%*	*11%*	*8%*	**13%e**	*10%*	*13%*	*11%*	**26%gk**	*18%*	-	*11%*	*22%*
21+	**415**	43	371	1	151	224	41	395	12	4	-	411	4
	8%	**11%c**	*8%*	*1%*	**10%e**	*7%*	**13%e**	*8%*	**19%gk**	*15%*	-	*8%*	*13%*
Any Post Sent (non-zero entry)	**4327**	337	3903	87	1275	2786	266	4219	61	17	4	4298	25
	84%	*88%*	*84%*	*87%*	*83%*	*84%*	*86%*	*84%*	*94%*	*69%*	*40%*	*84%*	*87%*
Total Mean (including those not Sending any)													
Mean	**7.17**	**8.45c**	7.12	4.68	**8.55e**	6.36	**9.07e**	7.04	**13.52gk**	18.43	1.26	7.17	9.28
Std Dev.	**13.83**	10.23	14.20	4.74	18.95	10.57	13.80	13.57	16.95	36.85	1.93	13.86	9.64
Std Error	**0.19**	0.51	0.21	0.47	0.47	0.19	0.77	0.19	2.25	6.51	0.68	0.19	1.86
Sending Mean (excluding those not Sending any)													
Mean	**8.55**	**9.62c**	8.53	5.38	**10.30e**	7.55	**10.59e**	8.38	**14.42gk**	26.88	3.15	8.54	10.63
Std Dev.	**14.70**	10.39	15.15	4.70	20.36	11.12	14.36	14.43	17.13	42.16	1.79	14.73	9.59
Std Error	**0.22**	0.56	0.24	0.51	0.55	0.21	0.88	0.22	2.38	9.20	0.90	0.22	2.09

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 81

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	829	172	207	235	214	48	74	51	68	70	69	84	71	80	62	84	68
	16%	13%	16%	18%a	17%	11%	17%	12%	16%	17%	15%	19%eg	17%	18%e	14%	18%e	17%
1-2	1290	314	342	349	285	87	112	116	105	131	107	119	115	115	112	108	66
	25%	24%	26%	27%d	22%	21%	26%p	27%p	24%p	31%eop	24%p	27%p	28%p	26%p	26%p	23%	16%
3-4	837	229	198	221	189	79	70	79	64	71	63	68	76	77	68	66	54
	16%	18%	15%	17%	15%	19%	16%	18%	15%	17%	14%	16%	18%	17%	16%	14%	14%
5-10	1207	303	312	307	284	79	112	112	102	89	121	111	85	111	94	107	83
	23%	24%	24%	24%	22%	19%	26%	26%	24%	21%	27%e	26%	20%	25%	22%	23%	21%
11-20	579	148	137	103	191	60	54	33	51	37	49	32	43	28	54	66	71
	11%	12%c	11%	8%	15%bc	14%gkm	12%m	8%	12%m	9%	11%	7%	10%	6%	13%m	14%gkm	18%gijklm
21+	415	118	96	76	126	68	13	37	39	18	38	19	24	33	40	30	57
	8%	9%c	7%	6%	10%c	16%fghijklmno	3%	9%f	9%fik	4%	9%f	4%	6%	7%f	9%fik	6%	14%fijklmo
Any Post Sent (non-zero entry)	4327	1112	1085	1055	1076	373	361	377	362	346	377	349	343	363	368	377	331
	84%	87%c	84%	82%	83%	89%kmo	83%	88%k	84%	83%	85%	81%	83%	82%	86%	82%	83%
Total Mean (including those not Sending any)																	
Mean	7.17	8.11c	6.85	5.76	7.98c	9.73gijklmno	7.34	7.29k	8.29ikm	5.29	6.92k	5.12	6.44	5.76	7.09k	6.69	10.42gijklmno
Std Dev.	13.83	18.53	12.58	9.06	13.37	12.27	27.00	11.79	15.18	12.54	9.30	8.24	10.83	7.91	9.13	9.69	19.28
Std Error	0.19	0.52	0.35	0.25	0.37	0.59	1.31	0.57	0.73	0.60	0.45	0.40	0.52	0.38	0.44	0.47	0.93
Sending Mean (excluding those not Sending any)																	
Mean	8.55	9.36c	8.16	7.05	9.57c	10.98gijklmno	8.83	8.28	9.85ikm	6.36	8.19	6.35	7.79	7.02	8.29k	8.19	12.55gijklmno
Std Dev.	14.70	19.62	13.34	9.56	14.11	12.50	29.41	12.23	16.08	13.50	9.59	8.74	11.46	8.21	9.36	10.13	20.52
Std Error	0.22	0.59	0.41	0.29	0.43	0.64	1.56	0.64	0.84	0.72	0.51	0.47	0.61	0.43	0.49	0.53	1.08

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**1380**	-	1380	678	695	194	195	303	219	251	136	84	388	521	471	220	1202	159	1409
	27%	-	*27%*	*27%*	*26%*	**28%jk**	**30%jk**	**30%jk**	**30%jk**	**27%k**	*21%*	*16%*	**29%no**	**30%no**	*23%*	*19%*	*26%*	**33%p**	*27%*
1-2	**1571**	-	1571	655	909	159	183	291	242	302	217	176	343	533	695	394	1448	114	1549
	30%	-	*30%*	*26%*	**35%c**	*23%*	*28%*	*29%*	**34%e**	**33%e**	**34%e**	**34%e**	*26%*	**31%l**	**33%l**	**34%l**	**31%q**	*24%*	*30%*
3-4	**893**	-	893	455	437	129	94	147	118	169	128	108	223	265	405	236	822	67	896
	17%	-	*17%*	*18%*	*17%*	*19%*	*14%*	*14%*	*16%*	*18%*	**20%fg**	**21%fg**	*17%*	*15%*	**19%m**	**20%m**	*18%*	*14%*	*17%*
5-10	**858**	-	858	466	392	149	114	174	103	134	90	95	263	277	318	184	765	87	850
	17%	-	*17%*	**19%d**	*15%*	**22%hij**	*17%*	*17%*	*14%*	*15%*	*14%*	*18%*	**20%n**	*16%*	*15%*	*16%*	*17%*	*18%*	*16%*
11-20	**293**	-	293	170	123	44	50	73	18	40	38	30	94	91	108	68	247	44	268
	6%	-	*6%*	**7%d**	*5%*	**6%h**	**8%hi**	**7%hi**	*2%*	*4%*	**6%h**	**6%h**	*7%*	*5%*	*5%*	*6%*	*5%*	**9%p**	*5%*
21+	**162**	-	162	87	74	13	18	27	20	27	26	32	30	47	84	57	150	10	184
	3%	-	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	**6%efghi**	*2%*	*3%*	**4%l**	**5%lm**	*3%*	*2%*	*4%*
Any Letters Sent (non-zero entry)	**3776**	-	3776	1833	1935	493	459	712	500	672	499	441	952	1213	1611	939	3432	322	3747
	73%	-	*73%*	*73%*	*74%*	*72%*	*70%*	*70%*	*70%*	*73%*	**79%efgh**	**84%efghi**	*71%*	*70%*	**77%lm**	**81%lm**	**74%q**	*67%*	*73%*
Total Mean (including those not Sending any)																			
Mean	**4.18**	-	4.18	**4.58d**	3.81	4.06	4.01	3.96	4.06	3.67	4.47	**5.68efgi**	4.03	4.00	4.42	**5.02l**	4.12	4.81	4.35
Std Dev.	**8.73**	-	8.73	9.34	8.10	5.72	6.68	6.20	12.57	6.55	8.55	13.92	6.20	9.38	9.52	11.31	8.19	12.98	10.69
Std Error	**0.12**	-	0.12	0.19	0.16	0.23	0.27	0.20	0.48	0.20	0.32	0.63	0.18	0.23	0.20	0.32	0.12	0.74	0.15
Sending Mean (excluding those not Sending any)																			
Mean	**5.71**	-	5.71	**6.27d**	5.18	5.65	5.71	5.64	5.83	5.04	5.69	6.77	5.68	5.72	5.71	6.19	5.57	7.18	5.98
Std Dev.	**9.76**	-	9.76	10.44	9.06	6.04	7.34	6.73	14.72	7.22	9.28	14.95	6.70	10.77	10.48	12.27	9.09	15.31	12.14
Std Error	**0.16**	-	0.16	0.25	0.21	0.29	0.36	0.26	0.68	0.26	0.39	0.74	0.23	0.32	0.25	0.39	0.15	1.06	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	1380	176	488	284	433	664	716	797	556	221	174	400	295	160	868	223	1043
	27%	17%	28%a	26%a	34%abc	24%	30%e	26%	28%	35%jklmn	25%m	29%m	24%m	18%	26%m	35%p	25%
1-2	1571	247	566	359	399	813	758	882	674	188	245	445	384	226	1073	190	1322
	30%	24%	32%a	32%a	32%a	29%	32%	29%	34%g	30%	35%m	32%m	32%m	26%	33%m	30%	31%
3-4	893	204	301	186	201	506	387	522	360	94	127	235	220	151	581	96	738
	17%	20%	17%	17%	16%	18%	16%	17%	18%	15%	18%	17%	18%	17%	18%	15%	18%
5-10	858	228	275	191	164	504	354	555	281	89	85	210	211	204	505	90	722
	17%	22%bcd	16%	17%d	13%	18%f	15%	18%h	14%	14%	12%	15%	17%j	23%ijkln	15%	14%	17%
11-20	293	115	76	61	41	190	103	201	83	28	33	59	60	90	152	28	245
	6%	11%bcd	4%	6%d	3%	7%f	4%	7%h	4%	4%	5%	4%	5%	10%ijkln	5%	4%	6%
21+	162	68	45	28	20	113	49	110	51	10	31	33	38	38	102	10	140
	3%	7%bcd	3%	3%	2%	4%f	2%	4%	3%	2%	4%l	2%	3%	4%l	3%	2%	3%
Any Letters Sent (non-zero entry)	3776	862	1263	825	826	2125	1650	2270	1449	409	520	981	912	708	2413	414	3168
	73%	83%bcd	72%d	74%d	66%	76%f	70%	74%	72%	65%	75%l	71%l	76%l	82%ijkln	74%l	65%	75%o
Total Mean (including those not Sending any)																	
Mean	4.18	7.05bcd	3.63d	3.90d	2.82	4.90f	3.33	4.58h	3.56	3.60	4.05	3.42	4.22k	5.96ijkln	3.85	3.58	4.28
Std Dev.	8.73	14.28	7.25	6.35	5.15	10.56	5.77	9.49	7.51	11.31	7.86	5.87	8.30	11.54	7.28	11.25	8.37
Std Error	0.12	0.40	0.18	0.20	0.14	0.20	0.12	0.19	0.15	0.45	0.30	0.16	0.23	0.40	0.13	0.44	0.13
Sending Mean (excluding those not Sending any)																	
Mean	5.71	8.48bcd	5.03	5.24d	4.30	6.43f	4.77	6.19h	4.93	5.54	5.41	4.82	5.59	7.31jkln	5.24	5.51	5.69
Std Dev.	9.76	15.27	8.11	6.87	5.83	11.68	6.39	10.57	8.45	13.65	8.67	6.46	9.14	12.39	8.05	13.57	9.23
Std Error	0.16	0.47	0.24	0.25	0.20	0.25	0.16	0.24	0.20	0.66	0.38	0.21	0.30	0.49	0.16	0.65	0.17

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	1380	1216	165	61	1140	128	75	37	63	137	114	102	129	134	191	152	118	22	107
	27%	27%b	22%	24%	26%	29%	30%	26%	30%o	24%	27%	27%	29%	28%	28%	22%	27%	32%	29%o
1-2	1571	1362	208	53	1319	142	68	42	51	186	138	118	135	152	157	229	152	18	124
	30%	31%c	28%	21%	31%	32%	27%	29%	25%	33%hn	33%n	32%n	30%	32%n	23%	33%n	34%hn	27%	33%hn
3-4	893	756	136	45	750	75	44	24	38	81	91	60	71	82	102	155	71	9	66
	17%	17%	19%	18%	17%	17%	18%	16%	18%	14%	21%l	16%	16%	17%	15%	22%ln	16%	13%	18%
5-10	858	736	122	50	720	63	48	27	42	103	50	59	79	77	147	104	58	15	47
	17%	17%	17%	20%	17%	14%	19%e	19%	20%jpr	18%j	12%	16%	17%	16%	22%jopr	15%	13%	22%jpr	13%
11-20	293	234	59	24	257	19	6	10	9	38	21	10	28	19	67	40	26	2	18
	6%	5%	8%a	9%a	6%f	4%	3%	7%f	5%	7%k	5%	3%	6%	4%	10%hjkmqr	6%	6%	3%	5%
21+	162	116	45	17	134	14	9	5	5	19	10	25	11	13	12	23	16	3	11
	3%	3%	6%a	7%a	3%	3%	4%	3%	2%	3%	2%	7%hjlmnr	2%	3%	2%	3%	4%	4%	3%
Any Letters Sent (non-zero entry)	3776	3205	571	190	3179	312	176	108	145	426	310	271	324	343	486	551	323	46	266
	73%	73%	78%a	76%	74%	71%	70%	74%	70%	76%	73%	73%	71%	72%	72%	78%hr	73%	68%	71%
Total Mean (including those not Sending any)																			
Mean	4.18	3.96	5.61a	6.19a	4.17	3.85	4.14	5.55de	3.71	4.03	3.44	5.48j	4.19	3.59	4.59	4.35	3.81	3.72	3.87
Std Dev.	8.73	8.50	9.91	11.39	8.17	7.92	9.69	19.14	5.58	5.96	5.71	15.38	9.68	6.03	7.96	7.42	6.37	6.10	8.22
Std Error	0.12	0.15	0.23	0.40	0.16	0.24	0.33	0.75	0.35	0.35	0.34	0.95	0.56	0.36	0.46	0.43	0.38	0.46	0.27
Sending Mean (excluding those not Sending any)																			
Mean	5.71	5.46	7.10a	8.19a	5.66	5.43	5.91	7.47d	5.31	5.32	4.70	7.54j	5.86	4.99	6.40j	5.54	5.20	5.45	5.43
Std Dev.	9.76	9.56	10.74	12.47	9.07	8.95	11.12	21.91	6.01	6.33	6.22	17.60	11.02	6.60	8.76	7.98	6.94	6.72	9.29
Std Error	0.16	0.20	0.29	0.50	0.21	0.32	0.44	1.01	0.45	0.43	0.44	1.29	0.76	0.48	0.60	0.52	0.48	0.59	0.36

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	1380	355	529	269	126	70	884	196	469	519	252	67	42	988	109
	27%	18%	27%af	37%abf	37%abf	57%abcdfg	23%a	42%abf	24%	26%	31%hm	26%	49%hijkmn	25%	32%hm
1-2	1571	606	621	227	91	22	1227	113	578	588	283	92	19	1166	111
	30%	31%eg	31%eg	31%eg	27%	18%	31%eg	24%	29%	30%	35%hm	36%	22%	30%	33%
3-4	893	394	338	90	59	7	732	66	373	336	127	38	13	709	50
	17%	20%ceg	17%ce	12%	17%e	5%	19%ce	14%e	19%	17%	16%	15%	15%	18%	15%
5-10	858	375	329	91	44	16	703	59	347	347	116	36	8	695	44
	17%	19%cdg	17%	13%	13%	13%	18%cg	13%	18%	18%	14%	14%	10%	18%	13%
11-20	293	140	95	38	13	7	235	20	128	120	26	16	3	247	19
	6%	7%b	5%	5%	4%	6%	6%	4%	6%j	6%j	3%	6%	3%	6%j	6%
21+	162	75	65	11	9	2	140	11	74	69	13	5	-	143	5
	3%	4%c	3%	1%	3%	2%	4%c	2%	4%j	3%	2%	2%	-	4%j	1%
Any Letters Sent (non-zero entry)	3776	1590	1447	456	216	54	3037	269	1501	1460	566	187	43	2960	230
	73%	82%bcdefg	73%cdeg	63%e	63%e	43%	77%bcdeg	58%e	76%jln	74%l	69%l	74%l	51%	75%jln	68%l
Total Mean (including those not Sending any)															
Mean	4.18	5.24bcdg	3.92c	2.92	3.25	2.62	4.57bcg	3.08	4.86jn	4.24jn	3.04	3.34	2.09	4.55jn	3.02
Std Dev.	8.73	11.41	7.15	4.90	6.21	5.23	9.53	5.97	11.01	7.85	5.13	4.86	3.88	9.56	4.65
Std Error	0.12	0.26	0.16	0.19	0.33	0.47	0.15	0.27	0.24	0.18	0.19	0.31	0.42	0.15	0.26
Sending Mean (excluding those not Sending any)															
Mean	5.71	6.41bc	5.35	4.65	5.15	6.05	5.91	5.33	6.38j	5.75j	4.39	4.52	4.15	6.07j	4.45
Std Dev.	9.76	12.32	7.88	5.50	7.17	6.54	10.46	7.04	12.22	8.66	5.66	5.16	4.63	10.62	5.06
Std Error	0.16	0.31	0.21	0.26	0.48	0.85	0.19	0.42	0.31	0.23	0.25	0.40	0.66	0.19	0.34

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**1380**	76	1287	18	382	930	69	1352	7	9	6	1367	7
	27%	*20%*	**28%a**	*18%*	*25%*	*28%*	*22%*	**27%h**	*10%*	*34%*	*60%*	**27%h**	*24%*
1-2	**1571**	80	1457	34	392	1093	85	1547	14	2	1	1563	7
	30%	*21%*	**31%a**	**34%a**	*26%*	**33%d**	*27%*	*31%*	*22%*	*8%*	*10%*	*31%*	*23%*
3-4	**893**	79	788	26	289	550	54	872	7	5	3	884	5
	17%	*21%*	*17%*	*26%*	*19%*	*17%*	*17%*	*17%*	*11%*	*19%*	*30%*	*17%*	*18%*
5-10	**858**	100	737	20	316	484	58	821	25	4	-	850	8
	17%	**26%b**	*16%*	*21%*	**21%e**	*15%*	*19%*	*16%*	**39%gk**	*17%*	-	*17%*	*27%*
11-20	**293**	37	255	1	108	155	30	282	6	2	-	290	2
	6%	**10%bc**	*5%*	*1%*	**7%e**	*5%*	**10%e**	*6%*	*9%*	*10%*	-	*6%*	*8%*
21+	**162**	12	149	1	49	98	15	153	6	3	-	162	*
	3%	*3%*	*3%*	*1%*	*3%*	*3%*	*5%*	*3%*	**9%g**	*12%*	-	*3%*	*
Any Letters Sent (non-zero entry)	**3776**	308	3386	82	1154	2380	241	3674	58	17	4	3749	22
	73%	**80%b**	*72%*	*82%*	*75%*	*72%*	*78%*	*73%*	**90%gk**	*66%*	*40%*	*73%*	*76%*
Total Mean (including those not Sending any)													
Mean	**4.18**	**5.11c**	4.13	3.06	**4.90e**	3.72	**5.52e**	4.09	**7.64gk**	14.07	1.11	4.19	3.84
Std Dev.	**8.73**	6.77	8.95	3.15	10.62	7.67	8.60	8.50	9.16	29.09	1.60	8.76	4.39
Std Error	**0.12**	0.34	0.13	0.32	0.26	0.14	0.48	0.12	1.21	5.14	0.57	0.12	0.85
Sending Mean (excluding those not Sending any)													
Mean	**5.71**	**6.36c**	5.69	3.74	**6.52e**	5.17	**7.10e**	5.60	8.49	21.37	2.77	5.71	5.08
Std Dev.	**9.76**	7.01	10.08	3.10	11.81	8.62	9.16	9.50	9.28	33.88	1.24	9.79	4.38
Std Error	**0.16**	0.40	0.17	0.35	0.34	0.18	0.59	0.16	1.31	7.98	0.62	0.16	1.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	1380	329	337	375	340	104	127	98	105	120	112	134	120	122	98	136	106
	27%	*26%*	*26%*	*29%*	*26%*	*25%*	*29%*	*23%*	*24%*	*29%*	*25%*	**31%n**	*29%*	*28%*	*23%*	*30%*	*26%*
1-2	1571	396	418	423	333	111	142	143	139	152	128	135	136	152	129	127	77
	30%	**31%d**	**32%d**	**33%d**	*26%*	*26%*	**33%p**	**33%p**	**32%p**	**37%eop**	**29%p**	**31%p**	**33%p**	**34%p**	**30%p**	**28%p**	*19%*
3-4	893	211	218	237	226	59	72	80	74	72	72	81	82	74	75	85	66
	17%	*16%*	*17%*	*18%*	*18%*	*14%*	*17%*	*19%*	*17%*	*17%*	*16%*	*19%*	*20%*	*17%*	*17%*	*18%*	*17%*
5-10	858	218	230	177	234	75	73	70	73	52	105	61	48	68	89	70	75
	17%	*17%*	**18%c**	*14%*	**18%c**	*18%*	*17%*	*16%*	*17%*	*13%*	**23%iklmo**	*14%*	*12%*	*15%*	**21%il**	*15%*	**19%l**
11-20	293	68	67	56	102	31	17	20	28	16	23	21	19	16	27	26	50
	6%	*5%*	*5%*	*4%*	**8%abc**	*7%*	*4%*	*5%*	*7%*	*4%*	*5%*	*5%*	*4%*	*4%*	*6%*	*6%*	**12%fghijklmno**
21+	162	62	23	22	55	41	4	17	11	3	8	2	9	11	12	16	26
	3%	**5%bc**	*2%*	*2%*	**4%bc**	**10%fghijklmno**	*1%*	**4%fik**	*3%*	*1%*	*2%*	*	*2%*	*2%*	**3%k**	**4%fik**	**7%fhijklmn**
Any Letters Sent (non-zero entry)	3776	955	955	915	950	317	308	330	325	296	334	299	295	321	332	324	294
	73%	*74%*	*74%*	*71%*	*74%*	*75%*	*71%*	*77%*	*76%*	*71%*	*75%*	*69%*	*71%*	*72%*	**77%k**	*70%*	*74%*
Total Mean (including those not Sending any)																	
Mean	4.18	**4.78bc**	3.76	3.25	**4.92bc**	**6.55fghijklmno**	3.74	**4.09ik**	**4.56ik**	2.80	**3.89ik**	2.79	3.73	3.24	**4.04ik**	**3.86ik**	**7.10fghijklmno**
Std Dev.	8.73	10.32	7.06	6.14	10.45	10.50	12.54	6.86	9.83	4.74	5.39	4.07	8.47	5.14	5.39	6.28	16.42
Std Error	0.12	0.29	0.20	0.17	0.29	0.50	0.61	0.33	0.47	0.23	0.26	0.20	0.41	0.25	0.26	0.30	0.79
Sending Mean (excluding those not Sending any)																	
Mean	5.71	**6.42bc**	5.09	4.58	**6.68bc**	**8.71fghijklmno**	5.28	5.31	**6.03ik**	3.94	**5.19ik**	4.04	5.24	4.48	**5.23ik**	**5.48ik**	**9.66fghijklmno**
Std Dev.	9.76	11.51	7.79	6.87	11.68	11.30	14.62	7.39	10.91	5.21	5.66	4.35	9.64	5.56	5.61	6.87	18.49
Std Error	0.16	0.37	0.25	0.23	0.38	0.62	0.84	0.42	0.60	0.30	0.32	0.25	0.55	0.31	0.31	0.39	1.04

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	2386	-	2386	1153	1223	239	267	375	346	474	359	327	505	721	1160	686	2195	166	2310
	46%	-	*46%*	*46%*	*47%*	*35%*	*41%*	*37%*	**48%efg**	**51%efg**	**57%efgh**	**62%efghi**	*38%*	*42%*	**56%lm**	**59%lm**	**47%q**	*35%*	*45%*
1-2	1511	-	1511	737	771	200	196	328	213	265	162	147	396	541	574	309	1354	152	1567
	29%	-	*29%*	*29%*	*29%*	*29%*	*30%*	**32%j**	*30%*	*29%*	*26%*	*28%*	*30%*	*31%*	*28%*	*27%*	*29%*	*32%*	*30%*
3-4	611	-	611	300	310	100	107	138	88	90	64	24	206	226	179	88	546	61	626
	12%	-	*12%*	*12%*	*12%*	**15%ik**	**16%ijk**	**14%k**	**12%k**	**10%k**	**10%k**	*5%*	**15%no**	**13%no**	*9%*	*8%*	*12%*	*13%*	*12%*
5-10	491	-	491	249	242	117	61	133	55	64	38	22	179	188	124	60	413	73	488
	10%	-	*10%*	*10%*	*9%*	**17%fhijk**	**9%k**	**13%hijk**	*8%*	*7%*	*6%*	*4%*	**13%no**	**11%no**	*6%*	*5%*	*9%*	**15%p**	*9%*
11-20	120	-	120	60	59	25	20	33	9	21	10	2	45	42	33	12	100	18	120
	2%	-	*2%*	*2%*	*2%*	**4%hk**	**3%k**	**3%hk**	*1%*	**2%k**	*2%*	*	**3%no**	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*
21+	37	-	37	12	25	6	2	8	9	8	1	3	8	17	12	4	26	10	45
	1%	-	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%p**	*1%*
Any Parcels Sent (non-zero entry)	2770	-	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
	54%	-	*54%*	*54%*	*53%*	**65%hijk**	**59%hijk**	**63%hijk**	**52%jk**	**49%k**	*43%*	*38%*	**62%no**	**58%no**	*44%*	*41%*	*53%*	**65%p**	*55%*
Total Mean (including those not Sending any)																			
Mean	2.06	-	2.06	1.99	2.13	**2.97fijk**	**2.15jk**	**2.49ijk**	**2.22k**	**1.73k**	1.35	1.10	**2.57no**	**2.38no**	1.45	1.24	1.91	**3.49p**	2.18
Std Dev.	4.70	-	4.70	4.05	5.26	5.14	3.42	4.00	8.08	3.73	3.06	2.99	4.41	6.03	3.36	3.03	4.06	8.59	6.64
Std Error	0.07	-	0.07	0.08	0.10	0.21	0.14	0.13	0.31	0.12	0.11	0.13	0.12	0.15	0.07	0.09	0.06	0.49	0.09
Sending Mean (excluding those not Sending any)																			
Mean	3.83	-	3.83	3.68	3.97	**4.56fijk**	3.63	**3.94k**	4.28	3.56	3.11	2.92	**4.13no**	**4.07no**	3.29	3.03	3.62	**5.33p**	3.96
Std Dev.	5.86	-	5.86	4.91	6.66	5.77	3.80	4.43	10.81	4.70	4.02	4.29	4.98	7.44	4.42	4.13	5.02	10.15	8.53
Std Error	0.11	-	0.11	0.13	0.17	0.29	0.20	0.18	0.57	0.20	0.22	0.30	0.18	0.24	0.13	0.18	0.10	0.72	0.16

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2386	355	831	523	678	1186	1200	1183	1164	344	379	702	482	285	1563	345	1874
	46%	*34%*	**47%a**	**47%a**	**54%abc**	*43%*	**51%e**	*39%*	**58%g**	**55%lmn**	**55%lmn**	**51%lm**	**40%m**	*33%*	**48%lm**	**54%p**	*45%*
1-2	1511	335	549	300	327	883	628	965	517	153	176	377	424	291	977	158	1285
	29%	**32%d**	**31%d**	*27%*	*26%*	**32%f**	*27%*	**31%h**	*26%*	*24%*	*25%*	*27%*	**35%ijkn**	**34%ijk**	**30%i**	*25%*	**31%o**
3-4	611	162	182	130	138	344	267	446	162	61	58	158	133	160	349	61	518
	12%	**16%bd**	*10%*	*12%*	*11%*	*12%*	*11%*	**15%h**	*8%*	*10%*	*8%*	*11%*	*11%*	**18%ijkln**	*11%*	*10%*	*12%*
5-10	491	148	143	101	99	292	199	364	121	53	59	102	127	111	287	53	406
	10%	**14%bcd**	*8%*	*9%*	*8%*	*10%*	*8%*	**12%h**	*6%*	*8%*	*8%*	*7%*	**10%k**	**13%ijkn**	*9%*	*8%*	*10%*
11-20	120	33	29	44	14	62	58	84	32	13	12	35	33	20	79	13	101
	2%	**3%bd**	*2%*	**4%bd**	*1%*	*2%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*
21+	37	6	17	11	3	23	14	26	9	6	9	7	9	1	26	6	27
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	**1%m**	*1%*	*1%*	*	*1%*	*1%*	*1%*
Any Parcels Sent (non-zero entry)	2770	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
	54%	**66%bcd**	**53%d**	**53%d**	*46%*	**57%f**	*49%*	**61%h**	*42%*	*45%*	*45%*	*49%*	**60%ijkn**	**67%ijkln**	**52%ij**	*46%*	**55%o**
Total Mean (including those not Sending any)																	
Mean	2.06	**2.79bd**	**1.92d**	**2.19d**	1.52	**2.25f**	1.83	**2.47h**	1.39	2.08	1.90	1.82	2.21	**2.30k**	1.98	2.08	2.05
Std Dev.	4.70	6.80	4.43	4.00	3.19	5.45	3.61	5.09	3.29	7.25	5.18	3.94	3.91	3.01	4.23	7.21	3.99
Std Error	0.07	0.19	0.11	0.13	0.09	0.10	0.08	0.10	0.07	0.29	0.20	0.11	0.11	0.11	0.07	0.28	0.06
Sending Mean (excluding those not Sending any)																	
Mean	3.83	**4.24d**	3.66	**4.14d**	3.28	3.91	3.71	**4.02h**	3.32	4.59	4.20	3.71	3.68	3.43	3.79	4.54	3.69
Std Dev.	5.86	8.01	5.57	4.71	4.04	6.73	4.41	6.00	4.41	10.22	7.04	4.96	4.48	3.10	5.22	10.13	4.76
Std Error	0.11	0.28	0.19	0.20	0.17	0.16	0.13	0.15	0.13	0.59	0.37	0.19	0.16	0.13	0.12	0.58	0.10

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	2386	2062	324	102	2021	194	112	59	92	266	208	197	203	224	273	327	232	30	164
	46%	*47%*	*44%*	*41%*	**47%g**	*44%*	*45%*	*40%*	*44%*	*47%*	**49%n**	**53%nr**	*45%*	*47%*	*40%*	*47%*	**53%nr**	*45%*	*44%*
1-2	1511	1275	236	78	1245	145	71	49	62	185	115	93	129	155	173	217	116	21	124
	29%	*29%*	*32%*	*31%*	*29%*	*33%*	*28%*	**34%d**	*30%*	*33%*	*27%*	*25%*	*29%*	*32%*	*25%*	*31%*	*26%*	*31%*	**33%kn**
3-4	611	528	83	35	505	54	32	20	28	46	49	25	73	59	116	65	44	7	47
	12%	*12%*	*11%*	*14%*	*12%*	*12%*	*13%*	*13%*	**13%ik**	*8%*	*12%*	*7%*	**16%ikop**	**12%k**	**17%ikop**	*9%*	*10%*	*10%*	**13%k**
5-10	491	427	64	27	415	37	24	14	17	56	43	39	34	23	88	71	45	8	29
	10%	*10%*	*9%*	*11%*	*10%*	*8%*	*10%*	*10%*	*8%*	**10%m**	**10%m**	**10%m**	*8%*	*5%*	**13%lmr**	**10%m**	**10%m**	**12%m**	*8%*
11-20	120	98	21	7	102	8	8	2	7	9	6	12	11	12	21	20	3	1	7
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	**4%p**	*2%*	*1%*	**3%p**	*3%*	*2%*	**3%p**	*3%*	*1%*	*1%*	*2%*
21+	37	30	7	1	30	2	3	1	3	1	2	7	2	4	6	4	2	1	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*	*1%*	*
Any Parcels Sent (non-zero entry)	2770	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38	209
	54%	*53%*	*56%*	*59%*	*53%*	*56%*	*55%*	**60%d**	*56%*	*53%*	*51%*	*47%*	*55%*	*53%*	**60%ikp**	*53%*	*47%*	*55%*	**56%kp**
Total Mean (including those not Sending any)																			
Mean	2.06	2.04	2.12	2.29	2.05	1.85	2.35	2.36	**2.28p**	1.72	1.94	2.71	1.94	1.88	**2.49ipr**	2.03	1.57	2.09	1.81
Std Dev.	4.70	4.56	5.46	7.42	4.54	3.36	5.38	9.39	4.20	2.91	3.89	9.10	3.35	4.86	3.72	4.44	2.75	4.33	3.15
Std Error	0.07	0.08	0.13	0.26	0.09	0.10	0.18	0.37	0.26	0.17	0.23	0.56	0.19	0.29	0.22	0.25	0.16	0.33	0.10
Sending Mean (excluding those not Sending any)																			
Mean	3.83	3.83	3.78	3.88	3.85	3.31	4.25	3.95	4.08	3.25	3.81	**5.73ilpr**	3.52	3.55	**4.16ir**	3.79	3.31	3.78	3.22
Std Dev.	5.86	5.67	6.86	9.33	5.64	3.91	6.67	11.90	4.93	3.33	4.76	12.58	3.85	6.22	4.03	5.49	3.20	5.26	3.63
Std Error	0.11	0.14	0.21	0.42	0.15	0.16	0.30	0.61	0.41	0.27	0.40	1.12	0.30	0.53	0.30	0.44	0.27	0.51	0.16

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	2386 *46%*	871 *45%*	918 *46%*	358 *49%*	156 *46%*	58 *46%*	1789 *46%*	214 *46%*	830 *42%*	848 *43%*	469 **57%him**	142 **56%him**	61 **71%him**	1678 *42%*	203 **60%him**
1-2	1511 *29%*	579 *30%*	577 *29%*	203 *28%*	110 *32%*	29 *23%*	1156 *29%*	138 *30%*	576 **29%l**	628 **32%ln**	219 **27%l**	66 *26%*	11 *13%*	1204 **30%ln**	77 *23%*
3-4	611 *12%*	247 *13%*	231 *12%*	75 *10%*	37 *11%*	17 *14%*	478 *12%*	54 *12%*	260 **13%kn**	246 **12%kn**	79 *10%*	15 *6%*	7 *8%*	506 **13%kn**	22 *7%*
5-10	491 *10%*	179 *9%*	193 *10%*	71 *10%*	31 *9%*	17 *14%*	372 *9%*	48 *10%*	224 **11%j**	196 **10%j**	39 *5%*	25 **10%j**	7 *8%*	421 **11%j**	31 **9%j**
11-20	120 *2%*	52 *3%*	45 *2%*	16 *2%*	5 *2%*	2 *1%*	97 *2%*	7 *2%*	54 **3%j**	53 **3%j**	7 *1%*	5 *2%*	- -	107 **3%j**	5 *1%*
21+	37 *1%*	17 *1%*	12 *1%*	3 *	3 *1%*	1 *1%*	29 *1%*	4 *1%*	25 **1%l**	7 *	4 *	1 *	- -	33 *1%*	1 *
Any Parcels Sent (non-zero entry)	2770 *54%*	1074 *55%*	1057 *54%*	368 *51%*	185 *54%*	66 *54%*	2131 *54%*	252 *54%*	1140 **58%jkln**	1131 **57%jkln**	349 *43%*	112 *44%*	25 *29%*	2271 **58%jkln**	137 *40%*
Total Mean (including those not Sending any)															
Mean	2.06	2.23	2.00	1.87	1.87	2.18	2.12	1.95	**2.54ijn**	**2.03jln**	1.32	1.52	1.01	**2.28jn**	1.39
Std Dev.	4.70	5.79	4.10	3.66	3.28	3.93	5.01	3.46	6.34	3.51	2.78	3.07	2.14	5.13	2.87
Std Error	0.07	0.13	0.09	0.14	0.17	0.35	0.08	0.16	0.14	0.08	0.10	0.20	0.23	0.08	0.16
Sending Mean (excluding those not Sending any)															
Mean	3.83	4.04	3.74	3.68	3.44	4.07	3.89	3.61	**4.38ij**	3.56	3.10	3.45	3.48	3.97	3.46
Std Dev.	5.86	7.32	4.99	4.44	3.80	4.61	6.27	4.03	7.84	4.02	3.56	3.85	2.68	6.25	3.65
Std Error	0.11	0.22	0.15	0.23	0.27	0.56	0.13	0.25	0.22	0.12	0.19	0.37	0.52	0.13	0.31

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2386**	160	2172	55	717	1536	134	2336	17	13	10	2367	9
	46%	*42%*	*46%*	*55%*	*47%*	*46%*	*43%*	**46%h**	*27%*	*53%*	*99%*	**46%h**	*30%*
1-2	**1511**	117	1365	30	406	1021	83	1480	18	7	-	1505	6
	29%	*30%*	*29%*	*30%*	*26%*	**31%d**	*27%*	*29%*	*28%*	*26%*	-	*29%*	*22%*
3-4	**611**	63	539	9	195	366	50	586	18	2	*	606	5
	12%	**16%b**	*12%*	*9%*	*13%*	*11%*	*16%*	*12%*	**28%gk**	*7%*	*1%*	*12%*	*17%*
5-10	**491**	34	450	6	168	288	35	474	8	4	-	485	6
	10%	*9%*	*10%*	*6%*	*11%*	*9%*	*11%*	*9%*	*12%*	*14%*	-	*9%*	*20%*
11-20	**120**	10	109	*	36	78	6	113	3	-	-	117	3
	2%	*3%*	*2%*	*	*2%*	*2%*	*2%*	*2%*	*5%*	-	-	*2%*	*11%*
21+	**37**	-	37	-	13	20	3	37	-	-	-	37	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Any Parcels Sent (non-zero entry)	**2770**	224	2501	45	819	1774	177	2690	47	12	*	2749	20
	54%	*58%*	*54%*	*45%*	*53%*	*54%*	*57%*	*54%*	**73%gk**	*47%*	*1%*	*54%*	*70%*
Total Mean (including those not Sending any)													
Mean	**2.06**	1.95	2.08	1.20	**2.29e**	1.91	2.38	2.04	3.05	1.81	0.02	2.05	4.12
Std Dev.	**4.70**	2.74	4.87	1.96	6.14	3.73	5.60	4.72	4.18	2.73	0.27	4.70	4.65
Std Error	**0.07**	0.14	0.07	0.20	0.15	0.07	0.31	0.07	0.55	0.48	0.10	0.07	0.90
Sending Mean (excluding those not Sending any)													
Mean	**3.83**	3.34	3.89	2.66	**4.30e**	3.57	4.18	3.80	4.17	3.84	3.00	3.81	5.92
Std Dev.	**5.86**	2.87	6.10	2.17	7.88	4.48	6.90	5.90	4.38	2.83	-	5.87	4.51
Std Error	**0.11**	0.19	0.12	0.31	0.26	0.11	0.51	0.11	0.71	0.73	-	0.11	1.21

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 83

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2386**	549	593	636	609	159	208	182	193	211	189	231	204	202	220	212	177
	46%	*43%*	*46%*	**49%a**	*47%*	*38%*	**48%e**	*42%*	*45%*	**51%e**	*42%*	**53%egj**	**49%e**	*46%*	**51%e**	*46%*	*44%*
1-2	**1511**	398	396	381	337	135	117	146	127	118	150	123	120	138	106	120	111
	29%	**31%d**	*31%*	*30%*	*26%*	*32%*	*27%*	**34%n**	*30%*	*29%*	**34%n**	*28%*	*29%*	*31%*	*25%*	*26%*	*28%*
3-4	**611**	160	147	136	168	64	54	41	50	51	46	32	46	58	53	70	44
	12%	*12%*	*11%*	*11%*	*13%*	**15%k**	*12%*	*10%*	*12%*	*12%*	*10%*	*8%*	*11%*	*13%*	*12%*	**15%k**	*11%*
5-10	**491**	132	121	106	132	49	41	42	42	28	50	37	32	37	37	42	53
	10%	*10%*	*9%*	*8%*	*10%*	*12%*	*9%*	*10%*	*10%*	*7%*	*11%*	*9%*	*8%*	*8%*	*9%*	*9%*	**13%l**
11-20	**120**	39	22	24	34	12	11	17	9	5	9	6	11	6	11	12	11
	2%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	**4%l**	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*3%*
21+	**37**	6	14	7	10	2	4	-	8	2	3	3	2	2	4	4	2
	1%	*	*1%*	*1%*	*1%*	*	*1%*	-	**2%g**	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Any Parcels Sent (non-zero entry)	**2770**	735	699	654	681	262	227	246	237	205	258	202	211	241	211	249	222
	54%	**57%c**	*54%*	*51%*	*53%*	**62%fikln**	*52%*	**58%k**	*55%*	*49%*	**58%k**	*47%*	*51%*	*54%*	*49%*	*54%*	*56%*
Total Mean (including those not Sending any)																	
Mean	**2.06**	**2.25c**	2.13	1.75	2.09	**2.25k**	2.44	2.05	**2.66k**	1.64	2.09	1.60	1.85	1.82	1.95	2.08	2.23
Std Dev.	**4.70**	5.52	5.61	3.32	3.91	3.35	8.20	3.51	6.95	5.81	3.59	3.26	3.45	3.25	3.94	3.53	4.28
Std Error	**0.07**	0.15	0.16	0.09	0.11	0.16	0.40	0.17	0.33	0.28	0.17	0.16	0.17	0.16	0.19	0.17	0.21
Sending Mean (excluding those not Sending any)																	
Mean	**3.83**	3.93	3.94	3.46	3.95	3.62	4.68	3.56	4.82	3.33	3.61	3.42	3.64	3.34	3.99	3.85	4.02
Std Dev.	**5.86**	6.84	7.15	3.98	4.65	3.62	10.89	4.00	8.79	7.95	4.11	4.07	4.12	3.78	4.86	4.03	5.08
Std Error	**0.11**	0.25	0.27	0.15	0.17	0.22	0.71	0.25	0.56	0.54	0.26	0.28	0.28	0.24	0.33	0.26	0.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**2820**	-	2820	1338	1479	326	337	521	388	503	380	366	663	909	1249	745	2601	204	2732
	55%	-	*55%*	*53%*	*56%*	*47%*	*52%*	*51%*	*54%*	**55%e**	**60%efg**	**70%efghij**	*49%*	*52%*	**60%lm**	**64%lm**	**56%q**	*43%*	*53%*
Personal letters (e.g. to a friend or relative)	**1566**	-	1566	903	661	304	228	369	149	211	155	151	532	518	517	306	1364	190	1464
	30%	-	*30%*	**36%d**	*25%*	**44%fghijk**	**35%hij**	**36%hijk**	*21%*	*23%*	*24%*	**29%h**	**40%mno**	**30%n**	*25%*	*26%*	*29%*	**40%p**	*28%*
Formal letters to organisations or individuals	**1702**	-	1702	959	742	239	223	370	208	292	190	180	462	579	662	370	1529	165	1688
	33%	-	*33%*	**38%d**	*28%*	*35%*	*34%*	**36%h**	*29%*	*32%*	*30%*	*34%*	*34%*	*33%*	*32%*	*32%*	*33%*	*34%*	*33%*
Payments for Bills/ invoices/ statements	**1200**	-	1200	712	486	268	208	315	122	114	89	85	476	437	288	174	1019	176	1129
	23%	-	*23%*	**28%d**	*18%*	**39%fghijk**	**32%hijk**	**31%hijk**	*17%*	*12%*	*14%*	*16%*	**35%mno**	**25%no**	*14%*	*15%*	*22%*	**37%p**	*22%*
Smaller parcels - that will fit through a letterbox	**2215**	-	2215	1096	1117	388	308	556	294	334	192	143	695	850	670	335	1935	266	2248
	43%	-	*43%*	*44%*	*42%*	**56%fhijk**	**47%ijk**	**55%fhijk**	**41%jk**	**36%k**	*30%*	*27%*	**52%no**	**49%no**	*32%*	*29%*	*42%*	**55%p**	*44%*
Larger parcels - that will not fit through a letterbox	**1958**	-	1958	997	958	343	287	448	255	300	193	132	630	703	625	325	1721	226	1984
	38%	-	*38%*	*40%*	*36%*	**50%hijk**	**44%hijk**	**44%hijk**	**35%k**	**33%k**	*30%*	*25%*	**47%mno**	**41%no**	*30%*	*28%*	*37%*	**47%p**	*38%*
Items requiring a signature	**1282**	-	1282	732	548	217	213	346	162	184	98	62	430	508	344	160	1091	185	1280
	25%	-	*25%*	**29%d**	*21%*	**32%hijk**	**33%hijk**	**34%hijk**	**23%jk**	**20%k**	*15%*	*12%*	**32%no**	**29%no**	*17%*	*14%*	*24%*	**39%p**	*25%*
Other important items which involve postal or delivery services	**739**	-	739	443	296	137	113	192	85	85	62	65	250	276	212	127	635	99	702
	14%	-	*14%*	**18%d**	*11%*	**20%hijk**	**17%hij**	**19%hijk**	*12%*	*9%*	*10%*	*12%*	**19%no**	**16%no**	*10%*	*11%*	*14%*	**21%p**	*14%*
Any Post sent	**4327**	-	4327	2069	2251	582	544	834	586	769	548	463	1126	1420	1781	1011	3899	402	4326
	84%	-	*84%*	*82%*	**86%c**	*85%*	*83%*	*82%*	*82%*	*83%*	*86%*	**88%gh**	*84%*	*82%*	**86%m**	**87%m**	*84%*	*84%*	*84%*
Any Letter Post sent	**3776**	-	3776	1833	1935	493	459	712	500	672	499	441	952	1213	1611	939	3432	322	3747
	73%	-	*73%*	*73%*	*74%*	*72%*	*70%*	*70%*	*70%*	*73%*	**79%efgh**	**84%efghi**	*71%*	*70%*	**77%lm**	**81%lm**	**74%q**	*67%*	*73%*
Any Parcels sent	**2770**	-	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
	54%	-	*54%*	*54%*	*53%*	**65%hijk**	**59%hijk**	**63%hijk**	**52%jk**	**49%k**	*43%*	*38%*	**62%no**	**58%no**	*44%*	*41%*	*53%*	**65%p**	*55%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	2820	684	936	631	569	1620	1200	1680	1103	287	365	718	697	572	1780	289	2379
	55%	**66%bcd**	**53%d**	**57%d**	*45%*	**58%f**	*51%*	*55%*	*55%*	*46%*	**53%l**	**52%l**	**58%ik**	**66%ijkln**	**54%l**	*45%*	**57%o**
Personal letters (e.g. to a friend or relative)	1566	460	496	331	278	957	610	1072	461	166	197	350	373	364	920	168	1309
	30%	**44%bcd**	**28%d**	**30%d**	*22%*	**34%f**	*26%*	**35%h**	*23%*	*26%*	*28%*	*25%*	**31%k**	**42%ijkln**	*28%*	*26%*	*31%*
Formal letters to organisations or individuals	1702	492	531	363	317	1022	680	1119	556	162	206	448	395	395	1048	165	1461
	33%	**47%bcd**	**30%d**	**33%d**	*25%*	**37%f**	*29%*	**36%h**	*28%*	*26%*	*30%*	**32%l**	**33%l**	**45%ijkln**	**32%l**	*26%*	**35%o**
Payments for Bills/ invoices/ statements	1200	384	321	290	205	705	495	883	287	114	138	269	291	322	698	116	1036
	23%	**37%bcd**	*18%*	**26%bd**	*16%*	**25%f**	*21%*	**29%h**	*14%*	*18%*	*20%*	*19%*	**24%ik**	**37%ijkln**	*21%*	*18%*	**25%o**
Smaller parcels - that will fit through a letterbox	2215	566	718	463	469	1283	932	1554	624	234	258	534	571	475	1363	240	1864
	43%	**54%bcd**	*41%*	*42%*	*37%*	**46%f**	*39%*	**51%h**	*31%*	*37%*	*37%*	*39%*	**47%ijkn**	**55%ijkln**	*42%*	*38%*	**44%o**
Larger parcels - that will not fit through a letterbox	1958	533	625	425	375	1158	800	1371	563	186	213	471	503	447	1187	189	1660
	38%	**51%bcd**	**36%d**	**38%d**	*30%*	**42%f**	*34%*	**45%h**	*28%*	*30%*	*31%*	*34%*	**42%ijkn**	**51%ijkln**	**36%ij**	*30%*	**39%o**
Items requiring a signature	1282	380	360	301	241	740	542	937	327	123	136	304	328	311	767	123	1098
	25%	**37%bcd**	*21%*	**27%bd**	*19%*	**27%f**	*23%*	**31%h**	*16%*	*20%*	*20%*	*22%*	**27%ijk**	**36%ijkln**	*23%*	*19%*	**26%o**
Other important items which involve postal or delivery services	739	269	172	179	119	440	298	498	219	80	76	170	145	219	391	80	617
	14%	**26%bcd**	*10%*	**16%bd**	*9%*	**16%f**	*13%*	**16%h**	*11%*	*13%*	*11%*	*12%*	*12%*	**25%ijkln**	*12%*	*13%*	*15%*
Any Post sent	4327	947	1475	950	956	2422	1905	2620	1645	489	580	1118	1052	798	2750	496	3600
	84%	**91%bcd**	**84%d**	**86%d**	*76%*	**87%f**	*81%*	**85%h**	*82%*	*78%*	**84%l**	*81%*	**87%ikn**	**92%ijkln**	**84%l**	*78%*	**85%o**
Any Letter Post sent	3776	862	1263	825	826	2125	1650	2270	1449	409	520	981	912	708	2413	414	3168
	73%	**83%bcd**	**72%d**	**74%d**	*66%*	**76%f**	*70%*	*74%*	*72%*	*65%*	**75%l**	**71%l**	**76%l**	**82%ijkln**	**74%l**	*65%*	**75%o**
Any Parcels sent	2770	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
	54%	**66%bcd**	**53%d**	**53%d**	*46%*	**57%f**	*49%*	**61%h**	*42%*	*45%*	*45%*	*49%*	**60%ijkn**	**67%ijkln**	**52%ij**	*46%*	**55%o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	2820	2380	440	141	2395	226	125	74	113	311	230	221	257	263	358	397	245	32	194
	55%	54%	60%a	56%	55%f	51%	50%	51%	55%	55%	54%	59%	57%	55%	53%	56%	56%	47%	52%
Personal letters (e.g. to a friend or relative)	1566	1345	222	88	1332	125	69	40	58	202	101	100	132	109	284	219	128	21	105
	30%	30%	30%	35%	31%	28%	27%	28%	28%	36%jkmr	24%	27%	29%	23%	42%hjklmopr	31%m	29%	31%	28%
Formal letters to organisations or individuals	1702	1430	272	105	1440	125	85	53	66	205	150	114	116	134	278	246	130	23	102
	33%	32%	37%a	42%a	33%e	28%	34%	36%e	32%	36%lmr	35%lr	31%	26%	28%	41%hklmpr	35%lr	29%	34%	27%
Payments for Bills/ invoices/ statements	1200	1041	159	73	1023	83	49	46	51	179	84	64	83	76	251	159	75	16	67
	23%	24%	22%	29%b	24%e	19%	20%	31%def	25%kmpr	32%jklmopr	20%	17%	18%	16%	37%hjklmopqr	23%	17%	24%	18%
Smaller parcels - that will fit through a letterbox	2215	1914	301	118	1849	189	106	71	102	233	162	140	196	202	354	302	158	27	163
	43%	43%	41%	47%	43%	43%	42%	49%d	49%jkp	41%	38%	38%	43%	42%	52%ijklmopqr	43%	36%	39%	44%p
Larger parcels - that will not fit through a letterbox	1958	1660	298	107	1629	170	100	59	75	216	157	124	168	158	330	253	148	27	143
	38%	38%	40%	43%	38%	38%	40%	41%	36%	38%	37%	33%	37%	33%	49%hijklmopr	36%	34%	40%	38%
Items requiring a signature	1282	1104	179	72	1077	103	64	38	64	160	87	78	106	98	249	140	95	16	87
	25%	25%	24%	29%	25%	23%	26%	26%	31%jkmopr	28%jmo	21%	21%	23%	20%	37%ijklmopqr	20%	22%	24%	23%
Other important items which involve postal or delivery services	739	628	111	57	626	58	33	21	32	89	52	46	62	54	156	79	57	11	47
	14%	14%	15%	23%ab	15%	13%	13%	15%	16%	16%	12%	12%	14%	11%	23%hijklmopr	11%	13%	16%	13%
Any Post sent	4327	3678	649	214	3622	374	210	122	170	477	349	298	377	413	569	596	373	56	317
	84%	83%	88%a	85%	84%	85%	84%	84%	82%	85%	82%	80%	83%	87%k	84%	85%	85%	83%	85%
Any Letter Post sent	3776	3205	571	190	3179	312	176	108	145	426	310	271	324	343	486	551	323	46	266
	73%	73%	78%a	76%	74%	71%	70%	74%	70%	76%	73%	73%	71%	72%	72%	78%hr	73%	68%	71%
Any Parcels sent	2770	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38	209
	54%	53%	56%	59%	53%	56%	55%	60%d	56%	53%	51%	47%	55%	53%	60%jkp	53%	47%	55%	56%kp

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	**2820**	1269	1062	318	132	31	2330	163	1147	1090	405	131	31	2238	162
	55%	**65%bcdefg**	**54%cdeg**	**44%eg**	**39%e**	*25%*	**59%bcdeg**	*35%*	**58%jln**	**55%jl**	*50%*	*52%*	*36%*	**57%jln**	*48%*
Personal letters (e.g. to a friend or relative)	**1566**	689	575	184	80	28	1263	108	639	620	221	60	18	1259	78
	30%	**35%bcdeg**	*29%*	*25%*	*23%*	*23%*	**32%cdg**	*23%*	**32%jkn**	**31%n**	*27%*	*24%*	*21%*	**32%jkn**	*23%*
Formal letters to organisations or individuals	**1702**	720	637	212	102	29	1357	131	698	650	238	99	15	1348	115
	33%	**37%bceg**	*32%*	*29%*	*30%*	*23%*	**35%ceg**	*28%*	**35%jl**	**33%l**	*29%*	**39%jl**	*18%*	**34%jl**	**34%l**
Payments for Bills/ invoices/ statements	**1200**	451	454	166	91	31	905	123	457	459	203	60	13	916	73
	23%	*23%*	*23%*	*23%*	*27%*	*25%*	*23%*	*26%*	*23%*	*23%*	*25%*	*24%*	*15%*	*23%*	*21%*
Smaller parcels - that will fit through a letterbox	**2215**	843	863	295	152	51	1705	203	905	908	285	90	19	1813	109
	43%	*43%*	*44%*	*41%*	*45%*	*41%*	*44%*	*44%*	**46%jkln**	**46%jkln**	*35%*	*35%*	*22%*	**46%jkln**	*32%*
Larger parcels - that will not fit through a letterbox	**1958**	774	735	270	119	48	1509	167	824	781	245	78	20	1605	98
	38%	*40%*	*37%*	*37%*	*35%*	*39%*	*38%*	*36%*	**42%jkln**	**39%jkln**	*30%*	*31%*	*23%*	**41%jkln**	*29%*
Items requiring a signature	**1282**	499	477	188	88	28	976	116	516	515	184	55	9	1031	64
	25%	*26%*	*24%*	*26%*	*26%*	*23%*	*25%*	*25%*	**26%ln**	**26%ln**	*23%*	*22%*	*11%*	**26%ln**	*19%*
Other important items which involve postal or delivery services	**739**	340	253	81	49	13	593	62	325	275	97	31	9	600	39
	14%	**17%bc**	*13%*	*11%*	*14%*	*11%*	**15%c**	*13%*	**16%j**	*14%*	*12%*	*12%*	*10%*	*15%*	*12%*
Any Post sent	**4327**	1742	1678	543	259	83	3419	342	1704	1698	634	210	56	3402	265
	84%	**90%bcdeg**	**85%cdeg**	*75%*	*76%*	*67%*	**87%cdeg**	*74%*	**87%jln**	**86%jln**	**78%l**	**83%l**	*65%*	**86%jln**	*78%*
Any Letter Post sent	**3776**	1590	1447	456	216	54	3037	269	1501	1460	566	187	43	2960	230
	73%	**82%bcdefg**	**73%cdeg**	**63%e**	**63%e**	*43%*	**77%bcdeg**	**58%e**	**76%jln**	**74%l**	**69%l**	**74%l**	*51%*	**75%jln**	**68%l**
Any Parcels sent	**2770**	1074	1057	368	185	66	2131	252	1140	1131	349	112	25	2271	137
	54%	*55%*	*54%*	*51%*	*54%*	*54%*	*54%*	*54%*	**58%jkln**	**57%jkln**	*43%*	*44%*	*29%*	**58%jkln**	*40%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	**2820**	249	2505	66	881	1770	169	2739	49	15	1	2803	16
	55%	**65%b**	*54%*	*66%*	*57%*	*53%*	*55%*	*55%*	**75%gk**	*58%*	*11%*	*55%*	*55%*
Personal letters (e.g. to a friend or relative)	**1566**	176	1355	36	547	892	127	1491	46	13	3	1549	14
	30%	**46%b**	*29%*	*36%*	**36%e**	*27%*	**41%e**	*30%*	**70%gk**	*50%*	*30%*	*30%*	*48%*
Formal letters to organisations or individuals	**1702**	179	1489	34	624	962	117	1638	37	10	4	1685	14
	33%	**47%b**	*32%*	*34%*	**41%e**	*29%*	**38%e**	*33%*	**57%gk**	*40%*	*39%*	*33%*	*47%*
Payments for Bills/ invoices/ statements	**1200**	149	1023	29	422	658	120	1129	45	12	2	1185	13
	23%	**39%b**	*22%*	*29%*	**28%e**	*20%*	**39%de**	*22%*	**69%gk**	*46%*	*19%*	*23%*	*45%*
Smaller parcels - that will fit through a letterbox	**2215**	187	1989	40	679	1383	153	2142	43	11	*	2196	19
	43%	*49%*	*43%*	*40%*	*44%*	*42%*	**49%e**	*43%*	**67%gk**	*42%*	*1%*	*43%*	*66%*
Larger parcels - that will not fit through a letterbox	**1958**	161	1766	30	595	1239	124	1894	39	10	*	1942	16
	38%	*42%*	*38%*	*30%*	*39%*	*37%*	*40%*	*38%*	**59%gk**	*37%*	*1%*	*38%*	*54%*
Items requiring a signature	**1282**	148	1112	23	450	738	95	1220	44	10	1	1274	8
	25%	**39%bc**	*24%*	*23%*	**29%e**	*22%*	**31%e**	*24%*	**67%gk**	*39%*	*11%*	*25%*	*26%*
Other important items which involve postal or delivery services	**739**	111	614	14	306	364	68	698	29	5	-	732	7
	14%	**29%bc**	*13%*	*14%*	**20%e**	*11%*	**22%e**	*14%*	**45%gk**	*20%*	-	*14%*	*22%*
Any Post sent	**4327**	337	3903	87	1275	2786	266	4219	61	17	4	4298	25
	84%	*88%*	*84%*	*87%*	*83%*	*84%*	*86%*	*84%*	*94%*	*69%*	*40%*	*84%*	*87%*
Any Letter Post sent	**3776**	308	3386	82	1154	2380	241	3674	58	17	4	3749	22
	73%	**80%b**	*72%*	*82%*	*75%*	*72%*	*78%*	*73%*	**90%gk**	*66%*	*40%*	*73%*	*76%*
Any Parcels sent	**2770**	224	2501	45	819	1774	177	2690	47	12	*	2749	20
	54%	*58%*	*54%*	*45%*	*53%*	*54%*	*57%*	*54%*	**73%gk**	*47%*	*1%*	*54%*	*70%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	2820 55%	694 54%	733 57%c	659 51%	735 57%c	237 56%o	231 53%	226 53%	267 62%fgikmo	197 48%	268 60%ikmo	208 48%	229 55%o	221 50%	269 63%fgikmo	210 45%	256 64%fgikmo
Personal letters (e.g. to a friend or relative)	1566 30%	372 29%	383 30%	379 29%	433 34%	112 26%	103 24%	158 37%efhil	116 27%	109 26%	157 35%efhil	132 31%	110 26%	137 31%	148 34%f	150 33%f	134 34%f
Formal letters to organisations or individuals	1702 33%	402 31%	430 33%	389 30%	482 37%ac	113 27%	140 32%	150 35%	146 34%	122 29%	162 36%ek	117 27%	132 32%	139 31%	180 42%efiklm	158 34%	144 36%ek
Payments for Bills/ invoices/ statements	1200 23%	259 20%	288 22%	293 23%	361 28%abc	73 17%	93 21%	93 22%	72 17%	93 22%	122 27%eh	89 21%	94 23%	111 25%eh	122 28%eh	126 27%eh	113 28%ehk
Smaller parcels - that will fit through a letterbox	2215 43%	561 44%	564 44%	516 40%	576 45%	192 46%k	182 42%	187 44%	188 44%	169 41%	207 46%k	157 36%	165 40%	193 44%	181 42%	213 46%k	182 46%k
Larger parcels - that will not fit through a letterbox	1958 38%	517 40%c	485 38%	450 35%	506 39%	195 46%fikmn	158 36%	164 38%k	164 38%	135 33%	186 42%ik	128 30%	159 38%	162 37%	148 34%	188 41%k	170 43%ik
Items requiring a signature	1282 25%	323 25%	308 24%	283 22%	369 29%bc	109 26%k	98 23%	116 27%k	99 23%	89 21%	120 27%k	75 17%	112 27%k	96 22%	131 30%fikm	133 29%k	104 26%k
Other important items which involve postal or delivery services	739 14%	149 12%	190 15%	179 14%	221 17%a	44 11%	60 14%	44 10%	67 15%	47 11%	76 17%eg	54 13%	72 17%eg	53 12%	83 19%egikmo	53 11%	85 21%efgikmo
Any Post sent	4327 84%	1112 87%c	1085 84%	1055 82%	1076 83%	373 89%kmo	361 83%	377 88%k	362 84%	346 83%	377 85%	349 81%	343 83%	363 82%	368 86%	377 82%	331 83%
Any Letter Post sent	3776 73%	955 74%	955 74%	915 71%	950 74%	317 75%	308 71%	330 77%	325 76%	296 71%	334 75%	299 69%	295 71%	321 72%	332 77%k	324 70%	294 74%
Any Parcels sent	2770 54%	735 57%c	699 54%	654 51%	681 53%	262 62%fikln	227 52%	246 58%k	237 55%	205 49%	258 58%k	202 47%	211 51%	241 54%	211 49%	249 54%	222 56%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**2.10**	-	2.10	2.10	2.12	1.21	**1.52e**	1.34	**2.31efg**	**2.21efg**	**2.97efghi**	**3.95efghij**	1.36	**1.74l**	**2.88lm**	**3.42lmn**	**2.18q**	1.43	2.31
Personal letters (e.g. to a friend or relative)	**0.70**	-	0.70	**0.77d**	0.63	**0.99fghijk**	**0.83ijk**	**0.83ijk**	0.67	0.46	0.50	**0.59i**	**0.92mno**	**0.76no**	0.51	0.54	0.63	**1.41p**	0.65
Formal letters to organisations or individuals	**0.78**	-	0.78	**0.93d**	0.65	0.83	0.73	0.96	0.74	0.73	0.66	0.75	0.78	0.87	0.71	0.70	0.77	0.98	0.80
Payments for Bills/ invoices/ statements	**0.59**	-	0.59	**0.78d**	0.42	**1.02hijk**	**0.92hijk**	**0.83hijk**	0.34	0.26	0.33	0.39	**0.97mno**	**0.63no**	0.32	0.36	0.55	**0.99p**	0.58
Smaller parcels - that will fit through a letterbox	**1.10**	-	1.10	1.07	1.14	**1.56ijk**	**1.11jk**	**1.39ijk**	**1.17k**	**0.96k**	0.73	0.51	**1.34no**	**1.30no**	0.78	0.63	1.02	**1.88p**	1.11
Larger parcels - that will not fit through a letterbox	**0.96**	-	0.96	0.92	0.99	**1.41fijk**	**1.04ijk**	**1.09ijk**	1.06	0.77	0.62	0.59	**1.23no**	**1.08no**	0.68	0.61	0.89	**1.61p**	1.07
Items requiring a signature	**0.58**	-	0.58	**0.70d**	0.47	**0.67ijk**	**0.69ijk**	**0.88ijk**	0.65	0.39	0.38	0.24	**0.68no**	**0.78no**	0.35	0.32	0.51	**1.28p**	0.64
Other important items which involve postal or delivery services	**0.36**	-	0.36	0.39	0.33	**0.47l**	0.39	**0.48ijk**	0.43	0.23	0.23	0.25	**0.43no**	**0.46no**	0.23	0.24	0.31	**0.86p**	0.37
Any Post sent	**7.17**	-	7.17	7.66	6.73	**8.17ij**	7.24	**7.80i**	7.35	6.02	6.43	7.27	**7.72n**	7.62	6.46	6.81	6.85	**10.44p**	7.54
Any Letter Post sent	**4.18**	-	4.18	**4.58d**	3.81	4.06	4.01	3.96	4.06	3.67	4.47	**5.68efgi**	4.03	4.00	4.42	**5.02l**	4.12	4.81	4.35
Any Parcels sent	**2.06**	-	2.06	1.99	2.13	**2.97fijk**	**2.15jk**	**2.49ijk**	**2.22k**	**1.73k**	1.35	1.10	**2.57no**	**2.38no**	1.45	1.24	1.91	**3.49p**	2.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	2.10	3.52bcd	1.92d	1.89d	1.39	2.51f	1.62	2.05	2.20	1.57	1.96	1.81	2.19ik	2.94ijkln	1.98i	1.55	2.17o
Personal letters (e.g. to a friend or relative)	0.70	1.29bcd	0.53	0.64bd	0.49	0.81f	0.56	0.86h	0.45	0.90kln	0.74kn	0.49	0.64k	0.92jkln	0.60k	0.90p	0.67
Formal letters to organisations or individuals	0.78	1.29bcd	0.72d	0.71d	0.52	0.93f	0.61	0.91h	0.58	0.65	0.77	0.70	0.73	1.17ikln	0.72	0.65	0.81
Payments for Bills/ invoices/ statements	0.59	0.95bcd	0.46	0.66bd	0.42	0.64	0.53	0.75h	0.33	0.48	0.58	0.43	0.67k	0.93ijkln	0.55	0.48	0.62
Smaller parcels - that will fit through a letterbox	1.10	1.47bd	1.03	1.14d	0.85	1.20f	0.99	1.35h	0.71	1.15	1.05	1.00	1.15	1.22	1.06	1.14	1.10
Larger parcels - that will not fit through a letterbox	0.96	1.32bd	0.89d	1.04d	0.67	1.05f	0.84	1.12h	0.68	0.94	0.86	0.82	1.06k	1.09k	0.92	0.93	0.95
Items requiring a signature	0.58	0.97bd	0.44	0.66bd	0.39	0.64	0.52	0.73h	0.33	0.61	0.47	0.50	0.62	0.72jkn	0.54	0.60	0.57
Other important items which involve postal or delivery services	0.36	0.67bd	0.22	0.45bd	0.22	0.39	0.33	0.42h	0.27	0.51n	0.30	0.27	0.27	0.56jkln	0.27	0.51	0.33
Any Post sent	7.17	11.48bcd	6.20d	7.19d	4.95	8.17f	6.00	8.20h	5.55	6.80	6.73	6.01	7.32k	9.54ijkln	6.65	6.77	7.23
Any Letter Post sent	4.18	7.05bcd	3.63d	3.90d	2.82	4.90f	3.33	4.58h	3.56	3.60	4.05	3.42	4.22k	5.96ijkln	3.85	3.58	4.28
Any Parcels sent	2.06	2.79bd	1.92d	2.19d	1.52	2.25f	1.83	2.47h	1.39	2.08	1.90	1.82	2.21	2.30k	1.98	2.08	2.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	**2.10**	1.93	**3.15a**	**3.15a**	2.07	2.17	1.93	3.34	1.57	1.68	1.58	**2.90hijmn**	**2.66ijn**	**2.11ijn**	1.58	**2.35ijn**	**2.21ijn**	1.58	**2.27ijn**
Personal letters (e.g. to a friend or relative)	**0.70**	0.69	0.77	**0.98a**	0.73	0.53	0.61	0.54	**0.64m**	**0.76jmr**	**0.56m**	**1.06jm**	**0.62m**	0.41	**0.98hijlmopr**	**0.71mr**	**0.69m**	0.58	0.52
Formal letters to organisations or individuals	**0.78**	0.75	**0.98a**	**1.23a**	0.79	0.72	0.80	0.88	0.79	0.77	0.81	1.07	0.56	0.65	**1.10lmop**	0.72	0.55	0.94	0.68
Payments for Bills/ invoices/ statements	**0.59**	0.59	0.61	0.82	0.59	0.43	**0.80de**	**0.80de**	**0.71lmpr**	**0.82jklmpr**	0.48	0.46	0.35	0.42	**0.94jklmopr**	0.57	0.36	**0.62l**	0.40
Smaller parcels - that will fit through a letterbox	**1.10**	1.10	1.10	1.12	1.11	0.94	1.13	1.17	**1.37jpr**	0.97	1.03	**1.51p**	1.09	0.98	**1.23pr**	1.14	0.84	1.01	0.92
Larger parcels - that will not fit through a letterbox	**0.96**	0.95	1.02	1.17	0.94	0.92	**1.22d**	1.19	0.91	0.75	0.91	1.20	0.85	0.90	**1.25ilpr**	0.89	0.73	1.09	0.89
Items requiring a signature	**0.58**	0.57	0.63	0.75	0.58	0.55	0.61	0.75	**0.87mopr**	0.57	0.50	0.78	0.51	0.44	**0.79mopr**	0.43	0.47	0.75	0.51
Other important items which involve postal or delivery services	**0.36**	0.36	0.39	0.55	0.37	0.28	0.39	0.33	0.28	0.48	0.32	0.64	0.27	0.23	**0.54hlmopr**	0.26	0.26	0.38	0.26
Any Post sent	**7.17**	6.93	**8.65a**	**9.77a**	7.16	6.53	7.48	**9.00de**	7.14	6.79	6.20	9.62	6.91	6.14	**8.40jmpr**	7.06	6.11	6.94	6.46
Any Letter Post sent	**4.18**	3.96	**5.51a**	**6.19a**	4.17	3.85	4.14	**5.55de**	3.71	4.03	3.44	**5.48j**	4.19	3.59	4.59	4.35	3.81	3.72	3.87
Any Parcels sent	**2.06**	2.04	2.12	2.29	2.05	1.85	2.35	2.36	**2.28p**	1.72	1.94	2.71	1.94	1.88	**2.48ipr**	2.03	1.57	2.09	1.81

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	2.10	2.94bcdefg	1.96cdeg	1.13eg	0.96e	0.65	2.45bcdeg	0.88	2.65ijkln	2.08jkln	1.35l	1.31l	0.68	2.36ijkln	1.15l
Personal letters (e.g. to a friend or relative)	0.70	0.85bcdfg	0.61	0.66	0.52	0.52	0.73bdg	0.52	0.79jn	0.69kln	0.61	0.51	0.34	0.74ln	0.47
Formal letters to organisations or individuals	0.78	0.88c	0.76	0.58	0.97	0.56	0.82c	0.86	0.84j	0.87j	0.54	0.70	0.50	0.85j	0.65
Payments for Bills/ invoices/ statements	0.59	0.56	0.59	0.55	0.79	0.89	0.58	0.82af	0.58	0.61	0.53	0.81	0.58	0.59	0.75
Smaller parcels - that will fit through a letterbox	1.10	1.17	1.09	0.95	1.09	1.30	1.13	1.15	1.33jkn	1.11jn	0.72	0.77	0.55	1.22jkn	0.71
Larger parcels - that will not fit through a letterbox	0.96	1.06	0.92	0.92	0.77	0.88	0.99	0.80	1.21ij	0.92j	0.60	0.75	0.47	1.06j	0.68
Items requiring a signature	0.58	0.63	0.58	0.51	0.55	0.49	0.61	0.54	0.70j	0.59j	0.38	0.37	0.30	0.65j	0.35
Other important items which involve postal or delivery services	0.36	0.46	0.32	0.27	0.30	0.17	0.39	0.27	0.46	0.35	0.24	0.23	0.11	0.40	0.20
Any Post sent	7.17	8.56bcg	6.82c	5.57	5.97	5.46	7.69cg	5.84	8.56ijkln	7.22jln	4.98	5.46	3.51	7.89jln	4.97
Any Letter Post sent	4.18	5.24bcdg	3.92c	2.92	3.25	2.62	4.57bcg	3.08	4.86jn	4.24jn	3.04	3.34	2.09	4.55jn	3.02
Any Parcels sent	2.06	2.23	2.00	1.87	1.87	2.18	2.12	1.95	2.54ijn	2.03jln	1.32	1.52	1.01	2.28jn	1.39

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	**2.10**	**2.18c**	2.12	1.24	2.25	2.02	2.30	2.08	**2.21l**	**8.05ghkl**	0.12	2.11	1.09
Personal letters (e.g. to a friend or relative)	**0.70**	**0.96bc**	0.68	0.58	**0.90e**	0.56	**1.17e**	0.68	**1.96gikl**	1.01	0.40	0.70	0.87
Formal letters to organisations or individuals	**0.78**	1.04	0.77	0.66	**1.09e**	0.63	0.87	0.76	1.37	3.95	0.39	0.78	0.82
Payments for Bills/ invoices/ statements	**0.59**	**0.93b**	0.56	0.58	**0.66e**	0.50	**1.19de**	0.57	**2.11gk**	1.06	0.19	0.59	1.06
Smaller parcels - that will fit through a letterbox	**1.10**	1.10	1.11	0.65	**1.23e**	1.02	1.28	1.09	1.64	0.79	0.01	1.10	2.09
Larger parcels - that will not fit through a letterbox	**0.96**	0.85	0.97	0.55	1.06	0.89	1.10	0.95	1.41	1.03	0.01	0.95	2.03
Items requiring a signature	**0.58**	**0.82c**	0.57	0.25	**0.80e**	0.48	0.61	0.56	**1.62gk**	1.40	0.13	0.58	0.79
Other important items which involve postal or delivery services	**0.36**	**0.57c**	0.35	0.18	**0.56e**	0.25	**0.56e**	0.35	**1.21gk**	1.15	0.00	0.36	0.53
Any Post sent	**7.17**	**8.45c**	7.12	4.68	**8.55e**	6.36	**9.07e**	7.04	**13.52gk**	18.43	1.26	7.17	9.28
Any Letter Post sent	**4.18**	**5.11c**	4.13	3.06	**4.90e**	3.72	**5.52e**	4.09	**7.64gk**	14.07	1.11	4.19	3.84
Any Parcels sent	**2.06**	1.95	2.08	1.20	**2.29e**	1.91	2.38	2.04	3.05	1.81	0.02	2.05	4.12

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	**2.10**	**2.71bc**	**1.76c**	1.46	**2.49bc**	**5.10fghijklmno**	**1.67iko**	**1.41k**	**2.52fgijkmno**	1.16	**1.58ikmo**	1.17	**1.99gikmo**	1.25	**1.61ikmo**	1.21	**4.92fghijklmno**
Personal letters (e.g. to a friend or relative)	**0.70**	0.74	0.63	0.62	**0.81bc**	0.55	0.80	**0.86ehiklp**	0.63	0.47	**0.79ehikl**	**0.64i**	0.52	**0.69il**	**0.97ehiklmp**	**0.78eil**	**0.66i**
Formal letters to organisations or individuals	**0.78**	0.82	0.78	0.65	**0.89c**	0.51	0.78	**1.17ekl**	0.87	0.63	**0.82e**	0.56	0.59	0.80	**0.86ekl**	**1.03e**	0.75
Payments for Bills/ invoices/ statements	**0.59**	0.51	0.60	0.51	**0.74ac**	0.39	0.50	0.65	0.55	0.54	**0.69ek**	0.42	0.63	0.50	0.61	**0.84ek**	**0.77ek**
Smaller parcels - that will fit through a letterbox	**1.10**	1.15	1.19	0.94	1.11	1.08	1.26	1.10	**1.54ikmn**	0.95	1.09	0.85	1.01	0.97	0.98	1.18	1.19
Larger parcels - that will not fit through a letterbox	**0.96**	**1.10c**	0.94	0.81	0.97	**1.17k**	1.18	0.95	1.12	0.69	1.00	0.74	0.84	0.85	0.97	0.91	1.05
Items requiring a signature	**0.58**	0.67	0.57	0.48	0.60	0.67	0.62	0.74	0.65	0.50	0.55	0.44	0.53	0.47	0.69	0.54	0.59
Other important items which involve postal or delivery services	**0.36**	0.41	0.39	0.28	0.37	0.26	0.54	0.41	0.42	0.35	0.39	0.29	0.33	0.23	**0.41m**	0.21	**0.49mo**
Any Post sent	**7.17**	**8.11c**	6.85	5.76	**7.98c**	**9.73gijklmno**	7.34	**7.29k**	**8.29ikm**	5.29	**6.92k**	5.12	6.44	5.76	**7.09k**	6.69	**10.42gijklmno**
Any Letter Post sent	**4.18**	**4.78bc**	3.76	3.25	**4.92bc**	**6.55fghijklmno**	3.74	**4.09ik**	**4.56ik**	2.80	**3.89ik**	2.79	3.73	3.24	**4.04ik**	**3.86ik**	**7.10fghijklmno**
Any Parcels sent	**2.06**	**2.25c**	2.13	1.75	2.09	**2.25k**	2.44	2.05	**2.66k**	1.64	2.09	1.60	1.85	1.82	1.95	2.08	2.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**3.85**	-	3.85	3.94	3.76	2.56	2.95	2.62	**4.27efg**	**4.06efg**	**4.96efg**	**5.67efgi**	2.76	3.32	**4.81lm**	**5.31lm**	3.89	3.35	4.36
Personal letters (e.g. to a friend or relative)	**2.30**	-	2.30	2.15	2.51	2.25	2.39	2.27	3.25	2.02	2.06	2.04	2.31	2.55	2.04	2.05	2.12	**3.56p**	2.31
Formal letters to organisations or individuals	**2.37**	-	2.37	2.42	2.31	2.38	2.14	2.63	2.56	2.30	2.21	2.20	2.27	2.60	2.25	2.21	2.32	2.86	2.46
Payments for Bills/ invoices/ statements	**2.54**	-	2.54	**2.74d**	2.26	2.62	2.90	**2.68h**	1.99	2.13	2.38	2.40	2.74	2.49	2.29	2.39	2.51	2.71	2.63
Smaller parcels - that will fit through a letterbox	**2.56**	-	2.56	2.44	2.67	**2.77k**	2.36	**2.54k**	2.85	**2.65k**	2.40	1.88	2.59	2.65	2.42	2.18	2.44	**3.39p**	2.55
Larger parcels - that will not fit through a letterbox	**2.52**	-	2.52	2.32	2.72	2.83	2.36	2.47	2.98	2.36	2.04	2.34	2.62	2.66	2.26	2.16	2.38	**3.43p**	2.78
Items requiring a signature	**2.33**	-	2.33	2.41	2.23	2.11	2.11	2.58	2.86	1.96	2.49	2.00	2.11	2.67	2.12	2.30	2.16	**3.33p**	2.57
Other important items which involve postal or delivery services	**2.52**	-	2.52	2.24	2.93	2.37	2.28	2.52	3.63	2.51	2.31	2.02	2.33	2.86	2.30	2.16	2.26	**4.16p**	2.72
Any Post sent	**8.55**	-	8.55	**9.30d**	7.87	**9.64ij**	**8.70i**	**9.49ij**	9.02	7.21	7.44	8.23	**9.18n**	**9.30n**	7.55	7.81	8.14	**12.47p**	8.98
Any Letter Post sent	**5.71**	-	5.71	**6.27d**	5.18	5.65	5.71	5.64	5.83	5.04	5.69	6.77	5.68	5.72	5.71	6.19	5.57	7.18	5.98
Any Parcels sent	**3.83**	-	3.83	3.68	3.97	**4.56fijk**	3.63	**3.94k**	4.28	3.56	3.11	2.92	**4.13no**	**4.07no**	3.29	3.03	3.62	**5.33p**	3.96

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	3.85	5.33bcd	3.59	3.32	3.08	4.32f	3.20	3.75	4.00	3.43	3.72	3.49	3.79	4.47kn	3.65	3.43	3.85
Personal letters (e.g. to a friend or relative)	2.30	2.91b	1.88	2.15	2.22	2.38	2.18	2.46	1.95	3.43n	2.62	1.93	2.08	2.20	2.14	3.41p	2.14
Formal letters to organisations or individuals	2.37	2.73	2.38	2.16	2.06	2.55	2.11	2.51	2.09	2.52	2.61	2.15	2.22	2.56	2.27	2.51	2.34
Payments for Bills/ invoices/ statements	2.54	2.56	2.50	2.53	2.58	2.53	2.55	2.62	2.32	2.64	2.89	2.18	2.78	2.50	2.57	2.62	2.54
Smaller parcels - that will fit through a letterbox	2.56	2.70	2.53	2.74	2.27	2.60	2.50	2.67	2.30	3.08m	2.81	2.58	2.43	2.23	2.56	3.04	2.48
Larger parcels - that will not fit through a letterbox	2.52	2.58	2.49	2.72	2.25	2.53	2.50	2.50	2.41	3.18m	2.79m	2.41	2.55	2.11	2.54	3.14p	2.42
Items requiring a signature	2.33	2.65	2.13	2.41	2.05	2.40	2.25	2.39	2.04	3.10m	2.39	2.27	2.29	2.01	2.30	3.10p	2.20
Other important items which involve postal or delivery services	2.52	2.60	2.22	2.80	2.35	2.45	2.62	2.57	2.46	4.06mn	2.72	2.18	2.22	2.20	2.30	4.06p	2.27
Any Post sent	8.55	12.59bcd	7.36	8.39d	6.52	9.41f	7.46	9.60h	6.77	8.76	8.04	7.42	8.41	10.38jkln	7.93	8.69	8.46
Any Letter Post sent	5.71	8.48bcd	5.03	5.24d	4.30	6.43f	4.77	6.19h	4.93	5.54	5.41	4.82	5.59	7.31jkln	5.24	5.51	5.69
Any Parcels sent	3.83	4.24d	3.66	4.14d	3.28	3.91	3.71	4.02h	3.32	4.59	4.20	3.71	3.68	3.43	3.79	4.54	3.69

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	**3.85**	3.59	**5.26a**	**5.61a**	3.73	4.23	3.87	6.57	2.88	3.04	2.91	**4.89ijn**	**4.68ijn**	3.81	3.00	**4.15ijn**	**3.98ijn**	3.40	4.36
Personal letters (e.g. to a friend or relative)	**2.30**	2.26	2.57	2.81	2.35	1.86	2.24	1.96	2.30	2.13	2.36	3.95	2.13	1.80	2.33	2.27	2.39	1.89	1.85
Formal letters to organisations or individuals	**2.37**	2.32	2.65	2.92	2.36	2.54	2.37	2.42	2.47	2.11	2.29	**3.48o**	2.16	2.31	2.67	2.07	1.85	2.74	2.50
Payments for Bills/ invoices/ statements	**2.54**	2.50	2.80	2.84	2.49	2.29	**4.05de**	2.56	**2.85l**	2.58	2.44	2.71	1.93	2.63	2.53	2.53	2.11	2.59	2.22
Smaller parcels - that will fit through a letterbox	**2.56**	2.54	2.69	2.38	2.60	2.18	2.67	2.39	2.79	2.34	2.70	**4.02ilmnopr**	2.53	2.32	2.36	2.66	2.34	2.57	2.11
Larger parcels - that will not fit through a letterbox	**2.52**	2.52	2.51	2.74	2.48	2.38	3.03	2.93	2.55	1.96	2.45	**3.60i**	2.28	2.70	**2.56i**	2.47	2.18	2.72	2.32
Items requiring a signature	**2.33**	2.29	2.59	2.58	2.31	2.36	2.37	2.85	2.83	2.00	2.42	**3.75in**	2.18	2.17	2.14	2.15	2.19	3.20	2.21
Other important items which involve postal or delivery services	**2.52**	2.50	2.60	2.42	2.54	2.14	2.96	2.27	1.79	3.00	2.61	5.26	1.98	2.01	2.33	2.30	2.00	2.39	2.08
Any Post sent	**8.55**	8.33	9.81	**11.47a**	8.54	7.71	8.95	**10.72de**	8.75	8.03	7.52	**12.04mp**	8.30	7.08	**10.00jmpr**	8.33	7.22	8.35	7.59
Any Letter Post sent	**5.71**	5.46	**7.10a**	**8.19a**	5.66	5.43	5.91	**7.47d**	5.31	5.32	4.70	**7.54j**	5.86	4.99	**6.40j**	5.54	5.20	5.45	5.43
Any Parcels sent	**3.83**	3.83	3.78	3.88	3.85	3.31	4.25	3.95	4.08	3.25	3.81	**5.73ilpr**	3.52	3.55	**4.16ir**	3.79	3.31	3.78	3.22

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	3.85	4.51bc	3.65c	2.57	2.48	2.61	4.12c	2.51	4.55ijn	3.77jn	2.72	2.54	1.86	4.17jn	2.41
Personal letters (e.g. to a friend or relative)	2.30	2.41	2.09	2.62	2.23	2.25	2.27	2.24	2.45	2.20	2.26	2.17	1.65	2.33	2.05
Formal letters to organisations or individuals	2.37	2.39	2.35	1.99	3.25	2.42	2.37	3.07	2.36	2.66j	1.87	1.79	2.82	2.50	1.92
Payments for Bills/ invoices/ statements	2.54	2.40	2.58	2.41	2.97	3.52	2.49	3.11a	2.51	2.61	2.15	3.43hj	3.95	2.56	3.52hjm
Smaller parcels - that will fit through a letterbox	2.56	2.71	2.49	2.33	2.45	3.18	2.60	2.63	2.89ij	2.43	2.07	2.17	2.45	2.66j	2.22
Larger parcels - that will not fit through a letterbox	2.52	2.65	2.46	2.47	2.23	2.25	2.56	2.24	2.89	2.32	2.00	2.43	2.03	2.61	2.35
Items requiring a signature	2.33	2.46	2.41	1.95	2.15	2.16	2.43	2.15	2.68	2.28	1.70	1.72	2.82	2.48	1.87
Other important items which involve postal or delivery services	2.52	2.66	2.51	2.43	2.11	1.61	2.59	2.00	2.78	2.52	2.02	1.90	1.06	2.66	1.72
Any Post sent	8.55	9.56b	8.04	7.43	7.88	8.11	8.81	7.94	9.89ijn	8.41jn	6.42	6.60	5.41	9.15jn	6.35
Any Letter Post sent	5.71	6.41bc	5.35	4.65	5.15	6.05	5.91	5.33	6.38j	5.75j	4.39	4.52	4.15	6.07j	4.45
Any Parcels sent	3.83	4.04	3.74	3.68	3.44	4.07	3.89	3.61	4.38ij	3.56	3.10	3.45	3.48	3.97	3.46

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	**3.85**	**3.36c**	**3.95c**	1.89	3.92	3.78	4.21	3.82	2.93	13.92	1.07	3.86	1.98
Personal letters (e.g. to a friend or relative)	**2.30**	2.09	2.35	1.61	2.52	2.09	**2.84e**	2.29	2.78	2.04	1.35	2.31	1.83
Formal letters to organisations or individuals	**2.37**	2.22	2.40	1.91	**2.68e**	2.18	2.31	2.33	2.41	9.82	1.00	2.38	1.75
Payments for Bills/ invoices/ statements	**2.54**	2.41	2.58	1.99	2.41	2.53	3.08	2.53	3.07	2.31	1.00	2.55	2.33
Smaller parcels - that will fit through a letterbox	**2.56**	2.26	2.61	1.62	2.79	2.44	2.58	2.56	2.46	1.89	2.00	2.55	3.15
Larger parcels - that will not fit through a letterbox	**2.52**	2.01	2.57	1.83	2.74	2.38	2.77	2.51	2.37	2.74	1.00	2.51	3.74
Items requiring a signature	**2.33**	2.12	2.39	1.10	2.72	2.15	1.98	2.32	2.40	3.57	1.13	2.33	3.01
Other important items which involve postal or delivery services	**2.52**	1.98	2.64	1.32	2.82	2.25	2.58	2.49	2.71	5.77	-	2.52	2.38
Any Post sent	**8.55**	**9.62c**	8.53	5.38	**10.30e**	7.55	**10.59e**	8.38	**14.42gk**	26.88	3.15	8.54	10.63
Any Letter Post sent	**5.71**	**6.36c**	5.69	3.74	**6.52e**	5.17	**7.10e**	5.60	8.49	21.37	2.77	5.71	5.08
Any Parcels sent	**3.83**	3.34	3.89	2.66	**4.30e**	3.57	4.18	3.80	4.17	3.84	3.00	3.81	5.92

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	**3.85**	**5.01bc**	3.10	2.87	**4.37bc**	**9.07fghijklmno**	3.14	2.66	**4.06gijkmno**	2.44	2.64	2.44	3.60	2.51	2.57	2.66	**7.67fghijklmno**
Personal letters (e.g. to a friend or relative)	**2.30**	2.55	2.13	2.11	2.41	2.07	3.37	2.34	2.32	1.79	2.23	2.09	1.95	2.24	2.81	2.40	1.97
Formal letters to organisations or individuals	**2.37**	2.62	2.34	2.16	2.37	1.89	2.42	3.36	2.55	2.16	2.28	2.05	1.85	2.54	2.04	3.00	2.09
Payments for Bills/ invoices/ statements	**2.54**	2.55	2.68	2.26	2.65	2.27	2.34	**2.98m**	**3.27m**	2.42	2.52	2.05	2.78	2.00	2.14	3.07	2.72
Smaller parcels - that will fit through a letterbox	**2.56**	2.62	2.74	2.36	2.50	2.36	3.01	2.52	**3.53ejmn**	2.33	2.35	2.36	2.54	2.22	2.34	2.55	2.60
Larger parcels - that will not fit through a letterbox	**2.52**	2.74	2.50	2.32	2.48	2.54	3.26	2.48	2.92	2.12	2.39	2.50	2.18	2.32	2.83	2.23	2.45
Items requiring a signature	**2.33**	2.68	2.39	2.18	2.11	**2.58o**	2.73	2.73	2.82	2.35	2.06	2.54	1.96	2.15	2.25	1.85	2.26
Other important items which involve postal or delivery services	**2.52**	3.50	2.63	2.04	2.15	2.47	3.92	3.96	2.70	3.06	2.31	2.32	1.92	1.92	2.14	1.87	2.32
Any Post sent	**8.55**	**9.36c**	8.16	7.05	**9.57c**	**10.98gijklmno**	8.83	8.28	**9.85ikm**	6.36	8.19	6.35	7.79	7.02	**8.29k**	8.19	**12.55gijklmno**
Any Letter Post sent	**5.71**	**6.42bc**	5.09	4.58	**6.68bc**	**8.71fghijklmno**	5.28	5.31	**6.03ik**	3.94	**5.19ik**	4.04	5.24	4.48	**5.23ik**	**5.48ik**	**9.66fghijklmno**
Any Parcels sent	**3.83**	3.93	3.94	3.46	3.95	3.62	4.68	3.56	4.82	3.33	3.61	3.42	3.64	3.34	3.99	3.85	4.02

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2248	-	2248	1093	1152	343	292	529	268	409	252	155	635	797	816	407	2072	162	2248
Weighted Base	2215	-**	2215	1096	1117	388	308	556	294	334	192*	143*	695	850	670	335	1935	266	2248
Effective Base	1197	-	1197	601	595	207	170	325	140	190	88	86	377	460	359	171	1071	121	2248
0%	636	-	636	282	354	42	41	107	77	163	112	94	83	185	368	206	597	37	772
	29%	-	29%	26%	32%c	11%	13%	19%e	26%ef	49%efgh	58%efgh	66%efghi	12%	22%l	55%lm	61%lm	31%q	14%	34%
10%	108	-	108	41	67	13	7	21	21	18	13	14	20	43	45	28	98	9	110
	5%	-	5%	4%	6%	3%	2%	4%	7%f	5%	7%	10%efg	3%	5%	7%l	8%l	5%	3%	5%
20%	62	-	62	42	21	11	13	17	12	6	4	*	24	29	10	4	49	13	62
	3%	-	3%	4%d	2%	3%	4%	3%	4%	2%	2%	*	3%	3%	1%	1%	3%	5%	3%
30%	80	-	80	46	34	23	10	23	12	5	6	1	33	35	12	7	59	21	65
	4%	-	4%	4%	3%	6%l	3%	4%	4%	2%	3%	1%	5%n	4%	2%	2%	3%	8%p	3%
40%	77	-	77	39	38	18	16	26	5	3	3	6	34	31	12	9	65	10	66
	3%	-	3%	4%	3%	5%l	5%l	5%l	2%	1%	2%	4%	5%n	4%	2%	3%	3%	4%	3%
50%	146	-	146	82	64	41	25	43	14	12	6	4	66	57	23	11	114	32	143
	7%	-	7%	8%	6%	11%ijk	8%	8%	5%	4%	3%	3%	9%no	7%n	3%	3%	6%	12%p	6%
60%	109	-	109	69	40	36	27	33	11	1	*	1	62	44	2	1	87	22	82
	5%	-	5%	6%d	4%	9%hijk	9%ijk	6%ijk	4%i	*	*	*	9%mno	5%no	*	*	5%	8%	4%
70%	134	-	134	75	59	44	30	41	11	8	1	*	74	51	9	1	112	21	107
	6%	-	6%	7%	5%	11%hijk	10%hijk	7%ijk	4%	2%	1%	*	11%mno	6%no	1%	*	6%	8%	5%
80%	127	-	127	73	53	26	26	44	18	12	2	1	52	61	14	3	109	18	107
	6%	-	6%	7%	5%	7%jk	8%ijk	8%ijk	6%	3%	1%	1%	7%no	7%no	2%	1%	6%	7%	5%
90%	95	-	95	51	44	26	30	21	9	7	*	1	56	30	8	1	80	15	84
	4%	-	4%	5%	4%	7%ijk	10%ghijk	4%	3%	2%	*	1%	8%mno	4%no	1%	*	4%	6%	4%
100%	576	-	576	268	307	96	69	171	90	93	41	15	166	261	150	56	513	59	579
	26%	-	26%	24%	28%	25%k	23%k	31%k	31%k	28%k	21%	11%	24%	31%lno	22%	17%	27%	22%	26%
Don't know	64	-	64	28	36	13	13	9	14	7	4	4	26	23	15	8	52	10	71
	3%	-	3%	3%	3%	3%	4%	2%	5%	2%	2%	3%	4%	3%	2%	3%	3%	4%	3%
Mean	49.92	-	49.92	51.40	48.38	61.44hijk	61.02hijk	58.05ijk	51.27ijk	38.71jk	27.38	17.48	61.26mno	55.75no	30.94o	23.16	49.01	56.41	46.17
Std Dev.	41.09	-	41.09	39.71	42.39	33.70	34.76	38.62	42.49	44.92	41.01	33.43	34.15	40.08	42.40	38.23	41.77	35.15	42.29

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2215**	-**	2215	1096	1117	388	308	556	294	334	192*	143*	695	850	670	335	1935	266	2248
Std Error	**0.88**	-	0.88	1.22	1.27	1.86	2.08	1.70	2.65	2.25	2.63	2.73	1.38	1.44	1.51	1.93	0.93	2.81	0.91

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2248	661	682	438	467	1343	905	1320	895	241	294	535	596	425	1425	246	1882
Weighted Base	2215	566	718	463	469	1283	932	1554	624	234	258	534	571	475	1363	240	1864
Effective Base	1197	296	385	249	268	681	516	759	452	136	163	279	312	231	750	139	994
0%	636	136	241	111	148	377	259	348	274	61	96	174	161	101	431	62	539
	29%	24%	34%ac	24%	32%a	29%	28%	22%	44%g	26%	37%ilm	33%m	28%	21%	32%m	26%	29%
10%	108	17	35	30	26	52	56	61	43	17	11	23	26	16	61	19	77
	5%	3%	5%	7%a	5%	4%	6%	4%	7%g	7%	4%	4%	5%	3%	4%	8%p	4%
20%	62	19	21	16	7	40	23	52	10	*	9	21	7	19	37	*	58
	3%	3%	3%	3%	1%	3%	2%	3%	2%	*	3%l	4%il	1%	4%il	3%	*	3%o
30%	80	25	24	11	20	49	31	68	11	4	15	13	17	28	45	4	73
	4%	4%	3%	2%	4%	4%	3%	4%h	2%	2%	6%	2%	3%	6%	3%	2%	4%
40%	77	28	16	20	14	43	34	59	14	9	4	14	32	19	49	9	68
	3%	5%	2%	4%	3%	3%	4%	4%	2%	4%	1%	3%	6%j	4%	4%	4%	4%
50%	146	21	56	34	34	78	68	118	26	16	23	29	34	29	87	16	119
	7%	4%	8%a	7%	7%	6%	7%	8%h	4%	7%	9%	5%	6%	6%	6%	7%	6%
60%	109	40	29	21	18	70	39	93	14	9	11	32	28	28	71	9	99
	5%	7%	4%	5%	4%	5%	4%	6%h	2%	4%	4%	6%	5%	6%	5%	4%	5%
70%	134	45	26	29	35	71	64	112	23	15	8	31	35	36	74	15	111
	6%	8%b	4%	6%	8%b	6%	7%	7%h	4%	6%	3%	6%	6%	8%	5%	6%	6%
80%	127	52	30	25	20	82	45	109	16	4	9	33	27	47	69	4	117
	6%	9%bd	4%	5%	4%	6%	5%	7%h	3%	2%	3%	6%i	5%	10%ijln	5%	1%	6%o
90%	95	28	26	27	14	54	41	75	20	11	8	19	33	21	60	11	83
	4%	5%	4%	6%	3%	4%	4%	5%	3%	5%	3%	4%	6%	4%	4%	4%	4%
100%	576	146	197	113	120	344	233	415	154	85	49	133	164	120	346	86	473
	26%	26%	28%	24%	25%	27%	25%	27%	25%	36%jkmn	19%	25%	29%j	25%	25%	36%p	25%
Don't know	64	9	16	25	14	25	39	45	18	5	14	12	8	10	34	5	47
	3%	2%	2%	5%ab	3%	2%	4%e	3%	3%	2%	5%ln	2%	1%	2%	2%	2%	3%
Mean	49.92	54.47bd	46.98	51.37	47.48	50.29	49.39	54.51h	39.19	55.56j	39.79	47.31	52.47j	54.81jkn	48.11j	55.03	49.87
Std Dev.	41.09	39.44	42.36	40.30	41.41	41.25	40.90	39.28	43.44	42.54	40.33	41.59	41.34	38.65	41.48	42.70	40.87

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2215**	566	718	463	469	1283	932	1554	624	234	258	534	571	475	1363	240	1864
Std Error	**0.88**	1.55	1.64	1.97	1.95	1.14	1.39	1.09	1.48	2.79	2.40	1.82	1.71	1.89	1.11	2.77	0.95

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2248	1421	827	374	1084	465	391	308	129	121	106	101	126	112	155	129	105	75	390
Weighted Base	2215	1914	301	118*	1849	189	106	71	102	233	162*	140*	196	202*	354	302	158*	27*	163
Effective Base	1197	1002	204	88	897	188	153	179	119	113	91	90	101	97	140	116	96	31	158
0%	636	524	112	48	491	83	40	22	23	49	63	40	63	77	35	92	49	17	66
	29%	27%	37%a	41%a	27%	44%dg	38%d	31%	23%n	21%n	39%hin	28%n	32%n	38%hin	10%	31%n	31%n	62%hijklmnopr	41%hin
10%	108	89	19	7	87	9	7	5	3	23	8	11	6	6	17	10	3	1	8
	5%	5%	6%	6%	5%	5%	6%	7%	3%	10%mop	5%	8%	3%	3%	5%	3%	2%	3%	5%
20%	62	59	3	1	53	4	1	3	2	6	6	-	8	5	11	11	4	2	2
	3%	3%	1%	1%	3%	2%	1%	4%	2%	3%	3%	-	4%	3%	3%	4%	2%	9%kr	1%
30%	80	68	12	3	71	4	3	2	2	9	5	5	4	10	18	10	8	-	4
	4%	4%	4%	2%	4%	2%	3%	3%	1%	4%	3%	4%	2%	5%	5%	3%	5%	-	3%
40%	77	67	10	2	69	5	1	2	4	11	7	1	8	5	19	9	6	1	4
	3%	3%	3%	2%	4%	3%	1%	2%	4%	5%	4%	1%	4%	2%	5%	3%	4%	3%	3%
50%	146	126	20	8	123	12	7	5	7	17	11	7	14	3	20	32	12	1	11
	7%	7%	7%	7%	7%	6%	6%	6%	7%m	7%	7%	5%	7%	1%	6%	11%m	8%m	3%	7%m
60%	109	105	4	1	98	6	3	2	5	9	7	8	6	3	42	12	5	*	5
	5%	5%bc	1%	1%	5%	3%	3%	3%	5%	4%	4%	6%	3%	2%	12%ilmopr	4%	3%	*	3%
70%	134	125	10	4	121	7	2	4	8	16	11	2	15	11	37	15	7	*	7
	6%	7%	3%	3%	7%f	4%	2%	6%	7%k	7%	7%	1%	8%	5%	10%kr	5%	5%	1%	4%
80%	127	115	12	8	113	7	5	2	5	13	12	9	13	3	39	6	11	*	6
	6%	6%	4%	7%	6%	3%	5%	3%	5%	6%	7%m	7%m	7%	1%	11%mor	2%	7%m	*	4%
90%	95	82	13	4	86	3	3	2	4	9	8	5	8	-	22	26	5	1	2
	4%	4%	4%	3%	5%	2%	3%	3%	4%m	4%m	5%m	4%m	4%m	-	6%m	9%mr	3%	2%m	1%
100%	576	500	77	28	485	39	32	21	34	65	24	44	44	75	80	76	43	3	36
	26%	26%	26%	24%	26%	21%	30%e	29%	33%jnqr	28%j	15%	31%jq	22%	37%jlnqr	23%	25%	27%j	11%	22%
Don't know	64	57	8	5	50	11	2	2	4	5	1	7	9	5	13	2	4	1	9
	3%	3%	2%	4%	3%	6%d	2%	2%	4%o	2%	1%	5%o	4%	2%	4%	1%	3%	4%	6%jo
Mean	49.92	50.92bc	43.58	41.51	51.52e	37.12	45.82	47.57e	58.00jr	52.48jr	39.90	51.76r	47.33	48.06	61.39jlmopr	49.40	49.70	19.96	39.97

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2215**	1914	301	118*	1849	189	106	71	102	233	162*	140*	196	202*	354	302	158*	27*	163
Std Dev.	**41.09**	40.74	42.82	43.33	40.56	41.76	44.30	42.83	40.60	40.16	39.63	43.26	41.09	45.38	33.43	41.07	41.56	35.29	42.17
Std Error	**0.88**	1.10	1.51	2.29	1.25	1.97	2.28	2.47	3.65	3.68	3.87	4.44	3.75	4.35	2.74	3.63	4.12	4.16	2.17

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2248	862	881	285	153	52	1743	205	959	902	272	82	21	1861	103
Weighted Base	2215	843	863	295	152*	51**	1705	203	905	908	285	90*	19**	1813	109*
Effective Base	1197	458	462	159	82	28	920	110	495	480	154	53	10	975	62
0%	636	297	249	59	28	1	546	30	287	254	70	22	2	541	24
	29%	35%bcdg	29%cg	20%	19%	3%	32%cdg	15%	32%	28%	25%	24%	12%	30%	22%
10%	108	44	41	15	6	2	86	8	43	49	14	-	2	92	2
	5%	5%	5%	5%	4%	4%	5%	4%	5%	5%	5%	-	11%	5%	2%
20%	62	16	26	8	9	4	42	13	22	25	13	3	*	47	3
	3%	2%	3%	3%	6%a	7%	2%	6%af	2%	3%	4%	3%	1%	3%	3%
30%	80	26	43	4	6	*	69	7	35	41	1	2	*	76	2
	4%	3%	5%	1%	4%	1%	4%	3%	4%j	5%j	*	2%	1%	4%j	2%
40%	77	25	29	15	9	-	54	9	28	34	11	4	*	62	4
	3%	3%	3%	5%	6%	-	3%	4%	3%	4%	4%	4%	1%	3%	4%
50%	146	32	67	32	12	2	100	14	44	61	36	4	*	105	4
	7%	4%	8%a	11%af	8%	5%	6%	7%	5%	7%	13%him	5%	*	6%	4%
60%	109	16	41	32	16	5	57	20	25	49	14	18	3	74	21
	5%	2%	5%a	11%abf	10%abf	9%	3%	10%abf	3%	5%h	5%	19%hijm	18%	4%	19%hijm
70%	134	32	51	28	15	6	83	21	30	56	33	11	2	86	13
	6%	4%	6%	9%af	10%a	13%	5%	11%af	3%	6%h	12%him	12%hm	10%	5%	12%hm
80%	127	55	50	11	9	2	105	12	51	55	15	4	2	106	6
	6%	7%	6%	4%	6%	5%	6%	6%	6%	6%	5%	4%	12%	6%	5%
90%	95	27	39	13	4	12	66	16	28	52	11	4	-	80	4
	4%	3%	5%	4%	3%	23%	4%	8%a	3%	6%	4%	4%	-	4%	3%
100%	576	255	202	70	33	14	457	48	297	206	52	17	4	503	21
	26%	30%b	23%	24%	22%	28%	27%	23%	33%ijkmn	23%	18%	19%	23%	28%ij	19%
Don't know	64	18	25	9	5	2	43	7	16	25	15	3	2	41	5
	3%	2%	3%	3%	3%	4%	3%	3%	2%	3%	5%hm	3%	11%	2%	5%
Mean	49.92	48.04	48.26	54.23	52.78	73.94	48.15	58.03abf	50.75	48.90	48.81	52.90	58.93	49.83	53.88
Std Dev.	41.09	43.80	40.41	37.30	36.63	29.37	42.12	36.08	43.37	40.25	37.84	36.40	37.03	41.84	36.39

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	2215	843	863	295	152*	51**	1705	203	905	908	285	90*	19**	1813	109*
Std Error	0.88	1.51	1.38	2.25	3.00	4.11	1.02	2.55	1.42	1.36	2.35	4.10	8.28	0.98	3.66

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

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2248**	190	2015	43	717	1374	157	2189	34	11	1	2234	13
Weighted Base	**2215**	187	1989	40**	679	1383	153*	2142	43**	11**	***	2196	19**
Effective Base	**1197**	107	1066	25	389	721	89	1156	24	6	1	1185	11
0%	**636**	43	588	5	174	434	27	632	3	*	*	635	1
	29%	*23%*	*30%*	*13%*	*26%*	**31%df**	*18%*	*29%*	*8%*	*1%*	*100%*	*29%*	*6%*
10%	**108**	11	92	5	37	67	5	108	-	-	-	108	-
	5%	*6%*	*5%*	*13%*	*5%*	*5%*	*3%*	*5%*	-	-	-	*5%*	-
20%	**62**	4	59	-	26	34	3	59	3	-	-	62	-
	3%	*2%*	*3%*	-	*4%*	*2%*	*2%*	*3%*	*8%*	-	-	*3%*	-
30%	**80**	10	69	*	18	54	7	78	-	*	-	79	1
	4%	*6%*	*3%*	*1%*	*3%*	*4%*	*5%*	*4%*	-	*1%*	-	*4%*	*7%*
40%	**77**	4	68	5	24	43	10	74	1	-	-	75	2
	3%	*2%*	*3%*	*12%*	*4%*	*3%*	*6%*	*3%*	*3%*	-	-	*3%*	*8%*
50%	**146**	7	128	11	43	92	10	139	-	3	-	142	4
	7%	*4%*	*6%*	*26%*	*6%*	*7%*	*7%*	*6%*	-	*28%*	-	*6%*	*21%*
60%	**109**	6	101	2	37	59	12	98	7	-	-	105	4
	5%	*3%*	*5%*	*4%*	*5%*	*4%*	*8%*	*5%*	*16%*	-	-	*5%*	*21%*
70%	**134**	14	118	2	52	66	16	111	19	2	-	132	3
	6%	*8%*	*6%*	*5%*	**8%e**	*5%*	**11%e**	*5%*	*43%*	*19%*	-	*6%*	*13%*
80%	**127**	16	109	2	41	68	18	124	1	1	-	126	2
	6%	*9%*	*5%*	*5%*	*6%*	*5%*	**12%e**	*6%*	*3%*	*8%*	-	*6%*	*8%*
90%	**95**	20	75	-	37	49	9	86	4	3	-	93	1
	4%	**10%b**	*4%*	-	*5%*	*4%*	*6%*	*4%*	*9%*	*27%*	-	*4%*	*8%*
100%	**576**	50	524	3	176	377	23	570	4	2	-	575	2
	26%	*27%*	*26%*	*8%*	**26%f**	**27%f**	*15%*	*27%*	*8%*	*16%*	-	*26%*	*8%*
Don't know	**64**	2	57	5	12	40	12	63	1	-	-	64	-
	3%	*1%*	*3%*	*13%*	*2%*	*3%*	**8%de**	*3%*	*2%*	-	-	*3%*	-
Mean	**49.92**	56.20	49.45	42.59	52.05	48.39	54.34	49.45	62.47	74.66	0.00	49.84	59.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2215**	187	1989	40**	679	1383	153*	2142	43**	11**	***	2196	19**
Std Dev.	**41.09**	40.50	41.28	30.00	40.42	41.92	35.45	41.46	26.79	21.09	-	41.21	24.25
Std Error	**0.88**	2.97	0.93	4.93	1.53	1.15	2.96	0.90	4.66	6.36	-	0.89	6.72

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	2248	582	570	512	584	207	191	184	203	177	190	152	175	185	190	196	198
Weighted Base	2215	561	564	516	576	192*	182	187	188	169	207	157*	165*	193*	181	213	182
Effective Base	1197	315	305	250	332	99	111	106	102	101	104	78	82	90	112	107	117
0%	636	204	168	112	152	73	62	69	67	49	52	26	36	50	49	59	44
	29%	36%cd	30%c	22%	26%	38%jklp	34%k	37%klp	36%kl	29%	25%	17%	22%	26%	27%	28%	24%
10%	108	46	27	16	20	11	19	16	6	10	11	9	2	6	11	3	6
	5%	8%cd	5%	3%	3%	6%	11%himop	8%lo	3%	6%	5%	5%	1%	3%	6%o	1%	3%
20%	62	13	18	17	14	8	2	3	4	7	6	3	10	4	6	*	8
	3%	2%	3%	3%	2%	4%o	1%	2%	2%	4%o	3%	2%	6%o	2%	3%o	*	4%o
30%	80	25	24	16	14	9	10	7	13	7	4	3	7	7	5	9	1
	4%	4%	4%	3%	3%	5%p	5%p	4%	7%p	4%p	2%	2%	4%	4%	3%	4%	*
40%	77	16	25	13	23	6	6	4	4	5	16	5	6	1	8	8	6
	3%	3%	4%	2%	4%	3%	3%	2%	2%	3%	8%m	3%	4%	1%	5%	4%	3%
50%	146	40	38	36	33	10	9	21	19	6	13	14	15	7	3	13	16
	7%	7%	7%	7%	6%	5%	5%	11%ln	10%n	4%	6%	9%n	9%n	4%	2%	6%	9%n
60%	109	25	30	27	27	6	11	8	9	7	14	2	13	12	8	9	10
	5%	4%	5%	5%	5%	3%	6%	4%	5%	4%	7%	1%	8%k	6%	4%	4%	6%
70%	134	19	25	48	42	10	5	4	9	10	6	7	19	22	11	19	11
	6%	3%	4%	9%ab	7%a	5%	2%	2%	5%	6%	3%	4%	11%fgj	11%fgj	6%	9%fg	6%
80%	127	28	23	40	37	7	8	13	2	2	19	13	13	14	13	10	15
	6%	5%	4%	8%	6%	3%	4%	7%hi	1%	1%	9%hi	8%hi	8%hi	7%hi	7%hi	4%	8%hi
90%	95	12	33	15	34	3	2	7	6	9	18	8	2	6	14	10	10
	4%	2%	6%a	3%	6%a	1%	1%	4%	3%	6%	9%efi	5%	1%	3%	8%efi	5%	6%
100%	576	122	134	158	162	47	45	29	43	48	43	55	41	62	42	72	48
	26%	22%	24%	31%a	28%	25%	25%	16%	23%	28%g	21%	35%gj	25%	32%g	23%	34%gj	26%
Don't know	64	10	19	18	18	3	2	5	5	9	6	12	3	2	11	1	6
	3%	2%	3%	3%	3%	1%	1%	3%	3%	5%o	3%	8%efmo	2%	1%	6%fo	1%	3%
Mean	49.92	40.81	47.84a	57.46ab	54.22a	41.33	42.22	38.87	43.14	48.82	51.33g	62.18efghi	54.08efg	56.74efgh	50.31g	56.85efgh	54.83efgh
Std Dev.	41.09	40.93	40.91	39.57	40.99	41.88	41.58	39.38	40.75	42.65	39.43	39.74	37.54	40.97	41.46	41.39	39.97

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2215**	561	564	516	576	192*	182	187	188	169	207	157*	165*	193*	181	213	182
Std Error	**0.88**	1.71	1.76	1.77	1.73	2.94	3.02	2.96	2.94	3.28	2.92	3.28	2.86	3.04	3.10	2.98	2.89

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1984	-	1984	960	1020	284	272	416	254	397	225	136	556	670	758	361	1824	148	1984
Weighted Base	1958	-**	1958	997	958	343	287	448	255	300	193*	132*	630	703	625	325	1721	226	1984
Effective Base	1048	-	1048	526	519	182	160	254	128	168	84	78	342	381	325	159	928	112	1984
0%	603	-	603	262	340	36	39	84	90	154	114	87	75	174	355	201	572	28	726
	31%	-	*31%*	*26%*	**35%c**	*11%*	*14%*	**19%e**	**35%efg**	**51%efgh**	**59%efgh**	**66%efghi**	*12%*	**25%l**	**57%lm**	**62%lm**	**33%q**	*13%*	*37%*
10%	71	-	71	38	33	14	13	9	12	9	6	9	27	20	23	14	67	1	80
	4%	-	*4%*	*4%*	*3%*	*4%*	*5%*	*2%*	*5%*	*3%*	*3%*	**7%g**	*4%*	*3%*	*4%*	*4%*	**4%q**	*	*4%*
20%	77	-	77	46	31	18	9	20	11	10	9	*	27	31	19	9	51	27	65
	4%	-	*4%*	*5%*	*3%*	**5%k**	*3%*	*4%*	*4%*	*3%*	*5%*	*	*4%*	*4%*	*3%*	*3%*	*3%*	**12%p**	*3%*
30%	75	-	75	32	42	24	12	23	5	6	*	5	36	28	11	5	64	11	66
	4%	-	*4%*	*3%*	*4%*	**7%hij**	*4%*	**5%j**	*2%*	*2%*	*	*4%*	**6%no**	*4%*	*2%*	*2%*	*4%*	*5%*	*3%*
40%	72	-	72	49	23	23	7	24	8	6	-	3	30	32	9	3	55	17	52
	4%	-	*4%*	**5%d**	*2%*	**7%ij**	*2%*	**5%j**	*3%*	*2%*	-	*2%*	**5%no**	**5%no**	*1%*	*1%*	*3%*	**8%p**	*3%*
50%	126	-	126	71	56	31	23	36	10	17	5	4	55	46	25	8	101	25	114
	6%	-	*6%*	*7%*	*6%*	**9%j**	*8%*	*8%*	*4%*	*6%*	*3%*	*3%*	**9%no**	*7%*	*4%*	*3%*	*6%*	**11%p**	*6%*
60%	93	-	93	57	36	28	22	25	8	*	7	3	50	33	10	10	76	17	73
	5%	-	*5%*	*6%*	*4%*	**8%l**	**8%l**	**6%l**	**3%l**	*	**4%l**	*3%*	**8%no**	**5%n**	*2%*	*3%*	*4%*	*7%*	*4%*
70%	115	-	115	61	54	28	35	26	17	7	1	-	64	43	8	1	96	18	87
	6%	-	*6%*	*6%*	*6%*	**8%ijk**	**12%gijk**	**6%jk**	**7%jk**	*2%*	*	-	**10%no**	**6%no**	*1%*	*	*6%*	*8%*	*4%*
80%	98	-	98	69	29	30	17	38	6	3	5	-	47	44	7	5	86	12	76
	5%	-	*5%*	**7%d**	*3%*	**9%hik**	**6%ik**	**9%hik**	*2%*	*1%*	*2%*	-	**7%no**	**6%no**	*1%*	*1%*	*5%*	*5%*	*4%*
90%	74	-	74	44	30	14	20	28	6	4	2	-	34	34	6	2	66	7	78
	4%	-	*4%*	*4%*	*3%*	*4%*	**7%ijk**	**6%ik**	*2%*	*1%*	*1%*	-	**5%no**	**5%no**	*1%*	*1%*	*4%*	*3%*	*4%*
100%	503	-	503	248	255	89	74	123	74	79	44	20	163	197	143	64	448	51	513
	26%	-	*26%*	*25%*	*27%*	*26%*	*26%*	**27%k**	**29%k**	**26%k**	*23%*	*15%*	*26%*	**28%o**	*23%*	*20%*	*26%*	*23%*	*26%*
Don't know	50	-	50	21	29	8	14	12	8	5	1	2	22	20	9	4	39	11	54
	3%	-	*3%*	*2%*	*3%*	*2%*	*5%*	*3%*	*3%*	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	*1%*	*2%*	*5%*	*3%*
Mean	48.30	-	48.30	**50.90d**	45.60	**59.35hijk**	**60.54hijk**	**57.61hijk**	**46.36ijk**	**35.89k**	30.77	20.65	**59.88mno**	**53.54no**	31.09	26.69	47.47	55.18	44.94
Std Dev.	41.24	-	41.24	39.95	42.41	34.47	35.98	37.96	43.27	43.73	42.82	36.40	35.13	40.30	42.34	40.60	41.91	34.59	42.60

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1958**	-**	1958	997	958	343	287	448	255	300	193*	132*	630	703	625	325	1721	226	1984
Std Error	**0.94**	-	0.94	1.31	1.35	2.09	2.22	1.89	2.76	2.22	2.87	3.16	1.52	1.58	1.55	2.15	0.99	2.93	0.97

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1984	613	581	401	389	1194	790	1155	802	190	246	483	513	415	1242	193	1687
Weighted Base	1958	533	625	425	375	1158	800	1371	563	186	213	471	503	447	1187	189	1660
Effective Base	1048	281	326	223	220	607	442	665	396	103	128	245	274	225	645	104	883
0%	603	148	191	143	121	339	264	335	259	54	70	154	167	110	391	55	511
	31%	*28%*	*31%*	*34%*	*32%*	*29%*	*33%*	*24%*	**46%g**	*29%*	*33%*	*33%*	**33%m**	*25%*	**33%m**	*29%*	*31%*
10%	71	13	21	16	21	34	36	43	25	15	3	16	10	16	29	18	45
	4%	*2%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*	*4%*	**8%jkln**	*2%*	*3%*	*2%*	*3%*	*2%*	**9%p**	*3%*
20%	77	20	26	11	20	46	32	63	14	4	16	24	18	14	57	4	71
	4%	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*2%*	*2%*	*7%*	*5%*	*4%*	*3%*	*5%*	*2%*	*4%*
30%	75	18	24	16	17	42	33	57	14	10	6	15	26	16	47	10	64
	4%	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*
40%	72	29	13	20	10	42	30	58	13	7	11	20	14	18	45	7	64
	4%	**5%b**	*2%*	*5%*	*3%*	*4%*	*4%*	*4%*	*2%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*
50%	126	38	44	25	20	82	45	102	24	12	15	28	31	29	73	12	103
	6%	*7%*	*7%*	*6%*	*5%*	*7%*	*6%*	**7%h**	*4%*	*7%*	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*
60%	93	47	13	12	21	60	33	79	13	13	7	16	19	35	42	13	77
	5%	**9%bc**	*2%*	*3%*	**6%b**	*5%*	*4%*	**6%h**	*2%*	*7%*	*3%*	*3%*	*4%*	**8%kn**	*4%*	*7%*	*5%*
70%	115	38	29	27	20	67	48	97	17	2	7	31	31	36	68	2	106
	6%	*7%*	*5%*	*6%*	*5%*	*6%*	*6%*	**7%h**	*3%*	*1%*	*3%*	**6%l**	**6%l**	**8%l**	**6%l**	*1%*	**6%o**
80%	98	36	27	25	10	64	35	83	15	8	7	18	23	38	48	8	88
	5%	**7%d**	*4%*	*6%*	*3%*	*5%*	*4%*	**6%h**	*3%*	*4%*	*3%*	*4%*	*5%*	**8%kn**	*4%*	*4%*	*5%*
90%	74	27	27	15	5	54	20	59	13	2	5	18	23	20	47	2	68
	4%	**5%d**	*4%*	*3%*	*1%*	*5%*	*3%*	*4%*	*2%*	*1%*	*2%*	*4%*	*5%*	*4%*	*4%*	*1%*	*4%*
100%	503	112	192	106	94	304	200	355	142	53	52	127	134	109	313	53	428
	26%	*21%*	**31%a**	*25%*	*25%*	*26%*	*25%*	*26%*	*25%*	*28%*	*25%*	*27%*	*27%*	*24%*	*26%*	*28%*	*26%*
Don't know	50	8	17	9	16	25	26	36	13	6	13	5	6	8	25	6	36
	3%	*1%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	**6%klmn**	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*
Mean	48.30	49.66	50.66	46.79	44.09	50.19	45.54	**52.44h**	38.69	46.83	44.48	47.40	48.45	53.22	47.35	46.19	48.95
Std Dev.	41.24	38.93	42.68	41.63	41.37	40.97	41.51	39.59	43.42	41.63	41.47	41.82	41.84	39.15	41.75	41.59	41.18

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	1958	533	625	425	375	1158	800	1371	563	186	213	471	503	447	1187	189	1660
Std Error	0.94	1.59	1.79	2.10	2.15	1.20	1.50	1.18	1.56	3.09	2.69	1.92	1.86	1.94	1.20	3.06	1.01

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1984	1211	773	339	941	427	349	267	95	111	101	87	113	85	146	108	95	75	352
Weighted Base	1958	1660	298	107*	1629	170	100	59	75*	216	157*	124*	168*	158*	330	253*	148*	27*	143
Effective Base	1048	858	199	80	782	175	127	161	88	101	86	77	90	72	132	100	86	33	142
0%	603	461	142	52	460	78	42	22	15	45	63	41	52	70	38	86	50	18	60
	31%	28%	48%a	48%a	28%	46%d	42%d	37%d	21%n	21%n	40%hin	33%n	31%n	44%hin	11%	34%in	34%n	68%hijklmnopr	42%hin
10%	71	59	12	5	60	5	2	3	2	24	3	5	4	4	5	8	4	*	5
	4%	4%	4%	5%	4%	3%	2%	5%	3%	11%hjlmnopr	2%	4%	2%	3%	2%	3%	3%	1%	3%
20%	77	68	9	6	68	7	2	1	2	6	4	4	12	3	22	8	6	1	6
	4%	4%	3%	5%	4%	4%	2%	1%	3%	3%	3%	4%	7%	2%	7%	3%	4%	3%	5%
30%	75	65	10	3	66	3	3	2	5	11	8	5	7	2	10	12	7	1	2
	4%	4%	3%	2%	4%	2%	3%	4%	6%	5%	5%	4%	4%	1%	3%	5%	4%	3%	2%
40%	72	70	2	1	67	2	1	1	2	14	10	2	7	2	20	6	3	*	2
	4%	4%b	1%	1%	4%	1%	1%	1%	3%	6%	6%	2%	4%	1%	6%	2%	2%	*	2%
50%	126	120	6	2	108	11	4	4	6	18	13	5	4	4	38	11	8	-	11
	6%	7%b	2%	2%	7%	6%	4%	7%	9%	8%	8%	4%	3%	3%	11%lmo	4%	5%	-	8%
60%	93	78	16	2	83	8	2	1	4	12	7	8	7	8	12	17	6	1	7
	5%	5%	5%	2%	5%g	4%	2%	1%	5%	6%	5%	7%	4%	5%	4%	7%	4%	3%	5%
70%	115	104	10	4	104	3	6	2	3	16	7	1	21	5	31	12	7	1	2
	6%	6%	3%	4%	6%e	2%	6%e	3%	4%	8%r	4%	1%	12%kmr	3%	9%kr	5%	5%	3%	2%
80%	98	84	15	10	85	6	4	3	1	7	9	2	1	3	41	17	4	*	6
	5%	5%	5%	9%	5%	4%	4%	5%	1%	3%	6%	2%	1%	2%	12%hiklmpr	7%l	3%	1%	4%
90%	74	72	2	1	64	5	3	2	6	7	4	10	6	5	15	9	3	1	4
	4%	4%b	1%	1%	4%	3%	3%	3%	7%	3%	3%	8%	4%	3%	5%	4%	2%	3%	3%
100%	503	436	68	20	419	39	27	18	26	49	26	32	41	46	90	63	47	3	36
	26%	26%	23%	19%	26%	23%	27%	30%	34%jq	23%	17%	25%	25%	29%q	27%q	25%	32%jq	10%	25%
Don't know	50	44	6	3	45	2	2	2	2	6	2	8	5	5	8	5	4	1	1
	3%	3%	2%	3%	3%	1%	2%	3%	3%	3%	1%	6%r	3%	3%	2%	2%	3%	4%	*
Mean	48.30	50.36bc	36.90	34.83	49.68e	38.33	44.11	46.73	57.93jmqr	48.10q	39.01q	46.75q	47.01q	43.25q	62.10ijklmopqr	46.95q	48.48q	20.36	41.63q

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1958**	1660	298	107*	1629	170	100	59	75*	216	157*	124*	168*	158*	330	253*	148*	27*	143
Std Dev.	**41.24**	40.66	42.63	41.96	40.67	42.53	44.15	44.43	40.48	38.55	39.19	43.13	40.96	44.95	34.41	41.70	43.26	36.68	42.82
Std Error	**0.94**	1.19	1.55	2.31	1.35	2.07	2.40	2.76	4.22	3.71	3.94	4.79	3.92	4.96	2.89	4.05	4.51	4.26	2.30

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1984	782	752	257	131	50	1534	181	887	761	229	79	18	1648	97
Weighted Base	1958	774	735	270	119*	48**	1509	167*	824	781	245	78*	20**	1605	98*
Effective Base	1048	409	386	149	69	28	795	96	447	407	130	48	10	854	57
0%	603	311	209	53	20	8	520	28	290	232	58	20	1	522	21
	31%	**40%bcdg**	**28%cdg**	*20%*	*17%*	*17%*	**34%bcdg**	*17%*	**35%jn**	*30%*	*24%*	*26%*	*4%*	**33%j**	*22%*
10%	71	23	25	17	6	-	48	6	25	22	21	2	-	47	2
	4%	*3%*	*3%*	*6%*	*5%*	-	*3%*	*4%*	*3%*	*3%*	**9%hlm**	*3%*	-	*3%*	*3%*
20%	77	23	41	11	2	-	64	2	18	50	9	*	-	68	*
	4%	*3%*	*6%*	*4%*	*2%*	-	*4%*	*1%*	*2%*	**6%h**	*4%*	*	-	*4%*	*
30%	75	20	32	11	12	*	52	12	25	26	18	2	4	51	6
	4%	*3%*	*4%*	*4%*	**10%abf**	*	*3%*	**7%a**	*3%*	*3%*	**7%hm**	*3%*	*20%*	*3%*	*6%*
40%	72	23	18	18	9	3	42	12	26	24	5	13	4	50	16
	4%	*3%*	*3%*	**7%bf**	**7%bf**	*6%*	*3%*	**7%bf**	*3%*	*3%*	*2%*	**16%hijm**	*18%*	*3%*	**16%hijm**
50%	126	40	54	26	3	3	93	7	40	56	24	6	1	96	7
	6%	*5%*	*7%*	**10%a**	*3%*	*7%*	*6%*	*4%*	*5%*	*7%*	**10%h**	*8%*	*3%*	*6%*	*7%*
60%	93	25	41	17	6	3	66	9	26	41	14	7	4	67	11
	5%	*3%*	*6%*	*6%*	*5%*	*6%*	*4%*	*5%*	*3%*	*5%*	*6%*	**10%h**	*19%*	*4%*	**11%hm**
70%	115	27	47	22	11	6	73	17	41	53	10	8	*	94	8
	6%	*3%*	*6%*	**8%a**	**9%a**	*12%*	*5%*	**10%af**	*5%*	*7%*	*4%*	*10%*	*1%*	*6%*	*8%*
80%	98	29	42	11	7	9	71	16	36	42	11	6	3	78	9
	5%	*4%*	*6%*	*4%*	*6%*	*19%*	*5%*	**9%af**	*4%*	*5%*	*5%*	*8%*	*14%*	*5%*	*9%*
90%	74	27	37	5	4	1	64	5	30	38	5	*	-	68	*
	4%	*3%*	*5%*	*2%*	*3%*	*2%*	*4%*	*3%*	*4%*	*5%*	*2%*	*1%*	-	*4%*	*
100%	503	211	171	73	33	12	383	45	251	183	56	11	2	434	13
	26%	*27%*	*23%*	*27%*	*28%*	*25%*	*25%*	*27%*	**31%jkn**	*23%*	*23%*	*14%*	*10%*	**27%kn**	*13%*
Don't know	50	15	18	5	5	3	33	8	15	15	13	2	2	30	4
	3%	*2%*	*3%*	*2%*	*4%*	*6%*	*2%*	*5%*	*2%*	*2%*	**5%hlm**	*2%*	*11%*	*2%*	*4%*
Mean	48.30	44.04	48.86	**52.72a**	**55.90a**	63.75	46.38	**58.14abf**	48.90	48.22	46.91	45.86	53.88	48.57	47.36
Std Dev.	41.24	43.43	40.27	38.18	38.17	34.93	41.98	37.33	43.41	40.44	39.23	34.96	26.31	41.98	33.53

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1958**	774	735	270	119*	48**	1509	167*	824	781	245	78*	20**	1605	98*
Std Error	**0.94**	1.57	1.49	2.41	3.40	5.04	1.09	2.83	1.48	1.48	2.64	3.98	6.38	1.05	3.46

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1984**	164	1786	34	635	1221	128	1927	32	13	1	1972	11
Weighted Base	**1958**	161*	1766	30**	595	1239	124*	1894	39**	10**	***	1942	16**
Effective Base	**1048**	91	938	20	346	634	72	1011	22	6	1	1038	10
0%	**603**	36	564	3	155	427	21	600	2	1	*	602	1
	31%	*22%*	*32%*	*10%*	*26%*	**34%df**	*17%*	*32%*	*4%*	*9%*	*100%*	*31%*	*6%*
10%	**71**	7	62	2	31	31	9	71	-	-	-	71	-
	4%	*5%*	*3%*	*6%*	**5%e**	*2%*	**8%e**	*4%*	-	-	-	*4%*	-
20%	**77**	6	71	*	27	47	3	74	3	*	-	77	-
	4%	*4%*	*4%*	*	*5%*	*4%*	*3%*	*4%*	*9%*	*1%*	-	*4%*	-
30%	**75**	5	65	5	36	28	11	70	4	-	-	74	1
	4%	*3%*	*4%*	*17%*	**6%e**	*2%*	**9%e**	*4%*	*9%*	-	-	*4%*	*6%*
40%	**72**	3	66	3	14	51	7	70	1	1	-	72	-
	4%	*2%*	*4%*	*8%*	*2%*	*4%*	*6%*	*4%*	*2%*	*6%*	-	*4%*	-
50%	**126**	11	114	2	27	91	9	112	7	3	-	123	3
	6%	*7%*	*6%*	*5%*	*5%*	*7%*	*7%*	*6%*	*19%*	*36%*	-	*6%*	*19%*
60%	**93**	11	81	2	42	45	7	82	6	3	-	90	3
	5%	*7%*	*5%*	*5%*	**7%e**	*4%*	*5%*	*4%*	*15%*	*30%*	-	*5%*	*19%*
70%	**115**	11	100	3	35	68	12	103	8	*	-	111	4
	6%	*7%*	*6%*	*11%*	*6%*	*6%*	*10%*	*5%*	*20%*	*3%*	-	*6%*	*26%*
80%	**98**	12	87	*	38	47	13	94	3	1	-	98	-
	5%	*7%*	*5%*	*1%*	*6%*	*4%*	**10%e**	*5%*	*7%*	*13%*	-	*5%*	-
90%	**74**	9	61	4	21	46	7	73	1	-	-	74	-
	4%	*6%*	*3%*	*13%*	*4%*	*4%*	*6%*	*4%*	*3%*	-	-	*4%*	-
100%	**503**	48	453	3	158	330	16	496	3	*	-	500	4
	26%	*29%*	*26%*	*11%*	**26%f**	**27%f**	*13%*	*26%*	*8%*	*1%*	-	*26%*	*23%*
Don't know	**50**	2	44	4	13	29	9	49	1	-	-	50	-
	3%	*1%*	*2%*	*13%*	*2%*	*2%*	**7%de**	*3%*	*3%*	-	-	*3%*	-
Mean	**48.30**	56.24	47.52	51.84	50.57	47.08	49.69	47.98	56.35	52.71	0.00	48.17	64.33

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1958**	161*	1766	30**	595	1239	124*	1894	39**	10**	***	1942	16**
Std Dev.	**41.24**	40.08	41.39	33.81	40.55	42.05	35.62	41.64	25.43	21.82	-	41.32	27.06
Std Error	**0.94**	3.18	0.99	6.28	1.63	1.22	3.28	0.96	4.64	6.05	-	0.94	8.16

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	1984	536	481	456	511	212	166	158	174	141	166	133	159	164	150	176	185
Weighted Base	1958	517	485	450	506	195*	158*	164*	164*	135*	186*	128*	159*	162*	148*	188	170
Effective Base	1048	278	255	223	294	99	95	86	89	77	90	60	81	83	87	100	108
0%	603	200	142	118	143	85	54	60	50	38	55	33	41	45	42	56	45
	31%	39%bcd	29%	26%	28%	44%ijklmnop	34%	37%	30%	28%	29%	26%	26%	28%	28%	30%	26%
10%	71	23	19	17	12	6	10	7	7	7	6	3	10	4	3	1	7
	4%	4%	4%	4%	2%	3%	6%o	4%	4%	5%	3%	3%	6%o	3%	2%	1%	4%
20%	77	28	9	23	17	10	3	15	3	2	5	6	7	10	8	4	5
	4%	6%b	2%	5%	3%	5%	2%	9%fhio	2%	1%	3%	5%	5%	6%	5%	2%	3%
30%	75	19	23	23	10	7	3	9	7	7	9	3	9	11	1	7	2
	4%	4%	5%	5%	2%	4%	2%	6%	4%	5%	5%	2%	5%	7%n	1%	4%	1%
40%	72	20	18	20	13	3	14	3	4	5	10	*	9	11	2	8	4
	4%	4%	4%	5%	3%	2%	9%egknp	2%	2%	4%	5%	*	6%	7%k	1%	4%	2%
50%	126	23	38	35	31	9	10	4	17	6	16	9	18	7	4	14	12
	6%	4%	8%	8%	6%	5%	6%	2%	10%g	4%	8%	7%	11%gn	4%	3%	8%	7%
60%	93	23	19	20	30	9	7	7	6	9	4	9	7	5	8	10	13
	5%	4%	4%	5%	6%	4%	5%	4%	3%	7%	2%	7%	4%	3%	6%	5%	7%
70%	115	22	38	13	41	2	8	12	7	8	23	3	1	9	11	17	14
	6%	4%	8%c	3%	8%c	1%	5%	8%el	4%	6%	12%ekl	2%	1%	6%	7%el	9%el	8%el
80%	98	14	22	35	27	4	2	8	14	2	6	10	16	9	12	5	10
	5%	3%	4%	8%a	5%	2%	2%	5%	8%fi	1%	3%	8%	10%efio	6%	8%fi	3%	6%
90%	74	13	21	13	26	2	8	3	5	4	13	3	4	7	11	7	8
	4%	3%	4%	3%	5%	1%	5%	2%	3%	3%	7%e	2%	2%	4%	7%e	4%	5%
100%	503	122	119	121	142	53	38	30	43	38	37	46	33	42	39	57	46
	26%	24%	24%	27%	28%	27%	24%	18%	26%	28%	20%	36%gj	21%	26%	27%	31%	27%
Don't know	50	9	17	12	12	3	-	6	3	10	4	3	5	3	6	1	5
	3%	2%	3%	3%	2%	1%	-	4%	2%	8%efo	2%	3%	3%	2%	4%f	1%	3%
Mean	48.30	40.90	49.14a	50.31a	53.35a	39.83	44.55	38.56	49.58	49.76	48.32	56.72eg	46.46	49.03	53.86eg	52.94eg	53.36eg
Std Dev.	41.24	41.66	40.63	40.48	41.14	43.29	41.23	40.03	41.20	41.87	39.46	42.01	38.72	40.58	41.99	41.26	40.53

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**1958**	517	485	450	506	195*	158*	164*	164*	135*	186*	128*	159*	162*	148*	188	170
Std Error	**0.94**	1.82	1.89	1.92	1.84	2.99	3.20	3.27	3.20	3.62	3.11	3.68	3.11	3.20	3.49	3.13	3.03

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2846**	-	2846	1347	1494	397	370	608	355	562	344	210	767	963	1116	554	2632	199	2846
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Effective Base	**1506**	-	1506	734	768	242	218	371	185	253	127	120	459	552	495	243	1353	147	2846
Sent any small parcels to people who have bought products online	**2121**	-	2121	1045	1073	361	278	535	285	328	192	142	639	820	662	334	1855	251	2164
	77%	-	*77%*	*77%*	*76%*	**81%fij**	*72%*	**84%fhijk**	*76%*	*73%*	*70%*	*72%*	*77%*	**81%no**	*72%*	*71%*	*76%*	*80%*	*76%*
Sent any large parcels to people who have bought products online	**1884**	-	1884	953	928	329	267	420	249	296	191	132	596	669	619	323	1655	218	1906
	68%	-	*68%*	*70%*	*66%*	**73%g**	*69%*	*66%*	*67%*	*66%*	*70%*	*67%*	*71%*	*66%*	*67%*	*68%*	*68%*	*69%*	*67%*
Neither	**43**	-	43	20	23	12	17	10	1	4	-	-	28	10	4	-	35	8	47
	2%	-	*2%*	*1%*	*2%*	**3%h**	**4%ghijk**	*2%*	*	*1%*	-	-	**3%mno**	*1%*	*	-	*1%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 89

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2846**	823	870	555	598	1693	1153	1614	1189	299	362	693	751	543	1806	304	2391
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Effective Base	**1506**	369	487	310	344	855	651	924	596	167	195	356	396	292	944	171	1253
Sent any small parcels to people who have bought products online	**2121**	538	692	435	456	1230	891	1480	604	223	250	516	538	453	1304	229	1781
	77%	*79%*	*75%*	*74%*	*78%*	*77%*	*76%*	**79%h**	*72%*	*78%*	*79%*	*76%*	*74%*	*78%*	*76%*	*79%*	*76%*
Sent any large parcels to people who have bought products online	**1884**	507	597	410	370	1104	780	1311	550	184	208	453	480	427	1140	187	1592
	68%	**74%bd**	*65%*	*70%*	*64%*	*69%*	*67%*	*70%*	*65%*	*64%*	*66%*	*67%*	*66%*	**73%ln**	*66%*	*64%*	*68%*
Neither	**43**	5	17	13	8	21	22	32	10	8	3	9	19	3	30	8	33
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**3%m**	*1%*	*1%*	**3%m**	*	*2%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 89

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2846**	1754	1092	484	1347	617	498	384	147	152	143	127	164	139	178	159	138	105	512
Weighted Base	**2770**	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Effective Base	**1506**	1237	283	113	1117	260	191	223	136	139	124	114	132	121	161	145	126	47	214
Sent any small parcels to people who have bought products online	**2121**	1832	288	115	1762	186	103	69	99	223	154	135	188	202	333	276	153	26	161
	77%	***78%b***	*70%*	*77%*	*77%*	*76%*	*74%*	*79%*	***85%jopq***	*75%*	*71%*	*76%*	*75%*	*80%*	***82%jq***	*73%*	*73%*	*69%*	*77%*
Sent any large parcels to people who have bought products online	**1884**	1589	296	107	1564	165	97	58	69	209	153	114	162	154	316	244	145	26	139
	68%	*67%*	*72%*	*72%*	*68%*	*67%*	*70%*	*66%*	*59%*	*70%*	*71%*	*65%*	*65%*	*61%*	***78%hklmor***	*65%*	*69%*	*70%*	*66%*
Neither	**43**	38	6	2	37	3	3	1	2	-	4	5	5	-	8	11	2	1	2
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	***3%l***	*2%*	-	*2%*	*3%*	*1%*	***2%lm***	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2846**	1103	1104	358	193	68	2207	261	1225	1132	335	111	27	2357	138
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Effective Base	**1506**	581	571	202	104	37	1152	140	626	602	188	69	13	1227	82
Sent any small parcels to people who have bought products online	**2121**	816	824	282	148	39	1640	187	876	856	274	86	19	1733	106
	77%	**76%e**	**78%e**	**77%e**	**80%e**	*59%*	**77%e**	*74%*	*77%*	*76%*	*79%*	*77%*	*77%*	*76%*	*77%*
Sent any large parcels to people who have bought products online	**1884**	747	697	265	114	48	1445	162	794	743	240	78	20	1537	98
	68%	*70%*	*66%*	*72%*	*62%*	*72%*	*68%*	*64%*	*70%*	*66%*	*69%*	*70%*	*79%*	*68%*	*71%*
Neither	**43**	5	27	5	4	2	32	6	11	27	5	*	-	38	*
	2%	*1%*	**3%a**	*1%*	**2%a**	*3%*	*1%*	**2%a**	*1%*	**2%h**	*1%*	*	-	*2%*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2846**	226	2571	49	887	1776	183	2778	38	15	1	2831	14
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Effective Base	**1506**	129	1350	28	477	929	105	1460	27	8	1	1494	12
Sent any small parcels to people who have bought products online	**2121**	167	1914	40	641	1335	145	2056	39	8	*	2103	18
	77%	*75%*	*77%*	*89%*	*78%*	*75%*	*82%*	*76%*	*83%*	*64%*	*100%*	*76%*	*88%*
Sent any large parcels to people who have bought products online	**1884**	152	1706	26	575	1193	116	1821	37	10	*	1868	16
	68%	*68%*	*68%*	*58%*	*70%*	*67%*	*66%*	*68%*	*78%*	*79%*	*100%*	*68%*	*78%*
Neither	**43**	8	35	-	10	28	5	39	4	-	-	43	-
	2%	***4%b***	*1%*	-	*1%*	*2%*	*3%*	*1%*	*8%*	-	-	*2%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2846**	760	705	671	710	279	234	247	246	216	243	205	224	242	222	241	247
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Effective Base	**1506**	410	377	324	400	137	138	136	128	121	130	98	108	118	129	131	143
Sent any small parcels to people who have bought products online	**2121**	549	530	500	542	190	179	180	181	160	189	149	164	187	167	203	172
	77%	*75%*	*76%*	*76%*	*80%*	*72%*	*79%*	*73%*	*77%*	*78%*	*73%*	*74%*	*78%*	*78%*	*79%*	*81%*	*78%*
Sent any large parcels to people who have bought products online	**1884**	504	464	437	480	192	150	161	159	131	173	125	156	156	137	180	162
	68%	*68%*	*66%*	*67%*	*70%*	*73%*	*66%*	*66%*	*67%*	*64%*	*67%*	*62%*	*74%*	*65%*	*65%*	*72%*	*73%*
Neither	**43**	7	12	10	14	2	3	2	2	4	6	4	2	5	9	3	2
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1686**	-	1686	824	859	324	278	445	203	239	133	64	602	648	436	197	1519	157	1686
Weighted Base	**1798**	-**	1798	939	855	388	307	497	233	206	110*	57*	695	730	373	167*	1537	250	1686
Effective Base	**956**	-	956	479	477	201	169	284	107	109	55	37	370	387	199	90	832	119	1686
Yes	**626**	-	626	372	253	211	125	180	54	43	8	5	336	234	56	13	493	129	501
	35%	-	*35%*	**40%d**	*30%*	**54%fghijk**	**41%hijk**	**36%hijk**	**23%j**	**21%j**	*7%*	*9%*	**48%mno**	**32%no**	*15%*	*8%*	*32%*	**51%p**	*30%*
No	**1151**	-	1151	561	588	171	175	313	175	163	102	52	347	488	316	153	1025	120	1165
	64%	-	*64%*	*60%*	**69%c**	*44%*	**57%e**	**63%e**	**75%efg**	**79%efg**	**93%efghi**	**91%efgh**	*50%*	**67%l**	**85%lm**	**92%lm**	**67%q**	*48%*	*69%*
I don't know	**21**	-	21	6	15	6	6	3	5	*	-	-	13	8	*	-	19	2	20
	1%	-	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	-	-	*2%*	*1%*	*	-	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1686**	490	497	347	352	987	699	1100	562	179	206	404	445	347	1055	182	1422
Weighted Base	**1798**	481	569	384	364	1050	748	1355	418	191	180	422	483	421	1085	195	1522
Effective Base	**956**	251	290	210	206	541	416	663	305	108	109	232	252	203	591	110	801
Yes	**626**	220	162	155	90	382	245	529	89	53	62	125	149	202	335	53	543
	35%	**46%bd**	*28%*	**40%bd**	*25%*	*36%*	*33%*	**39%h**	*21%*	*28%*	*35%*	*30%*	*31%*	**48%jkln**	*31%*	*27%*	*36%*
No	**1151**	258	402	222	270	659	491	813	323	135	115	295	324	217	733	139	962
	64%	*54%*	**71%ac**	*58%*	**74%ac**	*63%*	*66%*	*60%*	**77%g**	**71%m**	**64%m**	**70%m**	**67%m**	*52%*	**68%m**	*71%*	*63%*
I don't know	**21**	3	6	7	5	9	12	13	6	3	3	2	11	1	16	3	17
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1686**	1146	540	229	895	297	270	224	102	113	85	75	104	82	149	102	83	38	259
Weighted Base	**1798**	1584	214	77*	1540	127	77	53	83*	218	123*	107*	155*	140*	341	247*	126*	13**	114
Effective Base	**956**	824	136	54	748	124	104	124	95	104	76	67	89	72	134	93	77	19	107
Yes	**626**	589	37	17	550	40	22	14	28	81	40	39	45	42	176	74	26	4	36
	35%	**37%bc**	*17%*	*22%*	*36%*	*32%*	*28%*	*27%*	**34%p**	**37%p**	*32%*	**36%p**	*29%*	*30%*	**52%hijklmopr**	*30%*	*20%*	*31%*	*32%*
No	**1151**	977	174	59	974	83	55	39	54	132	83	68	110	98	161	168	99	8	76
	64%	*62%*	**81%a**	**78%a**	*63%*	*66%*	*71%*	**72%d**	**66%n**	**61%n**	**68%n**	**64%n**	**71%n**	**70%n**	*47%*	**68%n**	**78%in**	*62%*	**66%n**
I don't know	**21**	18	3	*	16	3	1	*	*	5	-	-	-	1	4	4	2	1	3
	1%	*1%*	*1%*	*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	-	-	-	*1%*	*1%*	*2%*	*1%*	*7%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1686**	580	666	246	132	54	1246	186	701	675	207	72	24	1376	96
Weighted Base	**1798**	625	688	282	140*	55*	1313	195	713	744	238	77*	20**	1458	97*
Effective Base	**956**	329	372	149	72	30	701	102	378	395	124	46	11	773	56
Yes	**626**	239	204	92	62	25	444	87	256	245	80	31	12	501	43
	35%	**38%b**	*30%*	*32%*	**45%b**	*45%*	*34%*	**45%bf**	*36%*	*33%*	*33%*	*40%*	*60%*	*34%*	*44%*
No	**1151**	384	473	186	76	29	857	105	447	492	156	46	8	939	54
	64%	*61%*	**69%adg**	*66%*	*54%*	*52%*	**65%g**	*54%*	*63%*	*66%*	*66%*	*60%*	*40%*	*64%*	*56%*
I don't know	**21**	2	10	4	2	2	12	3	11	7	2	*	-	18	*
	1%	*	*2%*	*2%*	*1%*	**3%a**	*1%*	*2%*	*2%*	*1%*	*1%*	*	-	*1%*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1686**	146	1506	34	528	1038	120	1629	33	12	-	1674	12
Weighted Base	**1798**	160*	1603	34**	559	1113	126*	1725	43**	11**	-**	1780	18**
Effective Base	**956**	91	846	20	312	572	74	915	24	7	-	946	11
Yes	**626**	91	524	11	279	286	61	590	22	6	-	619	8
	35%	**57%b**	*33%*	*32%*	**50%e**	*26%*	**48%e**	*34%*	*51%*	*58%*	-	*35%*	*43%*
No	**1151**	67	1061	22	274	814	63	1117	19	5	-	1141	9
	64%	*42%*	**66%a**	*65%*	*49%*	**73%df**	*50%*	*65%*	*45%*	*42%*	-	*64%*	*52%*
I don't know	**21**	1	18	1	6	12	2	18	2	-	-	20	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	*5%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1686**	411	433	407	435	140	141	130	147	138	148	127	141	139	139	149	147
Weighted Base	**1798**	428	454	458	458	143*	142*	143*	148*	130*	176*	149*	148*	161*	142*	166*	150*
Effective Base	**956**	244	250	213	256	80	87	78	82	77	91	68	70	75	84	82	92
Yes	**626**	132	129	166	200	42	38	52	39	31	59	54	53	58	57	64	78
	35%	*31%*	*28%*	*36%*	**44%ab**	*30%*	*26%*	*37%*	*26%*	*24%*	*33%*	*37%*	*36%*	*36%*	**41%i**	*38%*	**52%efghijlm**
No	**1151**	288	319	291	253	98	101	88	108	94	117	95	94	102	83	98	72
	64%	**67%d**	**70%d**	*64%*	*55%*	**69%p**	**71%p**	*62%*	**73%p**	**72%p**	**66%p**	*63%*	**64%p**	**64%p**	*59%*	*59%*	*48%*
I don't know	**21**	8	6	1	6	3	3	3	1	5	*	-	-	1	1	5	-
	1%	*2%*	*1%*	*	*1%*	*2%*	*2%*	*2%*	*1%*	*4%*	*	-	-	*1%*	*1%*	*3%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		4326	-	4326	2043	2276	517	502	801	556	885	626	439	1019	1357	1950	1065	4043	257	4326
Weighted Base		4327	-**	4327	2069	2251	582	544	834	586	769	548	463	1126	1420	1781	1011	3899	402	4326
Effective Base		2348	-	2348	1135	1208	321	303	485	293	439	258	260	625	774	950	514	2147	189	4326
Up to £1.00	(0.5)	483	-	483	199	281	46	41	64	77	103	74	78	87	141	255	152	442	34	446
		11%	-	11%	10%	12%c	8%	7%	8%	13%efg	13%efg	13%efg	17%efg	8%	10%	14%lm	15%lm	11%	8%	10%
£1.01 to £2.00	(1.5)	471	-	471	215	256	57	56	58	56	83	80	80	113	114	243	160	430	40	442
		11%	-	11%	10%	11%	10%	10%	7%	10%	11%g	15%g	17%efghi	10%	8%	14%lm	16%lm	11%	10%	10%
£2.01 to £4.00	(3)	608	-	608	269	339	95	73	107	66	103	85	80	168	172	268	165	548	57	636
		14%	-	14%	13%	15%	16%	13%	13%	11%	13%	15%	17%h	15%	12%	15%	16%m	14%	14%	15%
£4.01 to £6.00	(5)	506	-	506	243	262	73	58	92	78	96	52	59	130	169	206	110	468	38	507
		12%	-	12%	12%	12%	12%	11%	11%	13%	13%	9%	13%	12%	12%	12%	11%	12%	10%	12%
£6.01 to £10.00	(8)	662	-	662	308	354	78	94	126	105	122	76	63	172	230	260	138	614	49	634
		15%	-	15%	15%	16%	13%	17%	15%	18%	16%	14%	13%	15%	16%	15%	14%	16%	12%	15%
£10.01 to £20.00	(15)	648	-	648	317	331	90	95	137	96	91	87	52	186	233	230	139	560	83	672
		15%	-	15%	15%	15%	15%	18%ik	16%l	16%	12%	16%	11%	16%n	16%n	13%	14%	14%	21%p	16%
£20.01 to £30.00	(25)	302	-	302	162	138	42	33	79	47	64	23	13	76	126	101	36	275	24	335
		7%	-	7%	8%	6%	7%k	6%	10%jk	8%k	8%jk	4%	3%	7%o	9%no	6%	4%	7%	6%	8%
£30.01 to £40.00	(35)	184	-	184	93	91	27	33	39	15	29	29	12	60	54	70	41	160	24	180
		4%	-	4%	4%	4%	5%	6%hk	5%	3%	4%	5%	3%	5%	4%	4%	4%	4%	6%	4%
£40.01 to £50.00	(45)	129	-	129	84	45	19	19	55	19	13	5	*	37	74	18	5	119	9	104
		3%	-	3%	4%d	2%	3%k	3%jk	7%ehijk	3%k	2%k	1%	*	3%no	5%no	1%	1%	3%	2%	2%
Over £50	(55)	107	-	107	70	38	12	17	46	9	14	4	6	28	55	24	10	91	17	125
		2%	-	2%	3%d	2%	2%	3%j	5%ehijk	2%	2%	1%	1%	3%	4%no	1%	1%	2%	4%	3%
I don't know		194	-	194	93	99	40	19	22	16	46	30	21	59	38	97	51	168	19	214
		4%	-	4%	5%	4%	7%gh	3%	3%	3%	6%gh	5%	4%	5%m	3%	5%m	5%m	4%	5%	5%
I prefer not to say		32	-	32	15	17	4	7	9	4	4	3	-	11	14	8	3	24	7	31
		1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	*	*	1%	2%	1%
Mean		11.23	-	11.23	12.55d	10.03	11.56jk	12.59ijk	15.34efhijk	10.61k	10.14k	9.01k	6.91	12.07no	13.39no	8.94	8.04	11.06	12.94	11.45
Std Dev.		12.99	-	12.99	14.08	11.78	12.87	13.66	15.84	11.88	11.96	10.62	9.32	13.27	14.52	10.98	10.09	12.86	14.10	13.05
Std Error		0.20	-	0.20	0.32	0.25	0.59	0.62	0.57	0.52	0.41	0.44	0.45	0.43	0.40	0.26	0.32	0.21	0.91	0.20

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		4326	1161	1341	855	969	2502	1824	2211	2052	496	592	1094	1086	742	2772	505	3578
Weighted Base		4327	947	1475	950	956	2422	1905	2620	1645	489	580	1118	1052	798	2750	496	3600
Effective Base		2348	512	768	500	576	1279	1071	1289	1060	289	330	590	574	402	1494	294	1923
Up to £1.00	(0.5)	483	59	182	94	148	241	242	210	262	82	84	139	91	56	314	83	375
		11%	6%	12%a	10%a	16%ac	10%	13%e	8%	16%g	17%lmn	14%lm	12%lm	9%	7%	11%m	17%p	10%
£1.01 to £2.00	(1.5)	471	69	175	107	120	244	227	221	242	50	97	132	99	72	328	52	403
		11%	7%	12%a	11%a	13%a	10%	12%	8%	15%g	10%	17%iklmn	12%	9%	9%	12%	10%	11%
£2.01 to £4.00	(3)	608	100	197	164	147	297	311	324	279	98	81	184	139	70	404	98	483
		14%	11%	13%	17%a	15%a	12%	16%e	12%	17%g	20%jlmn	14%m	16%m	13%m	9%	15%m	20%p	13%
£4.01 to £6.00	(5)	506	112	180	82	132	292	214	301	199	55	66	152	118	82	336	59	425
		12%	12%	12%c	9%	14%c	12%	11%	11%	12%	11%	11%	14%	11%	10%	12%	12%	12%
£6.01 to £10.00	(8)	662	147	243	146	125	391	272	449	206	74	79	176	185	123	439	74	570
		15%	16%	17%	15%	13%	16%	14%	17%h	13%	15%	14%	16%	18%	15%	16%	15%	16%
£10.01 to £20.00	(15)	648	166	227	141	115	393	256	432	205	56	66	152	208	122	426	56	561
		15%	18%d	15%	15%	12%	16%	13%	17%h	12%	11%	11%	14%	20%ijkn	15%	15%	11%	16%
£20.01 to £30.00	(25)	302	93	84	67	59	177	125	224	73	31	30	66	71	89	167	31	256
		7%	10%bd	6%	7%	6%	7%	7%	9%h	4%	6%	5%	6%	7%	11%ijkln	6%	6%	7%
£30.01 to £40.00	(35)	184	66	46	42	30	112	72	132	52	13	18	39	50	55	107	13	166
		4%	7%bd	3%	4%	3%	5%	4%	5%h	3%	3%	3%	3%	5%	7%ijkn	4%	3%	5%
£40.01 to £50.00	(45)	129	64	27	29	9	91	38	112	16	2	17	19	28	57	63	2	120
		3%	7%bcd	2%	3%d	1%	4%f	2%	4%h	1%	*	3%l	2%	3%l	7%ijkln	2%l	*	3%o
Over £50	(55)	107	40	30	25	12	71	37	91	17	12	12	11	26	45	49	12	94
		2%	4%bd	2%	3%	1%	3%	2%	3%h	1%	3%	2%	1%	2%k	6%ijkln	2%	2%	3%
I don't know		194	28	75	41	50	103	91	103	84	14	32	47	35	23	114	14	142
		4%	3%	5%	4%	5%	4%	5%	4%	5%	3%	6%	4%	3%	3%	4%	3%	4%
I prefer not to say		32	3	9	12	8	12	21	20	10	3	*	2	1	4	3	3	7
		1%	*	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	*	*	1%	*
Mean		11.23	15.71bcd	9.90d	11.37bd	8.58	12.21f	9.97	13.32h	7.95	8.69	9.39	9.08	11.84ijkn	16.51ijkln	10.21k	8.62	11.62o
Std Dev.		12.99	15.33	11.75	13.16	10.70	13.58	12.07	14.12	10.20	11.32	12.40	10.71	12.63	16.16	11.90	11.27	13.21

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**4327**	947	1475	950	956	2422	1905	2620	1645	489	580	1118	1052	798	2750	496	3600
Std Error	**0.20**	0.46	0.33	0.46	0.36	0.28	0.29	0.31	0.23	0.52	0.52	0.33	0.39	0.60	0.23	0.51	0.23

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		4326	2722	1604	708	2120	919	743	544	210	243	231	208	248	235	248	256	241	154	765
Weighted Base		4327	3678	649	214	3622	374	210	122	170	477	349	298	377	413	569	596	373	56*	317
Effective Base		2348	1932	433	174	1769	379	300	325	192	223	198	183	206	209	222	232	213	67	314
Up to £1.00	(0.5)	483	428	55	18	402	49	21	11	23	58	37	41	41	50	62	39	51	8	40
		11%	12%	8%	8%	11%	13%	10%	9%	13%o	12%o	11%	14%o	11%	12%o	11%	6%	14%o	14%o	13%o
£1.01 to £2.00	(1.5)	471	393	77	20	408	34	17	11	13	55	46	33	43	45	45	85	43	4	30
		11%	11%	12%	9%	11%	9%	8%	9%	8%	12%	13%	11%	11%	11%	8%	14%hn	12%	6%	10%
£2.01 to £4.00	(3)	608	525	83	27	502	49	39	18	22	57	47	46	52	67	74	91	46	7	41
		14%	14%	13%	12%	14%	13%	19%de	15%	13%	12%	13%	15%	14%	16%	13%	15%	12%	13%	13%
£4.01 to £6.00	(5)	506	429	77	26	423	51	19	12	25	59	44	31	41	47	43	89	45	5	46
		12%	12%	12%	12%	12%	14%	9%	10%	14%n	12%	13%	10%	11%	11%	8%	15%n	12%	9%	14%n
£6.01 to £10.00	(8)	662	547	116	27	574	48	23	17	28	61	54	35	55	82	106	87	66	10	38
		15%	15%	18%	12%	16%f	13%	11%	14%	17%	13%	15%	12%	15%	20%kr	19%r	15%	18%	17%	12%
£10.01 to £20.00	(15)	648	553	96	32	515	66	43	24	18	87	41	23	72	47	90	78	59	7	60
		15%	15%	15%	15%	14%	18%	21%d	20%d	11%	18%hkm	12%	8%	19%hjkm	11%	16%k	13%	16%k	12%	19%hjkm
£20.01 to £30.00	(25)	302	257	45	22	247	23	19	13	15	38	27	18	30	23	37	33	26	3	20
		7%	7%	7%	10%	7%	6%	9%	11%de	9%	8%	8%	6%	8%	5%	6%	5%	7%	5%	6%
£30.01 to £40.00	(35)	184	144	40	15	149	22	9	4	7	14	13	17	14	9	31	33	9	3	18
		4%	4%	6%a	7%	4%	6%	5%	4%	4%	3%	4%	6%	4%	2%	5%	6%	2%	6%	6%m
£40.01 to £50.00	(45)	129	120	10	6	115	10	3	2	6	21	7	7	7	5	37	16	10	2	8
		3%	3%b	1%	3%	3%	3%	1%	1%	4%	4%n	2%	2%	2%	1%	7%jlmor	3%	3%	4%	2%
Over £50	(55)	107	90	17	3	91	7	5	5	8	14	7	11	6	13	20	8	4	1	5
		2%	2%	3%	1%	3%	2%	2%	4%	5%lopr	3%	2%	4%	2%	3%	4%	1%	1%	2%	2%
I don't know		194	167	27	14	166	14	10	5	5	11	24	28	9	24	13	38	14	5	9
		4%	5%	4%	6%	5%	4%	5%	4%	3%	2%	7%ilnr	9%hilnpr	2%	6%n	2%	6%iln	4%	9%hilnr	3%
I prefer not to say		32	26	7	6	29	2	*	*	1	2	2	7	7	1	10	-	-	1	2
		1%	1%	1%	3%a	1%	1%	*	*	*	*	1%	2%mop	2%op	*	2%o	-	-	2%op	*
Mean		11.23	11.19	11.47	12.52	11.18	11.18	11.52	12.29	12.60mp	11.87	10.40	11.27	10.60	9.52	13.76jlmopr	10.53	9.76	11.92	11.06
Std Dev.		12.99	13.03	12.76	12.84	13.07	12.57	12.31	13.11	14.89	13.53	12.31	14.56	11.48	12.04	14.97	12.19	11.19	14.06	12.32

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**4327**	3678	649	214	3622	374	210	122	170	477	349	298	377	413	569	596	373	56*	317
Std Error	**0.20**	0.26	0.33	0.50	0.29	0.43	0.47	0.58	1.04	0.88	0.85	1.07	0.75	0.81	0.97	0.79	0.74	1.17	0.46

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		4326	1744	1666	522	279	89	3410	368	1772	1694	577	196	59	3466	255
Weighted Base		4327	1742	1678	543	259	83*	3419	342	1704	1698	634	210	56*	3402	265
Effective Base		2348	936	899	300	151	48	1835	199	925	912	341	124	31	1837	155
Up to £1.00	(0.5)	483	201	173	67	25	16	374	41	148	189	95	28	20	338	48
		11%	*12%*	*10%*	*12%*	*9%*	**19%b**	*11%*	*12%*	*9%*	*11%*	**15%hm**	*13%*	**36%hijkmn**	*10%*	**18%him**
£1.01 to £2.00	(1.5)	471	184	190	54	34	5	374	39	153	177	89	42	6	330	48
		11%	*11%*	*11%*	*10%*	*13%*	*6%*	*11%*	*12%*	*9%*	*10%*	**14%hm**	**20%him**	*11%*	*10%*	**18%him**
£2.01 to £4.00	(3)	608	217	251	91	30	15	469	46	218	235	103	41	5	453	47
		14%	*12%*	*15%*	*17%*	*12%*	*18%*	*14%*	*13%*	*13%*	*14%*	*16%*	**20%hm**	*10%*	*13%*	*18%*
£4.01 to £6.00	(5)	506	193	192	76	32	10	386	42	199	205	85	14	2	404	17
		12%	*11%*	*11%*	*14%*	*12%*	*12%*	*11%*	*12%*	**12%n**	**12%n**	**13%n**	*7%*	*4%*	**12%n**	*6%*
£6.01 to £10.00	(8)	662	274	273	73	33	10	547	43	271	279	77	27	8	550	35
		15%	*16%*	*16%*	*13%*	*13%*	*12%*	*16%*	*12%*	*16%*	*16%*	*12%*	*13%*	*14%*	*16%*	*13%*
£10.01 to £20.00	(15)	648	267	249	80	36	17	516	53	265	274	79	26	3	539	29
		15%	*15%*	*15%*	*15%*	*14%*	*20%*	*15%*	*15%*	*16%*	*16%*	*13%*	*12%*	*6%*	*16%*	*11%*
£20.01 to £30.00	(25)	302	126	128	27	15	5	253	20	161	104	24	8	4	265	13
		7%	*7%*	*8%*	*5%*	*6%*	*5%*	*7%*	*6%*	**9%ijk**	*6%*	*4%*	*4%*	*8%*	**8%j**	*5%*
£30.01 to £40.00	(35)	184	91	59	22	10	2	150	12	100	59	17	4	3	160	7
		4%	*5%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	**6%ij**	*3%*	*3%*	*2%*	*5%*	*5%*	*3%*
£40.01 to £50.00	(45)	129	66	40	10	12	1	107	13	53	63	10	2	1	116	3
		3%	*4%*	*2%*	*2%*	*5%*	*1%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*2%*	*3%*	*1%*
Over £50	(55)	107	59	28	14	4	*	88	5	68	27	11	1	-	95	1
		2%	**3%b**	*2%*	*3%*	*2%*	*	*3%*	*1%*	**4%ijkn**	*2%*	*2%*	*	-	*3%*	*
I don't know		194	56	79	22	27	3	135	29	59	68	38	16	3	127	19
		4%	*3%*	*5%*	*4%*	**10%abcf**	*3%*	*4%*	**9%abcf**	*3%*	*4%*	**6%hm**	**7%hm**	*5%*	*4%*	**7%hm**
I prefer not to say		32	7	15	7	1	-	22	1	8	18	5	*	-	26	*
		1%	*	*1%*	*1%*	*	-	*1%*	*	*	*1%*	*1%*	*	-	*1%*	*
Mean		11.23	**12.37bc**	10.50	10.18	11.26	8.62	11.46	10.58	**13.30ijkmn**	**10.80jkn**	8.44	7.12	7.69	**12.06ijkn**	7.24
Std Dev.		12.99	14.06	11.94	12.44	13.22	9.73	13.11	12.45	14.25	12.34	11.15	9.08	11.05	13.39	9.52

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**4327**	1742	1678	543	259	83*	3419	342	1704	1698	634	210	56*	3402	265
Std Error	**0.20**	0.35	0.30	0.56	0.83	1.05	0.23	0.67	0.35	0.31	0.48	0.67	1.48	0.23	0.62

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		4326	339	3903	84	1352	2706	268	4228	52	21	4	4301	21
Weighted Base		4327	337	3903	87*	1275	2786	266	4219	61*	17**	4**	4298	25**
Effective Base		2348	192	2108	49	733	1468	151	2283	35	12	3	2330	16
Up to £1.00	(0.5)	483	29	443	12	105	344	34	472	2	1	1	476	6
		11%	9%	11%	13%	8%	12%d	13%	11%	4%	9%	24%	11%	23%
£1.01 to £2.00	(1.5)	471	24	435	12	148	300	22	463	4	1	-	468	3
		11%	7%	11%	13%	12%	11%	8%	11%	7%	6%	-	11%	10%
£2.01 to £4.00	(3)	608	33	565	11	181	390	37	591	12	1	-	605	3
		14%	10%	14%	12%	14%	14%	14%	14%	20%	7%	-	14%	11%
£4.01 to £6.00	(5)	506	37	460	9	139	341	26	496	4	4	2	504	-
		12%	11%	12%	10%	11%	12%	10%	12%	6%	21%	50%	12%	-
£6.01 to £10.00	(8)	662	51	597	14	191	436	35	648	9	1	1	659	3
		15%	15%	15%	16%	15%	16%	13%	15%	15%	8%	26%	15%	11%
£10.01 to £20.00	(15)	648	57	581	10	198	428	23	637	10	1	-	648	-
		15%	17%	15%	12%	16%f	15%f	9%	15%	17%	8%	-	15%	-
£20.01 to £30.00	(25)	302	25	275	2	103	186	14	296	3	2	-	301	2
		7%	7%	7%	2%	8%	7%	5%	7%	4%	12%	-	7%	6%
£30.01 to £40.00	(35)	184	12	169	3	43	129	13	177	5	1	-	182	2
		4%	4%	4%	4%	3%	5%	5%	4%	7%	4%	-	4%	8%
£40.01 to £50.00	(45)	129	25	102	3	60	50	19	117	8	5	-	129	-
		3%	7%b	3%	3%	5%e	2%	7%e	3%	13%gk	26%	-	3%	-
Over £50	(55)	107	25	83	*	44	56	7	106	2	-	-	107	-
		2%	7%b	2%	*	3%e	2%	3%	3%	3%	-	-	3%	-
I don't know		194	15	172	8	54	115	25	186	1	*	-	187	6
		4%	4%	4%	9%	4%	4%	9%de	4%	1%	1%	-	4%	24%
I prefer not to say		32	5	23	4	11	10	11	30	1	-	-	31	1
		1%	2%	1%	5%b	1%	*	4%de	1%	1%	-	-	1%	5%
Mean		11.23	16.20bc	10.85	8.80	12.55e	10.48	12.92e	11.14	16.24gk	19.25	4.73	11.25	8.48

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**4327**	337	3903	87*	1275	2786	266	4219	61*	17**	4**	4298	25**
Std Dev.	**12.99**	16.90	12.55	10.93	14.18	12.10	15.51	12.90	16.29	18.06	3.05	13.00	12.20
Std Error	**0.20**	0.95	0.21	1.29	0.40	0.24	1.01	0.20	2.30	4.14	1.53	0.20	3.05

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**4326**	1099	1082	1058	1087	382	355	362	368	354	360	342	350	366	369	360	358
Weighted Base		**4327**	1112	1085	1055	1076	373	361	377	362	346	377	349	343	363	368	377	331
Effective Base		**2348**	600	596	533	624	198	201	201	201	195	200	176	174	183	215	202	211
Up to £1.00	(0.5)	**483**	123	129	121	110	32	45	46	42	49	38	30	41	50	38	41	31
		11%	*11%*	*12%*	*11%*	*10%*	*8%*	*12%*	*12%*	*12%*	*14%*	*10%*	*9%*	*12%*	*14%*	*10%*	*11%*	*9%*
£1.01 to £2.00	(1.5)	**471**	120	110	118	122	20	46	54	33	46	31	49	36	34	61	35	26
		11%	*11%*	*10%*	*11%*	*11%*	*5%*	**13%e**	**14%ep**	*9%*	**13%e**	*8%*	**14%e**	*10%*	*9%*	**16%ehjmop**	*9%*	*8%*
£2.01 to £4.00	(3)	**608**	148	174	152	134	62	39	47	55	65	54	57	54	41	54	51	29
		14%	*13%*	*16%*	*14%*	*12%*	**17%p**	*11%*	*12%*	**15%p**	**19%fmp**	*14%*	**16%p**	**16%p**	*11%*	*15%*	*14%*	*9%*
£4.01 to £6.00	(5)	**506**	126	133	130	117	29	51	46	49	37	47	44	46	41	44	44	30
		12%	*11%*	*12%*	*12%*	*11%*	*8%*	**14%e**	*12%*	*13%*	*11%*	*12%*	*13%*	*13%*	*11%*	*12%*	*12%*	*9%*
£6.01 to £10.00	(8)	**662**	206	159	135	161	73	72	62	53	40	66	56	29	50	54	54	53
		15%	**19%c**	*15%*	*13%*	*15%*	**19%il**	**20%il**	**16%l**	*15%*	*12%*	**18%l**	**16%l**	*9%*	*14%*	*15%*	*14%*	**16%l**
£10.01 to £20.00	(15)	**648**	165	164	169	151	70	38	57	57	48	59	43	61	65	38	64	50
		15%	*15%*	*15%*	*16%*	*14%*	**19%fn**	*11%*	*15%*	*16%*	*14%*	*16%*	*12%*	**18%fn**	**18%fn**	*10%*	**17%n**	*15%*
£20.01 to £30.00	(25)	**302**	82	55	70	96	30	16	36	18	20	16	23	23	24	26	32	38
		7%	*7%*	*5%*	*7%*	**9%b**	*8%*	*5%*	**9%j**	*5%*	*6%*	*4%*	*7%*	*7%*	*7%*	*7%*	*9%*	**12%fhij**
£30.01 to £40.00	(35)	**184**	48	33	46	57	31	10	7	15	9	9	14	16	17	17	23	17
		4%	*4%*	*3%*	*4%*	**5%b**	**8%fgjl**	*3%*	*2%*	*4%*	*3%*	*2%*	*4%*	*5%*	*5%*	*5%*	**6%g**	*5%*
£40.01 to £50.00	(45)	**129**	35	27	27	41	8	22	5	7	5	15	7	10	10	15	9	17
		3%	*3%*	*2%*	*3%*	*4%*	*2%*	**6%eghik**	*1%*	*2%*	*1%*	*4%*	*2%*	*3%*	*3%*	*4%*	*2%*	**5%gl**
Over £50	(55)	**107**	16	24	34	33	5	9	2	12	10	3	7	10	16	13	7	13
		2%	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*	*3%*	**5%gj**	**3%g**	*2%*	**4%gj**
I don't know		**194**	36	70	45	43	11	12	14	22	17	31	16	15	14	8	14	21
		4%	*3%*	**6%a**	*4%*	*4%*	*3%*	*3%*	*4%*	**6%n**	*5%*	**8%efn**	*5%*	*4%*	*4%*	*2%*	*4%*	**6%n**
I prefer not to say		**32**	7	8	8	10	3	2	2	-	*	8	4	3	1	3	3	5
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*	**2%h**	*1%*	*1%*	*	*1%*	*1%*	*1%*
Mean		**11.23**	10.88	10.12	11.36	**12.56ab**	**12.52gl**	11.02	9.11	10.88	9.32	10.14	10.13	11.45	**12.44gl**	11.39	**11.76g**	**14.88fghijklno**
Std Dev.		**12.99**	12.16	12.24	13.36	14.02	12.34	13.76	9.94	12.97	12.18	11.52	12.12	13.38	14.36	14.20	12.68	15.05
Std Error		**0.20**	0.38	0.39	0.42	0.44	0.65	0.75	0.54	0.70	0.67	0.63	0.67	0.74	0.76	0.76	0.68	0.83

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2846**	-	2846	1347	1494	397	370	608	355	562	344	210	767	963	1116	554	2632	199	2846
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Effective Base	**1506**	-	1506	734	768	242	218	371	185	253	127	120	459	552	495	243	1353	147	2846
Royal Mail	**2502**	-	2502	1189	1309	399	355	551	336	420	258	183	755	887	861	441	2205	284	2609
	90%	-	*90%*	*88%*	**93%c**	*89%*	**92%g**	*86%*	*90%*	**94%g**	**94%g**	*93%*	*90%*	*88%*	**93%m**	**93%m**	*90%*	*90%*	*92%*
Citipost	**62**	-	62	59	4	12	11	37	2	1	-	-	23	39	1	-	54	8	44
	2%	-	*2%*	**4%d**	*	**3%i**	**3%i**	**6%hijk**	*1%*	*	-	-	**3%no**	**4%no**	*	-	*2%*	*3%*	*2%*
Collect+ (Collect Plus)	**151**	-	151	88	63	33	39	46	16	6	5	5	72	62	17	11	121	29	120
	5%	-	*5%*	*6%*	*4%*	**7%ij**	**10%hijk**	**7%ij**	*4%*	*1%*	*2%*	*3%*	**9%no**	**6%no**	*2%*	*2%*	*5%*	**9%p**	*4%*
DHL	**306**	-	306	204	102	87	61	103	38	12	1	3	148	141	17	4	229	77	251
	11%	-	*11%*	**15%d**	*7%*	**19%hijk**	**16%ijk**	**16%ijk**	**10%ijk**	*3%*	*	*2%*	**18%no**	**14%no**	*2%*	*1%*	*9%*	**24%p**	*9%*
FedEx	**226**	-	226	164	62	62	54	77	23	5	4	-	117	100	9	4	182	44	167
	8%	-	*8%*	**12%d**	*4%*	**14%hijk**	**14%hijk**	**12%hijk**	**6%ijk**	*1%*	*1%*	-	**14%mno**	**10%no**	*1%*	*1%*	*7%*	**14%p**	*6%*
Hermes	**634**	-	634	291	343	154	97	116	101	82	47	38	250	217	167	85	536	93	607
	23%	-	*23%*	*21%*	*24%*	**34%fgijk**	**25%g**	*18%*	**27%gij**	*18%*	*17%*	*19%*	**30%mno**	*21%*	*18%*	*18%*	*22%*	**29%p**	*21%*
Interlink	**64**	-	64	48	16	13	9	29	9	1	-	3	22	38	3	3	54	10	46
	2%	-	*2%*	**4%d**	*1%*	**3%ij**	**2%i**	**5%ij**	**2%i**	*	-	*1%*	**3%n**	**4%no**	*	*1%*	*2%*	*3%*	*2%*
DPD	**232**	-	232	147	84	66	50	73	23	12	6	2	115	97	20	8	193	38	226
	8%	-	*8%*	**11%d**	*6%*	**15%hijk**	**13%hijk**	**11%hijk**	**6%k**	*3%*	*2%*	*1%*	**14%mno**	**10%no**	*2%*	*2%*	*8%*	*12%*	*8%*
Parcelforce	**200**	-	200	136	64	21	42	55	22	35	15	11	62	77	61	25	169	29	201
	7%	-	*7%*	**10%d**	*5%*	*5%*	**11%e**	*9%*	*6%*	*8%*	*5%*	*5%*	*7%*	*8%*	*7%*	*5%*	*7%*	*9%*	*7%*
TNT Express	**73**	-	73	62	10	12	22	28	9	1	-	-	34	38	1	-	62	10	52
	3%	-	*3%*	**5%d**	*1%*	**3%i**	**6%ijk**	**4%ijk**	**3%i**	*	-	-	**4%no**	**4%no**	*	-	*3%*	*3%*	*2%*
UPS	**133**	-	133	101	32	22	37	42	17	9	5	1	59	59	15	7	108	25	96
	5%	-	*5%*	**7%d**	*2%*	**5%k**	**9%ijk**	**7%ijk**	*4%*	*2%*	*2%*	*1%*	**7%no**	**6%no**	*2%*	*1%*	*4%*	*8%*	*3%*
Yodel	**151**	-	151	93	58	30	36	57	14	10	*	3	66	71	13	3	118	32	127
	5%	-	*5%*	**7%d**	*4%*	**7%ijk**	**9%hijk**	**9%hijk**	**4%j**	*2%*	*	*2%*	**8%no**	**7%no**	*1%*	*1%*	*5%*	**10%p**	*4%*
UK Mail (not to be confused with Royal Mail)	**73**	-	73	58	15	15	21	26	5	2	1	3	36	32	6	4	59	14	53
	3%	-	*3%*	**4%d**	*1%*	**3%i**	**5%hij**	**4%ij**	*1%*	*	*	*2%*	**4%no**	**3%n**	*1%*	*1%*	*2%*	*5%*	*2%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**8** *****	- -	8 *	3 *	5 *	1 *	2 *	1 *	- -	3 *1%*	1 *	* *	3 *	1 *	4 *	1 *	8 *	- -	11 *
I don't know	**16** ***1%***	- -	16 *1%*	6 *	11 *1%*	2 *	2 *1%*	1 *	* *	7 **2%g**	2 *1%*	2 *1%*	4 *	1 *	11 **1%m**	4 *1%*	16 *1%*	- -	26 *1%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1085** ***39%***	- -	1085 *39%*	620 **46%d**	464 *33%*	256 **57%fghijk**	179 **46%ijk**	292 **46%ijk**	146 **39%ijk**	106 *24%*	63 *23%*	43 *22%*	435 **52%mno**	438 **43%no**	212 *23%*	106 *22%*	911 *37%*	167 **53%p**	991 *35%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2846	823	870	555	598	1693	1153	1614	1189	299	362	693	751	543	1806	304	2391
Weighted Base	2770	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Effective Base	1506	369	487	310	344	855	651	924	596	167	195	356	396	292	944	171	1253
Royal Mail	2502	582	851	534	536	1433	1069	1683	780	273	274	635	661	486	1570	278	2091
	90%	*85%*	**92%a**	**91%a**	**92%a**	*89%*	*92%*	*89%*	**93%g**	**95%jm**	*87%*	**94%jm**	**91%m**	*83%*	**91%m**	**95%p**	*90%*
Citipost	62	44	5	11	2	49	13	62	1	1	3	6	10	40	20	1	60
	2%	**6%bcd**	*1%*	*2%*	*	**3%f**	*1%*	**3%h**	*	*	*1%*	*1%*	*1%*	**7%ijkln**	*1%*	*	*3%*
Collect+ (Collect Plus)	151	69	35	26	21	103	48	124	26	14	10	18	41	63	69	14	131
	5%	**10%bcd**	*4%*	*5%*	*4%*	**6%f**	*4%*	**7%h**	*3%*	*5%*	*3%*	*3%*	**6%k**	**11%ijkln**	*4%*	*5%*	*6%*
DHL	306	126	74	68	38	200	106	265	36	27	28	58	71	112	156	27	271
	11%	**18%bcd**	*8%*	**12%d**	*6%*	**12%f**	*9%*	**14%h**	*4%*	*9%*	*9%*	*8%*	*10%*	**19%ijkln**	*9%*	*9%*	*12%*
FedEx	226	106	50	43	26	157	69	200	24	9	15	39	64	93	118	9	211
	8%	**16%bcd**	*5%*	*7%*	*4%*	**10%f**	*6%*	**11%h**	*3%*	*3%*	*5%*	*6%*	**9%i**	**16%ijkln**	*7%*	*3%*	**9%o**
Hermes	634	146	177	178	134	323	312	449	172	60	80	148	179	119	407	62	536
	23%	*21%*	*19%*	**30%abd**	*23%*	*20%*	**27%e**	*24%*	*21%*	*21%*	*25%*	*22%*	*25%*	*20%*	*24%*	*21%*	*23%*
Interlink	64	38	10	12	5	47	17	54	10	9	1	5	12	36	17	9	53
	2%	**6%bcd**	*1%*	*2%*	*1%*	*3%*	*1%*	**3%h**	*1%*	**3%jkn**	*	*1%*	*2%*	**6%ijkln**	*1%*	*3%*	*2%*
DPD	232	91	48	58	35	139	93	195	34	19	19	47	70	66	136	20	203
	8%	**13%bd**	*5%*	**10%b**	*6%*	*9%*	*8%*	**10%h**	*4%*	*7%*	*6%*	*7%*	*10%*	**11%k**	*8%*	*7%*	*9%*
Parcelforce	200	70	50	48	32	120	80	165	32	22	24	41	60	49	124	22	174
	7%	**10%bd**	*5%*	*8%*	*6%*	*8%*	*7%*	**9%h**	*4%*	*8%*	*7%*	*6%*	*8%*	*8%*	*7%*	*8%*	*7%*
TNT Express	73	31	16	24	1	47	26	69	2	2	6	9	18	35	33	2	67
	3%	**5%bd**	**2%d**	**4%bd**	*	*3%*	*2%*	**4%h**	*	*1%*	*2%*	*1%*	*2%*	**6%ijkln**	*2%*	*1%*	*3%*
UPS	133	48	25	40	20	73	60	116	17	12	16	22	34	46	72	12	118
	5%	**7%bd**	*3%*	**7%b**	*3%*	*5%*	*5%*	**6%h**	*2%*	*4%*	*5%*	*3%*	*5%*	**8%kn**	*4%*	*4%*	*5%*
Yodel	151	47	28	45	31	75	76	127	22	16	15	29	46	40	90	16	130
	5%	**7%b**	*3%*	**8%b**	*5%*	*5%*	*7%*	**7%h**	*3%*	*6%*	*5%*	*4%*	*6%*	*7%*	*5%*	*5%*	*6%*
UK Mail (not to be confused with Royal Mail)	73	35	19	10	9	54	19	61	11	6	6	7	16	35	29	6	64
	3%	**5%bcd**	*2%*	*2%*	*2%*	**3%f**	*2%*	**3%h**	*1%*	*2%*	*2%*	*1%*	*2%*	**6%ijkln**	*2%*	*2%*	*3%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other: please specify	**8**	2	3	-	3	5	3	5	3	-	2	*	4	2	6	-	8
	*	*	*	-	*	*	*	*	*	-	*1%*	*	*1%*	*	*	-	*
I don't know	**16**	2	3	3	9	5	12	6	6	4	4	3	*	1	7	5	8
	1%	*	*	*1%*	*1%*	*	*1%*	*	*1%*	**1%l**	**1%l**	*	*	*	*	**2%p**	*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1085**	346	288	256	194	634	450	835	233	84	113	225	282	314	621	87	948
	39%	**51%bd**	*31%*	**44%bd**	*33%*	*40%*	*39%*	**44%h**	*28%*	*29%*	*36%*	*33%*	**39%l**	**54%ijkln**	*36%*	*30%*	**41%o**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2846**	1754	1092	484	1347	617	498	384	147	152	143	127	164	139	178	159	138	105	512
Weighted Base	**2770**	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Effective Base	**1506**	1237	283	113	1117	260	191	223	136	139	124	114	132	121	161	145	126	47	214
Royal Mail	**2502**	2128	374	142	2061	232	127	82	111	263	189	156	216	234	348	346	198	33	199
	90%	*90%*	*91%*	*96%*	*90%*	**94%d**	*92%*	**94%d**	**95%jln**	*88%*	*88%*	*88%*	*87%*	*93%*	*86%*	*92%*	**95%ln**	*89%*	**95%ijkln**
Citipost	**62**	61	2	1	58	2	1	1	8	10	5	2	4	-	22	2	4	1	2
	2%	**3%b**	*	*1%*	*3%*	*1%*	*1%*	*1%*	**7%klmopr**	**3%m**	*2%*	*1%*	*2%*	-	**6%mor**	*	*2%*	**2%m**	*1%*
Collect+ (Collect Plus)	**151**	134	17	10	134	10	4	3	12	15	10	4	13	8	41	23	8	1	9
	5%	*6%*	*4%*	*6%*	*6%*	*4%*	*3%*	*3%*	**10%kmpr**	*5%*	*5%*	*2%*	*5%*	*3%*	**10%kmr**	*6%*	*4%*	*4%*	*4%*
DHL	**306**	286	20	9	268	18	13	8	16	42	10	17	18	17	89	38	20	4	14
	11%	**12%b**	*5%*	*6%*	**12%e**	*7%*	*9%*	*9%*	**13%jr**	**14%jr**	*5%*	*10%*	*7%*	*7%*	**22%jklmopr**	*10%*	*10%*	*10%*	*7%*
FedEx	**226**	211	14	4	205	12	5	3	11	35	24	13	15	13	60	24	10	3	9
	8%	**9%bc**	*4%*	*2%*	**9%efg**	*5%*	*4%*	*4%*	*9%*	**12%r**	**11%r**	*8%*	*6%*	*5%*	**15%lmopr**	*6%*	*5%*	*7%*	*4%*
Hermes	**634**	539	95	33	540	57	22	15	28	65	51	30	63	47	94	116	48	5	52
	23%	*23%*	*23%*	*22%*	**24%fg**	*23%*	*16%*	*17%*	*24%*	*22%*	*24%*	*17%*	*25%*	*19%*	*23%*	**31%kmq**	*23%*	*15%*	*25%*
Interlink	**64**	59	5	-	59	3	2	-	8	6	4	5	7	1	14	8	6	-	3
	2%	*3%*	*1%*	-	**3%g**	*1%*	*1%*	-	**7%djmor**	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	-	*2%*
DPD	**232**	204	28	10	191	21	10	9	16	20	15	12	13	20	58	16	20	3	18
	8%	*9%*	*7%*	*7%*	*8%*	*9%*	*7%*	*11%*	**14%ilo**	*7%*	*7%*	*7%*	*5%*	*8%*	**14%ilo**	*4%*	*10%*	*7%*	*9%*
Parcelforce	**200**	177	23	6	164	19	9	8	14	28	12	11	12	17	32	25	15	5	15
	7%	*8%*	*6%*	*4%*	*7%*	*8%*	*7%*	*9%*	**12%l**	*9%*	*5%*	*6%*	*5%*	*7%*	*8%*	*7%*	*7%*	*12%*	*7%*
TNT Express	**73**	68	5	5	63	7	2	*	7	6	3	3	9	5	27	2	1	2	5
	3%	*3%*	*1%*	*3%*	**3%g**	*3%*	*2%*	*	**6%djmop**	*2%*	*1%*	*2%*	**4%o**	*2%*	**7%jop**	*	*1%*	**4%op**	*2%*
UPS	**133**	126	7	1	124	4	6	*	7	21	13	4	12	3	42	14	8	1	3
	5%	**5%bc**	*2%*	*1%*	**5%eg**	*1%*	**4%g**	*	**6%mr**	**7%mr**	**6%mr**	*2%*	*5%*	*1%*	**10%kmopr**	*4%*	*4%*	*2%*	*1%*
Yodel	**151**	139	12	3	128	18	3	2	15	13	5	8	20	10	30	24	3	2	16
	5%	**6%b**	*3%*	*2%*	*6%*	**7%fg**	*2%*	*3%*	**13%ajkmop**	*5%*	*2%*	*4%*	**8%p**	*4%*	**7%p**	**6%p**	*1%*	*5%*	**7%jp**
UK Mail (not to be confused with Royal Mail)	**73**	64	9	4	66	3	4	-	4	13	6	5	9	3	16	6	4	1	2
	3%	*3%*	*2%*	*3%*	**3%g**	*1%*	**3%g**	-	*4%*	*4%*	*3%*	*3%*	*4%*	*1%*	*4%*	*2%*	*2%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	2770	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other: please specify	8	6	2	*	4	1	2	1	-	1	2	2	-	-	-	-	-	1	*
	*	*	*	*	*	*	1%d	1%	-	*	1%	1%	-	-	-	-	-	2%lmnop	*
I don't know	16	8	9	3	13	3	*	*	-	2	2	1	1	3	4	-	-	*	3
	1%	*	2%a	2%a	1%	1%	*	*	-	1%	1%	1%	*	1%	1%	-	-	*	1%
NET Used any 'other' provider (not Royal Mail/Parcelforce)	1085	946	139	49	928	83	46	27	49	129	84	56	98	72	212	158	71	11	73
	39%	40%	34%	33%	40%eg	34%	34%	31%	42%m	43%m	39%	32%	39%	29%	52%jklmpqr	42%m	34%	28%	35%

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2846**	1103	1104	358	193	68	2207	261	1225	1132	335	111	27	2357	138
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Effective Base	**1506**	581	571	202	104	37	1152	140	626	602	188	69	13	1227	82
Royal Mail	**2502**	964	984	322	160	54	1948	214	1053	1024	311	83	20	2076	103
	90%	*90%*	**93%acdeg**	*87%*	*87%*	*81%*	**91%eg**	*85%*	**92%kn**	**91%kn**	**89%kn**	*74%*	*79%*	**91%kn**	*75%*
Citipost	**62**	50	11	-	1	-	61	1	41	19	2	-	-	60	-
	2%	**5%bcdg**	*1%*	-	*	-	**3%bc**	*	**4%ij**	*2%*	*	-	-	*3%*	-
Collect+ (Collect Plus)	**151**	80	42	13	5	8	122	13	70	61	13	2	1	131	3
	5%	**7%bc**	*4%*	*3%*	*3%*	**12%bcd**	*6%*	*5%*	*6%*	*5%*	*4%*	*2%*	*3%*	*6%*	*2%*
DHL	**306**	108	112	42	26	17	220	43	121	113	52	12	7	234	19
	11%	*10%*	*11%*	*11%*	*14%*	**25%abcf**	*10%*	**17%abf**	*11%*	*10%*	*15%*	*11%*	*27%*	*10%*	*14%*
FedEx	**226**	100	85	17	14	9	185	23	113	77	16	15	4	190	19
	8%	**9%c**	*8%*	*5%*	*7%*	**14%c**	**9%c**	*9%*	**10%ij**	*7%*	*5%*	**13%ij**	*17%*	*8%*	**14%ij**
Hermes	**634**	220	235	108	43	26	455	69	224	263	99	40	5	487	46
	23%	*20%*	*22%*	**29%abf**	*23%*	**39%abf**	*21%*	*28%*	*20%*	*23%*	**29%hm**	**36%him**	*22%*	*21%*	**33%him**
Interlink	**64**	40	15	1	3	4	56	8	23	38	2	2	-	60	2
	2%	**4%bc**	*1%*	*	*2%*	**7%bc**	**3%c**	**3%c**	*2%*	**3%j**	*1%*	*2%*	-	*3%*	*1%*
DPD	**232**	80	84	30	25	11	164	37	78	91	40	17	4	170	21
	8%	*7%*	*8%*	*8%*	**14%af**	**17%af**	*8%*	**15%abf**	*7%*	*8%*	**12%h**	**15%him**	*16%*	*7%*	**15%him**
Parcelforce	**200**	80	82	23	13	3	162	16	77	91	26	5	2	168	7
	7%	*7%*	*8%*	*6%*	*7%*	*4%*	*8%*	*6%*	*7%*	*8%*	*7%*	*4%*	*10%*	*7%*	*5%*
TNT Express	**73**	34	29	8	1	1	63	2	35	29	6	3	-	63	3
	3%	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	-	*3%*	*2%*
UPS	**133**	52	51	15	13	2	103	15	38	69	15	9	2	107	11
	5%	*5%*	*5%*	*4%*	*7%*	*4%*	*5%*	*6%*	*3%*	**6%h**	*4%*	*8%*	*9%*	*5%*	**8%h**
Yodel	**151**	58	63	15	11	*	121	12	58	59	25	6	*	117	6
	5%	*5%*	*6%*	*4%*	*6%*	*1%*	*6%*	*5%*	*5%*	*5%*	*7%*	*5%*	*	*5%*	*5%*
UK Mail (not to be confused with Royal Mail)	**73**	35	24	6	4	4	60	8	35	21	12	5	-	56	5
	3%	*3%*	*2%*	*2%*	*2%*	*5%*	*3%*	*3%*	*3%*	*2%*	*3%*	*5%*	-	*2%*	*4%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**8** *****	2 *	4 *	1 *	* *	- -	6 *	* *	1 *	5 *	1 *	* *	- -	6 *	* *
I don't know	**16** ***1%***	5 *1%*	4 *	5 *1%*	3 *1%*	- -	9 *	3 *1%*	3 *	10 *1%*	1 *	3 **2%h**	- -	13 *1%*	3 **2%h**
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1085** ***39%***	406 *38%*	395 *37%*	157 *43%*	78 *42%*	44 **66%abcdf**	802 *38%*	121 **48%abf**	408 *36%*	430 *38%*	164 **47%him**	65 **58%him**	14 *56%*	838 *37%*	79 **57%him**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2846**	226	2571	49	887	1776	183	2778	38	15	1	2831	14
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Effective Base	**1506**	129	1350	28	477	929	105	1460	27	8	1	1494	12
Royal Mail	**2502**	184	2279	39	717	1634	151	2442	36	9	*	2486	16
	90%	*82%*	***91%a***	*87%*	*88%*	***92%df***	*86%*	*91%*	*75%*	*73%*	*100%*	*90%*	*80%*
Citipost	**62**	26	36	1	35	22	5	62	1	-	-	62	-
	2%	***11%b***	*1%*	*1%*	***4%e***	*1%*	*3%*	*2%*	*1%*	-	-	*2%*	-
Collect+ (Collect Plus)	**151**	29	116	6	52	87	12	144	5	-	-	148	3
	5%	***13%b***	*5%*	*14%*	*6%*	*5%*	*7%*	*5%*	*10%*	-	-	*5%*	*13%*
DHL	**306**	38	262	5	114	160	32	287	13	3	-	302	3
	11%	***17%b***	*10%*	*12%*	***14%e***	*9%*	***18%e***	*11%*	*27%*	*22%*	-	*11%*	*15%*
FedEx	**226**	38	185	3	95	108	23	208	12	6	-	226	-
	8%	***17%b***	*7%*	*6%*	***12%e***	*6%*	***13%e***	*8%*	*25%*	*52%*	-	*8%*	-
Hermes	**634**	57	566	11	215	376	43	608	12	7	-	627	8
	23%	*26%*	*23%*	*25%*	***26%e***	*21%*	*25%*	*23%*	*25%*	*56%*	-	*23%*	*39%*
Interlink	**64**	25	39	-	30	22	11	59	5	-	-	64	-
	2%	***11%b***	*2%*	-	***4%e***	*1%*	***6%e***	*2%*	*11%*	-	-	*2%*	-
DPD	**232**	23	204	5	79	122	31	210	12	5	-	227	5
	8%	*10%*	*8%*	*11%*	*10%*	*7%*	***17%de***	*8%*	*25%*	*39%*	-	*8%*	*23%*
Parcelforce	**200**	23	176	2	70	116	14	194	7	-	*	200	-
	7%	*10%*	*7%*	*4%*	*8%*	*7%*	*8%*	*7%*	*14%*	-	*100%*	*7%*	-
TNT Express	**73**	23	49	-	30	34	9	65	8	*	-	73	-
	3%	***10%b***	*2%*	-	***4%e***	*2%*	***5%e***	*2%*	*16%*	*1%*	-	*3%*	-
UPS	**133**	19	113	1	46	75	11	119	11	3	-	133	-
	5%	***9%b***	*5%*	*2%*	*6%*	*4%*	*6%*	*4%*	*24%*	*24%*	-	*5%*	-
Yodel	**151**	23	128	*	48	81	22	140	5	2	-	147	4
	5%	***10%b***	*5%*	*1%*	*6%*	*5%*	***12%de***	*5%*	*11%*	*15%*	-	*5%*	*18%*
UK Mail (not to be confused with Royal Mail)	**73**	17	52	4	31	36	6	65	7	1	-	73	-
	3%	***8%b***	*2%*	*10%*	*4%*	*2%*	*4%*	*2%*	*14%*	*9%*	-	*3%*	-

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**8** *** *1%*	1 *1%*	7 * *	- - -	3 * *	5 * *	- - -	8 * *	- - -	- - -	- - -	8 * *	- - -
I don't know	**16** ***1%***	3 *1%*	13 *1%*	1 *3%*	8 *1%*	6 *	2 *1%*	15 *1%*	- -	1 *5%*	- -	15 *1%*	1 *5%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1085** ***39%***	129 **58%b**	933 *37%*	23 *51%*	376 **46%e**	621 *35%*	88 **50%e**	1028 *38%*	37 *78%*	9 *74%*	- -	1074 *39%*	11 *53%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	2846	760	705	671	710	279	234	247	246	216	243	205	224	242	222	241	247
Weighted Base	2770	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Effective Base	1506	410	377	324	400	137	138	136	128	121	130	98	108	118	129	131	143
Royal Mail	2502	670	644	588	601	236	213	221	212	195	237	188	188	212	183	235	183
	90%	91%	92%	90%	88%	90%	94%p	90%	90%	95%mnp	92%p	93%p	89%	88%	87%	94%np	82%
Citipost	62	3	4	26	29	1	-	1	1	1	3	5	8	13	13	5	12
	2%	*	1%	4%ab	4%ab	1%	-	1%	*	*	1%	3%	4%f	5%efghi	6%efghij	2%	5%efghij
Collect+ (Collect Plus)	151	28	31	46	46	7	11	10	11	9	12	12	17	17	14	11	21
	5%	4%	4%	7%a	7%	2%	5%	4%	4%	4%	5%	6%	8%	7%	6%	5%	9%e
DHL	306	70	58	72	106	18	23	29	17	16	24	21	23	29	27	37	41
	11%	9%	8%	11%	16%ab	7%	10%	12%	7%	8%	9%	10%	11%	12%	13%	15%eh	19%efhij
FedEx	226	42	47	52	85	8	8	26	20	12	14	10	18	23	19	21	44
	8%	6%	7%	8%	12%abc	3%	4%	10%ef	9%	6%	5%	5%	9%	10%e	9%e	9%	20%efghijklmno
Hermes	634	177	174	159	124	67	57	53	63	44	68	57	57	45	39	46	39
	23%	24%d	25%d	24%d	18%	25%	25%	22%	27%	21%	26%	28%	27%	19%	19%	18%	18%
Interlink	64	6	9	15	34	1	1	3	3	2	4	8	1	7	13	5	16
	2%	1%	1%	2%	5%ab	1%	*	1%	1%	1%	2%	4%	*	3%	6%efghij	2%	7%efghijlo
DPD	232	61	53	51	67	15	21	25	17	14	22	22	14	14	21	26	20
	8%	8%	8%	8%	10%	6%	9%	10%	7%	7%	8%	11%	7%	6%	10%	10%	9%
Parcelforce	200	44	47	51	60	11	7	26	16	12	19	20	16	15	11	32	17
	7%	6%	7%	8%	9%	4%	3%	10%ef	7%	6%	7%	10%f	7%	6%	5%	13%efn	8%
TNT Express	73	12	13	12	36	4	6	1	2	5	5	5	1	6	11	12	13
	3%	2%	2%	2%	5%abc	2%	3%	1%	1%	3%	2%	2%	*	3%	5%ghl	5%gl	6%ghl
UPS	133	32	27	23	51	9	11	12	10	6	11	10	9	5	17	12	21
	5%	4%	4%	4%	7%bc	4%	5%	5%	4%	3%	4%	5%	4%	2%	8%m	5%	10%eim
Yodel	151	33	32	36	49	9	16	8	9	13	11	13	10	13	12	21	15
	5%	5%	5%	6%	7%	3%	7%	3%	4%	6%	4%	7%	5%	6%	6%	9%	7%
UK Mail (not to be confused with Royal Mail)	73	14	15	14	30	8	3	3	5	6	4	6	4	4	12	5	13
	3%	2%	2%	2%	4%a	3%	1%	1%	2%	3%	2%	3%	2%	2%	6%fg	2%	6%fg

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**8** ***	4 *1%*	1 *	3 *	* *	2 *1%*	* *	2 *1%*	- -	1 *	- -	- -	2 *1%*	1 *1%*	* *	- -	- -
I don't know	**16** ***1%***	6 *1%*	4 *1%*	1 *	5 *1%*	- -	4 *2%*	3 *1%*	4 *2%*	- -	* *	- -	1 *	* *	* *	1 *	4 *2%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1085** ***39%***	265 *36%*	256 *37%*	269 *41%*	296 **43%a**	94 *36%*	78 *34%*	92 *37%*	85 *36%*	72 *35%*	98 *38%*	71 *35%*	99 **47%f**	98 *41%*	87 *41%*	104 *42%*	105 **47%fi**

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2846**	-	2846	1347	1494	397	370	608	355	562	344	210	767	963	1116	554	2632	199	2846
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Effective Base	**1506**	-	1506	734	768	242	218	371	185	253	127	120	459	552	495	243	1353	147	2846
Royal Mail postbox (using stamps)	**858**	-	858	436	421	216	164	216	96	89	36	41	380	312	166	77	694	156	786
	31%	-	*31%*	*32%*	*30%*	**48%ghijk**	**42%ghijk**	**34%ijk**	**26%j**	*20%*	*13%*	*21%*	**46%mno**	**31%no**	*18%*	*16%*	*28%*	**50%p**	*28%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2078**	-	2078	1005	1068	306	271	484	273	362	226	157	577	756	744	383	1862	209	2238
	75%	-	*75%*	*74%*	*76%*	*68%*	*70%*	**76%e**	*73%*	**81%ef**	**82%ef**	**79%e**	*69%*	**75%l**	**81%lm**	**81%l**	**76%q**	*66%*	*79%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**360**	-	360	223	137	83	57	74	57	51	22	16	140	131	89	38	316	40	353
	13%	-	*13%*	**16%d**	*10%*	**18%gijk**	*15%*	*12%*	*15%*	*11%*	*8%*	*8%*	**17%no**	**13%o**	*10%*	*8%*	*13%*	*13%*	*12%*
Online collection and delivery services, i.e. organised pick-up from home	**431**	-	431	244	187	83	70	115	56	49	40	18	153	171	107	58	368	60	398
	16%	-	*16%*	**18%d**	*13%*	**19%ik**	**18%ik**	**18%ik**	*15%*	*11%*	*14%*	*9%*	**18%no**	**17%n**	*12%*	*12%*	*15%*	*19%*	*14%*
Other method: please specify	**44**	-	44	23	21	3	2	6	1	17	9	6	5	7	32	15	35	7	41
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	**4%efgh**	**3%h**	**3%eh**	*1%*	*1%*	**3%lm**	**3%lm**	*1%*	*2%*	*1%*
I don't know	**17**	-	17	6	12	2	4	4	1	4	*	1	6	5	6	2	17	1	25
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2846**	823	870	555	598	1693	1153	1614	1189	299	362	693	751	543	1806	304	2391
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Effective Base	**1506**	369	487	310	344	855	651	924	596	167	195	356	396	292	944	171	1253
Royal Mail postbox (using stamps)	**858**	246	253	196	164	498	360	653	184	91	100	228	177	201	505	91	717
	31%	**36%bd**	*27%*	*33%*	*28%*	*31%*	*31%*	**35%h**	*22%*	*32%*	*32%*	**34%l**	*24%*	**34%l**	*29%*	*31%*	*31%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2078**	512	702	441	423	1214	864	1379	665	213	216	496	570	442	1281	218	1756
	75%	*75%*	*76%*	*75%*	*73%*	*76%*	*74%*	*73%*	**79%g**	*74%*	*69%*	*73%*	**79%j**	*76%*	*75%*	*75%*	*75%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**360**	112	110	82	56	222	138	281	74	26	53	76	89	92	218	26	317
	13%	**16%d**	*12%*	*14%*	*10%*	*14%*	*12%*	**15%h**	*9%*	*9%*	**17%l**	*11%*	*12%*	**16%i**	*13%*	*9%*	*14%*
Online collection and delivery services, i.e. organised pick-up from home	**431**	162	106	98	64	269	163	321	102	32	28	97	98	148	223	34	376
	16%	**24%bcd**	*12%*	**17%bd**	*11%*	*17%*	*14%*	**17%h**	*12%*	*11%*	*9%*	*14%*	*13%*	**25%ijkln**	*13%*	*12%*	*16%*
Other method: please specify	**44**	9	11	12	12	19	24	26	18	3	4	13	17	2	35	3	38
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	**2%m**	*	**2%m**	*1%*	*2%*
I don't know	**17**	*	7	1	9	7	10	10	7	2	2	6	*	3	8	2	11
	1%	*	*1%*	*	**2%cd**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*

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

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2846	1754	1092	484	1347	617	498	384	147	152	143	127	164	139	178	159	138	105	512
Weighted Base	2770	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Effective Base	1506	1237	283	113	1117	260	191	223	136	139	124	114	132	121	161	145	126	47	214
Royal Mail postbox (using stamps)	858	765	93	45	737	59	35	26	45	103	66	45	63	62	194	117	42	12	48
	31%	**32%b**	*23%*	*30%*	**32%e**	*24%*	*26%*	*30%*	**39%klmpr**	**35%pr**	*30%*	*25%*	*25%*	*25%*	**48%ijklmopqr**	**31%p**	*20%*	*32%*	*23%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	2078	1738	340	133	1684	209	110	75	90	220	165	138	185	179	259	272	178	30	179
	75%	*74%*	**83%a**	**90%a**	*73%*	**85%d**	*79%*	**86%d**	**77%n**	*74%*	**76%n**	**78%n**	*74%*	*71%*	*64%*	*72%*	**85%ilmno**	**80%n**	**85%hijlmno**
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	360	316	44	14	307	31	13	10	28	33	24	22	26	19	59	68	28	3	28
	13%	*13%*	*11%*	*10%*	*13%*	*13%*	*9%*	*11%*	**24%ijklmnpqr**	*11%*	*11%*	*12%*	*10%*	*7%*	*15%*	**18%m**	*13%*	*8%*	*13%*
Online collection and delivery services, i.e. organised pick-up from home	431	374	57	20	362	40	17	13	19	43	32	18	38	42	97	48	24	4	35
	16%	*16%*	*14%*	*13%*	*16%*	*16%*	*12%*	*15%*	*16%*	*14%*	*15%*	*10%*	*15%*	*17%*	**24%ikop**	*13%*	*12%*	*12%*	*17%*
Other method: please specify	44	37	7	1	36	3	4	*	-	1	2	4	8	4	5	9	4	*	3
	2%	*2%*	*2%*	*	*2%*	*1%*	**3%q**	*	-	*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*	*2%*
I don't know	17	14	3	1	15	2	*	1	1	-	1	2	2	1	4	3	1	1	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*1%*	*	**2%i**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2846**	1103	1104	358	193	68	2207	261	1225	1132	335	111	27	2357	138
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Effective Base	**1506**	581	571	202	104	37	1152	140	626	602	188	69	13	1227	82
Royal Mail postbox (using stamps)	**858** *31%*	314 *29%*	339 *32%*	118 *32%*	60 *32%*	21 *32%*	653 *31%*	81 *32%*	337 *30%*	345 *30%*	116 *33%*	42 *37%*	12 *49%*	682 *30%*	54 *39%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2078** *75%*	840 **78%cdg**	801 **76%dg**	256 *70%*	118 *63%*	48 *72%*	1641 **77%cdg**	165 *66%*	923 **81%ijkn**	829 **73%kn**	237 **68%k**	61 *54%*	18 *74%*	1752 **77%jkn**	79 *58%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**360** *13%*	145 *13%*	135 *13%*	38 *10%*	20 *11%*	22 **33%abcdfg**	279 *13%*	42 *17%*	146 *13%*	154 *14%*	43 *12%*	11 *10%*	5 *21%*	299 *13%*	16 *12%*
Online collection and delivery services, i.e. organised pick-up from home	**431** *16%*	174 *16%*	158 *15%*	62 *17%*	28 *15%*	6 *10%*	332 *16%*	34 *14%*	179 *16%*	157 *14%*	64 *18%*	23 *20%*	6 *25%*	335 *15%*	29 *21%*
Other method: please specify	**44** *2%*	14 *1%*	22 *2%*	5 *1%*	3 *1%*	- -	36 *2%*	3 *1%*	11 *1%*	22 *2%*	9 *3%*	1 *1%*	- -	33 *1%*	1 *1%*
I don't know	**17** *1%*	4 *	3 *	7 **2%abf**	2 *1%*	- -	7 *	2 *1%*	4 *	8 *1%*	2 *1%*	3 **2%h**	- -	11 *	3 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2846**	226	2571	49	887	1776	183	2778	38	15	1	2831	14
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Effective Base	**1506**	129	1350	28	477	929	105	1460	27	8	1	1494	12
Royal Mail postbox (using stamps)	**858**	91	749	18	272	498	88	824	21	2	-	848	10
	31%	***41%b***	*30%*	*39%*	***33%e***	*28%*	***50%de***	*31%*	*45%*	*18%*	-	*31%*	*50%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2078**	155	1889	33	593	1381	104	2037	21	8	*	2066	12
	75%	*69%*	*76%*	*73%*	***72%f***	***78%df***	*59%*	*76%*	*44%*	*63%*	*100%*	*75%*	*58%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**360**	34	318	8	118	227	16	351	8	*	-	359	1
	13%	*15%*	*13%*	*17%*	*14%*	*13%*	*9%*	*13%*	*17%*	*1%*	-	*13%*	*3%*
Online collection and delivery services, i.e. organised pick-up from home	**431**	67	361	3	156	234	41	405	17	2	-	424	7
	16%	***30%b***	*14%*	*8%*	***19%e***	*13%*	***23%e***	*15%*	*36%*	*18%*	-	*15%*	*36%*
Other method: please specify	**44**	5	39	-	15	25	4	44	-	*	-	44	-
	2%	*2%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-
I don't know	**17**	2	13	2	5	9	3	16	-	1	-	16	1
	1%	*1%*	*1%*	*5%*	*1%*	*	*2%*	*1%*	-	*5%*	-	*1%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2846**	760	705	671	710	279	234	247	246	216	243	205	224	242	222	241	247
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Effective Base	**1506**	410	377	324	400	137	138	136	128	121	130	98	108	118	129	131	143
Royal Mail postbox (using stamps)	**858**	209	224	220	205	79	60	71	67	72	84	61	71	88	55	77	74
	31%	*28%*	*32%*	*34%*	*30%*	*30%*	*26%*	*29%*	*28%*	*35%*	*33%*	*30%*	*34%*	*36%*	*26%*	*31%*	*33%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2078**	545	517	490	526	192	169	183	166	167	184	160	158	171	177	198	152
	75%	*74%*	*74%*	*75%*	*77%*	*73%*	*75%*	*74%*	*70%*	**82%hp**	*71%*	*79%*	*75%*	*71%*	**84%ehjmp**	**79%p**	*68%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**360**	86	99	91	85	29	25	32	32	24	42	25	39	27	17	32	36
	13%	*12%*	*14%*	*14%*	*12%*	*11%*	*11%*	*13%*	*14%*	*12%*	**16%n**	*12%*	**19%n**	*11%*	*8%*	*13%*	**16%n**
Online collection and delivery services, i.e. organised pick-up from home	**431**	106	83	100	141	49	31	26	31	32	21	25	30	45	42	46	54
	16%	*14%*	*12%*	*15%*	**21%ab**	**19%j**	*14%*	*11%*	*13%*	*15%*	*8%*	*12%*	*14%*	**19%j**	**20%gj**	**18%j**	**24%fghjk**
Other method: please specify	**44**	11	17	9	7	2	7	2	10	3	4	3	3	2	3	2	2
	2%	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*
I don't know	**17**	5	4	1	8	1	3	1	3	1	*	-	-	1	1	4	4
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	-	-	*	*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2609**	-	2609	1199	1405	357	346	542	328	527	317	192	703	870	1036	509	2416	180	2609
Weighted Base	**2502**	-**	2502	1189	1309	399	355	551	336	420	258	183	755	887	861	441	2205	284	2609
Effective Base	**1356**	-	1356	639	713	213	200	320	167	237	117	110	413	485	458	223	1218	133	2609
Royal Mail postbox (using stamps)	**858**	-	858	436	421	216	164	216	96	89	36	41	380	312	166	77	694	156	786
	34%	-	*34%*	*37%*	*32%*	**54%ghijk**	**46%hijk**	**39%hijk**	**29%j**	*21%*	*14%*	*22%*	**50%mno**	**35%no**	*19%*	*17%*	*31%*	**55%p**	*30%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	-	1980	939	1036	282	257	437	268	360	223	153	539	705	736	376	1776	197	2157
	79%	-	*79%*	*79%*	*79%*	*71%*	*72%*	**79%e**	**80%e**	**86%efg**	**86%ef**	**84%ef**	*71%*	**79%l**	**86%lm**	**85%l**	**81%q**	*69%*	*83%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	-	264	154	110	61	48	51	38	38	19	10	109	88	67	29	231	30	268
	11%	-	*11%*	**13%d**	*8%*	**15%gijk**	**13%k**	*9%*	*11%*	*9%*	*7%*	*5%*	**14%mno**	*10%*	*8%*	*7%*	*10%*	*10%*	*10%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	-	331	177	152	72	61	75	41	41	29	13	132	115	83	42	279	50	317
	13%	-	*13%*	*15%*	*12%*	**18%ik**	**17%ik**	*14%*	*12%*	*10%*	*11%*	*7%*	**18%no**	*13%*	*10%*	*10%*	*13%*	*18%*	*12%*
Other method: please specify	**39**	-	39	19	20	1	2	5	1	15	9	6	4	5	30	15	30	7	35
	2%	-	*2%*	*2%*	*2%*	*	*1%*	*1%*	*	**4%efgh**	**3%eh**	**3%egh**	*	*1%*	**4%lm**	**3%lm**	*1%*	*2%*	*1%*
I don't know	**6**	-	6	4	3	2	-	4	*	*	-	-	2	4	*	-	5	1	7
	*	-	*	*	*	*	-	*1%*	*	*	-	-	*	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2609**	723	815	512	559	1538	1071	1473	1097	286	325	653	696	461	1674	290	2175
Weighted Base	**2502**	582	851	534	536	1433	1069	1683	780	273	274	635	661	486	1570	278	2091
Effective Base	**1356**	310	452	281	316	761	595	820	550	160	172	333	362	237	864	163	1117
Royal Mail postbox (using stamps)	**858**	246	253	196	164	498	360	653	184	91	100	228	177	201	505	91	717
	34%	***42%bd***	*30%*	*37%*	*31%*	*35%*	*34%*	***39%h***	*24%*	*33%*	***36%l***	***36%l***	*27%*	***41%ln***	*32%*	*33%*	*34%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	465	684	420	411	1149	831	1302	648	208	206	482	551	396	1239	213	1668
	79%	*80%*	*80%*	*79%*	*77%*	*80%*	*78%*	*77%*	***83%g***	*76%*	*75%*	*76%*	***83%jk***	*81%*	*79%*	*77%*	*80%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	76	80	66	42	156	108	203	57	18	31	58	66	67	155	18	229
	11%	***13%d***	*9%*	*12%*	*8%*	*11%*	*10%*	***12%h***	*7%*	*7%*	*11%*	*9%*	*10%*	***14%l***	*10%*	*7%*	*11%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	112	84	79	55	197	134	245	78	31	23	86	68	96	176	34	277
	13%	***19%bd***	*10%*	***15%b***	*10%*	*14%*	*13%*	***15%h***	*10%*	*12%*	*8%*	*14%*	*10%*	***20%ijkln***	*11%*	*12%*	*13%*
Other method: please specify	**39**	7	11	12	9	18	21	23	16	2	2	13	17	1	32	2	34
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	***2%m***	***3%m***	*	***2%m***	*1%*	*2%*
I don't know	**6**	-	3	1	3	3	3	3	4	*	-	4	-	-	4	*	4
	*	-	*	*	*	*	*	*	*	*	-	*1%*	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2609**	1589	1020	457	1206	574	467	362	141	132	126	112	141	129	150	146	129	94	480
Weighted Base	**2502**	2128	374	142	2061	232	127	82	111	263	189	156	216	234	348	346	198	33*	199
Effective Base	**1356**	1109	261	107	994	241	179	207	130	121	109	100	113	112	135	133	118	41	201
Royal Mail postbox (using stamps)	**858**	765	93	45	737	59	35	26	45	103	66	45	63	62	194	117	42	12	48
	34%	**36%b**	*25%*	*32%*	**36%ef**	*26%*	*28%*	*32%*	**41%mpr**	**39%mpr**	**35%pr**	*29%*	*29%*	*27%*	**56%hijklmopqr**	**34%p**	*21%*	*36%*	*24%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	1650	331	129	1598	203	106	72	87	203	154	131	167	179	240	266	172	29	175
	79%	*78%*	**88%a**	**90%a**	*78%*	**88%d**	*83%*	**88%d**	*79%*	*77%*	**82%n**	**84%n**	*77%*	*76%*	*69%*	*77%*	**87%mno**	**86%n**	**88%hijmno**
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	230	34	14	220	25	11	7	24	25	20	13	15	13	38	48	25	2	23
	11%	*11%*	*9%*	*10%*	*11%*	*11%*	*9%*	*9%*	**21%ijklmnqr**	*10%*	*10%*	*8%*	*7%*	*6%*	*11%*	**14%m**	*13%*	*6%*	*12%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	289	41	19	270	35	13	12	17	27	19	14	28	31	73	42	20	3	32
	13%	*14%*	*11%*	*13%*	*13%*	*15%*	*10%*	*15%*	*16%*	*10%*	*10%*	*9%*	*13%*	*13%*	**21%ijkp**	*12%*	*10%*	*9%*	*16%*
Other method: please specify	**39**	33	6	1	33	3	3	*	-	-	1	4	8	4	5	9	3	*	3
	2%	*2%*	*2%*	*	*2%*	*1%*	*2%*	*	-	-	*1%*	*2%*	**4%l**	*2%*	*1%*	*3%*	*1%*	*	*2%*
I don't know	**6**	6	*	-	6	-	-	*	1	-	-	1	1	-	3	-	1	-	-
	*	*	*	-	*	-	-	*	*1%*	-	-	*1%*	*	-	*1%*	-	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2609**	1013	1032	322	167	57	2045	224	1146	1042	302	84	21	2188	105
Weighted Base	**2502**	964	984	322	160*	54*	1948	214	1053	1024	311	83*	20**	2076	103*
Effective Base	**1356**	520	530	177	88	30	1050	118	576	543	168	53	10	1118	63
Royal Mail postbox (using stamps)	**858**	314	339	118	60	21	653	81	337	345	116	42	12	682	54
	34%	*33%*	*34%*	*37%*	*37%*	*39%*	*34%*	*38%*	*32%*	*34%*	*37%*	**50%hlm**	*62%*	*33%*	**52%hljm**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	794	774	245	108	44	1569	152	889	781	230	54	17	1669	71
	79%	**82%dg**	**79%d**	*76%*	*67%*	*82%*	**81%dg**	*71%*	**84%ijkmn**	*76%*	*74%*	*65%*	*87%*	**80%kn**	*69%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	107	110	24	11	12	216	23	111	123	23	3	4	234	6
	11%	*11%*	*11%*	*7%*	*7%*	**21%cd**	*11%*	*11%*	*11%*	*12%*	*7%*	*3%*	*18%*	*11%*	*6%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	127	127	46	22	6	253	28	139	122	52	11	3	261	14
	13%	*13%*	*13%*	*14%*	*14%*	*12%*	*13%*	*13%*	*13%*	*12%*	*17%*	*13%*	*15%*	*13%*	*14%*
Other method: please specify	**39**	14	20	3	2	-	34	2	10	20	8	1	-	30	1
	2%	*1%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	-	*1%*	*1%*
I don't know	**6**	3	1	1	1	-	4	1	3	1	1	-	-	5	-
	*	*	*	*	*1%*	-	*	*	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2609**	192	2374	43	804	1643	162	2557	29	11	1	2597	11
Weighted Base	**2502**	184	2279	39**	717	1634	151*	2442	36**	9**	***	2486	16**
Effective Base	**1356**	104	1229	24	416	854	90	1322	19	5	1	1346	9
Royal Mail postbox (using stamps)	**858**	91	749	18	272	498	88	824	21	2	-	848	10
	34%	**50%b**	*33%*	*45%*	**38%e**	*30%*	**58%de**	*34%*	*60%*	*24%*	-	*34%*	*62%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	132	1818	31	543	1344	93	1944	17	7	*	1968	12
	79%	*71%*	**80%a**	*79%*	**76%f**	**82%df**	*62%*	*80%*	*49%*	*78%*	*100%*	*79%*	*73%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	29	229	6	81	171	12	260	3	*	-	263	1
	11%	*16%*	*10%*	*15%*	*11%*	*10%*	*8%*	*11%*	*9%*	*1%*	-	*11%*	*4%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	47	283	1	117	182	32	317	9	*	-	326	4
	13%	**26%b**	*12%*	*1%*	**16%e**	*11%*	**21%e**	*13%*	*24%*	*4%*	-	*13%*	*26%*
Other method: please specify	**39**	5	34	-	14	22	3	39	-	*	-	39	-
	2%	*3%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-
I don't know	**6**	-	6	-	3	3	1	6	-	-	-	6	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2609**	701	659	611	638	257	219	225	227	206	226	193	203	215	192	228	218
Weighted Base	**2502**	670	644	588	601	236	213	221	212	195	237	188*	188*	212	183	235	183
Effective Base	**1356**	371	350	289	351	122	129	121	115	116	121	91	96	102	110	124	121
Royal Mail postbox (using stamps)	**858**	209	224	220	205	79	60	71	67	72	84	61	71	88	55	77	74
	34%	*31%*	*35%*	*37%*	*34%*	*33%*	*28%*	*32%*	*32%*	*37%*	*36%*	*32%*	*38%*	**42%f**	*30%*	*33%*	**40%f**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**1980**	525	499	465	491	186	167	172	161	163	175	158	146	161	159	195	137
	79%	*78%*	*77%*	*79%*	*82%*	*79%*	*79%*	*78%*	*76%*	*84%*	*74%*	*84%*	*78%*	*76%*	**87%hjmp**	*83%*	*75%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**264**	62	75	71	56	20	18	24	20	24	32	16	33	22	10	25	21
	11%	*9%*	*12%*	*12%*	*9%*	*8%*	*8%*	*11%*	*9%*	*12%*	**14%n**	*8%*	**18%efn**	*10%*	*6%*	*11%*	*11%*
Online collection and delivery services, i.e. organised pick-up from home	**331**	83	68	75	104	37	27	19	27	26	16	21	26	28	25	40	39
	13%	*12%*	*11%*	*13%*	**17%b**	**16%l**	*13%*	*8%*	*12%*	*13%*	*7%*	*11%*	*14%*	*13%*	*13%*	**17%gj**	**22%gjk**
Other method: please specify	**39**	9	17	6	7	2	6	2	10	3	4	3	2	1	3	1	2
	2%	*1%*	*3%*	*1%*	*1%*	*1%*	*3%*	*1%*	**5%o**	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*1%*
I don't know	**6**	2	1	-	3	1	*	1	-	1	-	-	-	-	1	3	*
	*	*	*	-	*1%*	*	*	*	-	*	-	-	-	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**723**	-	723	397	325	116	108	166	89	117	77	50	224	255	244	127	651	65	723
Weighted Base	**769**	-**	769	441	327	149*	115*	180	107*	108*	70*	40**	264	287	218	110*	656	104*	723
Effective Base	**405**	-	405	235	169	75	66	103	49	58	31	29	140	150	115	57	353	47	723
Lower cost of postage	**260**	-	260	153	107	45	38	60	41	37	28	11	83	101	76	38	212	43	248
	34%	-	*34%*	*35%*	*33%*	*30%*	*33%*	*34%*	*38%*	*34%*	*40%*	*26%*	*32%*	*35%*	*35%*	*35%*	*32%*	*42%*	*34%*
Lower cost of insurance	**86**	-	86	69	17	27	22	21	8	3	2	2	50	29	7	4	73	10	81
	11%	-	*11%*	**16%d**	*5%*	**18%lj**	**19%lj**	*12%*	*7%*	*3%*	*3%*	*4%*	**19%mno**	**10%n**	*3%*	*3%*	*11%*	*10%*	*11%*
Guarantee that the parcel would arrive on time	**119**	-	119	74	45	30	27	28	17	9	6	2	57	45	17	8	105	12	98
	15%	-	*15%*	*17%*	*14%*	*20%*	**23%l**	*16%*	*16%*	*8%*	*8%*	*5%*	**21%no**	*16%*	*8%*	*7%*	*16%*	*12%*	*14%*
Better ability to track the delivery	**211**	-	211	127	83	42	23	62	28	33	14	9	65	90	57	23	188	18	183
	27%	-	*27%*	*29%*	*25%*	*28%*	*20%*	**34%f**	*26%*	*31%*	*20%*	*23%*	*24%*	*31%*	*26%*	*21%*	*29%*	*18%*	*25%*
Parcel less likely to get lost	**133**	-	133	74	58	42	28	30	17	12	4	1	70	46	17	4	108	22	123
	17%	-	*17%*	*17%*	*18%*	**28%lj**	**24%j**	*17%*	*15%*	*11%*	*5%*	*2%*	**26%mno**	**16%no**	*8%*	*4%*	*17%*	*22%*	*17%*
Ability to select an express service	**99**	-	99	73	25	19	24	36	9	8	2	-	43	45	10	2	81	16	78
	13%	-	*13%*	**17%d**	*8%*	*13%*	**21%lj**	**20%lj**	*8%*	*8%*	*2%*	-	**16%no**	**16%no**	*5%*	*2%*	*12%*	*15%*	*11%*
Quicker delivery	**214**	-	214	146	67	51	34	69	27	17	10	5	85	96	32	15	182	30	172
	28%	-	*28%*	**33%d**	*20%*	**34%lj**	*30%*	**38%lj**	*26%*	*16%*	*14%*	*13%*	**32%no**	**34%no**	*15%*	*14%*	*28%*	*29%*	*24%*
More convenient for me to drop the parcel off	**187**	-	187	109	78	33	29	42	15	41	16	11	62	56	69	27	149	34	179
	24%	-	*24%*	*25%*	*24%*	*22%*	*25%*	*23%*	*14%*	**38%egh**	*23%*	*28%*	*24%*	*20%*	**31%m**	*25%*	*23%*	*32%*	*25%*
More convenient for me to have the parcel collected	**225**	-	225	135	91	40	35	45	37	29	22	17	75	82	68	39	193	29	219
	29%	-	*29%*	*31%*	*28%*	*27%*	*31%*	*25%*	*35%*	*27%*	*32%*	*42%*	*28%*	*29%*	*31%*	*36%*	*29%*	*28%*	*30%*
More convenient for the recipient to take the delivery	**146**	-	146	95	50	24	14	54	21	25	4	5	38	74	34	9	123	21	128
	19%	-	*19%*	*22%*	*15%*	*16%*	*12%*	**30%ef**	*19%*	*23%*	*6%*	*12%*	*14%*	**26%lnc**	*15%*	*8%*	*19%*	*20%*	*18%*
Ability to set a specific date/time for delivery	**115**	-	115	85	30	26	25	32	16	10	1	5	51	48	16	6	94	19	92
	15%	-	*15%*	**19%d**	*9%*	**17%j**	**22%lj**	**18%lj**	**15%j**	*10%*	*1%*	*12%*	**19%no**	**17%no**	*7%*	*5%*	*14%*	*18%*	*13%*
Guarantee that the parcel would arrive intact	**113**	-	113	85	28	21	17	40	10	13	7	6	37	50	26	13	96	15	92
	15%	-	*15%*	**19%d**	*8%*	*14%*	*14%*	**22%h**	*9%*	*12%*	*10%*	*14%*	*14%*	*17%*	*12%*	*11%*	*15%*	*14%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**769**	-**	769	441	327	149*	115*	180	107*	108*	70*	40**	264	287	218	110*	656	104*	723
Recommended by others	**103**	-	103	74	28	34	22	33	7	5	2	-	56	40	7	2	74	23	78
	13%	-	*13%*	**17%d**	*9%*	**23%hij**	**19%ij**	**18%ij**	*7%*	*5%*	*3%*	-	**21%no**	**14%no**	*3%*	*2%*	*11%*	**22%p**	*11%*
Other: please specify	**63**	-	63	31	32	2	6	11	7	13	13	10	8	18	37	23	59	3	67
	8%	-	*8%*	*7%*	*10%*	*1%*	*5%*	*6%*	*7%*	**12%e**	**19%efg**	*25%*	*3%*	*6%*	**17%lm**	**21%lm**	*9%*	*3%*	*9%*
NET Cost	**302**	-	302	188	115	59	50	76	42	37	28	11	109	117	76	39	253	44	286
	39%	-	*39%*	*43%*	*35%*	*40%*	*44%*	*42%*	*39%*	*34%*	*40%*	*26%*	*41%*	*41%*	*35%*	*35%*	*39%*	*43%*	*40%*
NET Reliability	**264**	-	264	162	101	69	48	71	32	23	13	9	117	103	44	21	218	44	219
	34%	-	*34%*	*37%*	*31%*	**46%ij**	**41%ij**	**39%ij**	*30%*	*21%*	*18%*	*22%*	**44%no**	**36%no**	*20%*	*19%*	*33%*	*43%*	*30%*
NET Speed	**268**	-	268	181	85	66	49	83	34	20	12	5	114	117	36	17	224	42	214
	35%	-	*35%*	**41%d**	*26%*	**44%ij**	**42%ij**	**46%ij**	*32%*	*18%*	*16%*	*13%*	**43%no**	**41%no**	*17%*	*15%*	*34%*	*41%*	*30%*
NET Convenience	**380**	-	380	231	149	73	61	90	48	61	28	20	134	138	108	47	318	57	346
	49%	-	*49%*	*52%*	*46%*	*49%*	*53%*	*50%*	*45%*	*56%*	*40%*	*49%*	*51%*	*48%*	*50%*	*43%*	*49%*	*55%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**723**	259	189	149	126	448	275	443	272	59	85	175	184	177	444	61	634
Weighted Base	**769**	247	216	179*	126*	464	306	572	186	55*	79*	174*	183	223	436	58*	672
Effective Base	**405**	132	110	89	76	242	163	272	144	35	47	91	103	105	242	36	352
Lower cost of postage	**260**	76	82	59	43	158	102	185	68	22	33	57	71	57	160	24	220
	34%	*31%*	*38%*	*33%*	*34%*	*34%*	*33%*	*32%*	*36%*	*40%*	*41%*	*33%*	**39%m**	*26%*	**37%m**	*41%*	*33%*
Lower cost of insurance	**86**	36	15	22	13	51	35	69	12	8	7	14	16	32	37	8	71
	11%	*15%*	*7%*	*12%*	*10%*	*11%*	*11%*	*12%*	*7%*	*15%*	*9%*	*8%*	*9%*	*15%*	*9%*	*14%*	*11%*
Guarantee that the parcel would arrive on time	**119**	42	34	28	14	76	42	92	24	12	6	26	23	48	55	12	103
	15%	*17%*	*16%*	*16%*	*11%*	*16%*	*14%*	*16%*	*13%*	*22%*	*8%*	*15%*	*13%*	**22%jn**	*13%*	*21%*	*15%*
Better ability to track the delivery	**211**	73	53	46	39	126	84	155	51	19	18	51	57	55	127	19	183
	27%	*30%*	*25%*	*25%*	*31%*	*27%*	*28%*	*27%*	*27%*	*34%*	*23%*	*30%*	*31%*	*25%*	*29%*	*32%*	*27%*
Parcel less likely to get lost	**133**	53	28	33	19	81	52	99	27	13	16	25	42	33	83	13	117
	17%	*21%*	*13%*	*18%*	*15%*	*17%*	*17%*	*17%*	*15%*	*24%*	*20%*	*15%*	*23%*	*15%*	*19%*	*23%*	*17%*
Ability to select an express service	**99**	46	22	19	11	68	30	84	10	4	6	15	18	53	38	4	92
	13%	*19%*	*10%*	*11%*	*9%*	*15%*	*10%*	**15%h**	*5%*	*7%*	*7%*	*9%*	*10%*	**24%jkln**	*9%*	*7%*	*14%*
Quicker delivery	**214**	81	55	50	27	136	77	178	33	15	18	32	52	87	102	17	192
	28%	*33%*	*25%*	*28%*	*22%*	*29%*	*25%*	**31%h**	*17%*	*28%*	*23%*	*18%*	*28%*	**39%kn**	*23%*	*30%*	*29%*
More convenient for me to drop the parcel off	**187**	50	66	45	26	116	71	134	46	11	23	39	59	36	121	11	163
	24%	*20%*	*30%*	*25%*	*21%*	*25%*	*23%*	*24%*	*25%*	*20%*	*29%*	*23%*	**32%m**	*16%*	**28%m**	*19%*	*24%*
More convenient for me to have the parcel collected	**225**	85	55	54	30	141	85	156	64	12	15	59	43	76	117	12	196
	29%	*34%*	*26%*	*30%*	*24%*	*30%*	*28%*	*27%*	*34%*	*21%*	*19%*	*34%*	*23%*	*34%*	*27%*	*20%*	*29%*
More convenient for the recipient to take the delivery	**146**	50	33	42	21	83	63	119	23	11	9	35	35	49	80	11	130
	19%	*20%*	*15%*	*23%*	*17%*	*18%*	*21%*	**21%h**	*12%*	*19%*	*12%*	*20%*	*19%*	*22%*	*18%*	*18%*	*19%*
Ability to set a specific date/time for delivery	**115**	58	27	18	12	85	30	95	17	6	4	16	27	58	47	6	106
	15%	**23%bcd**	*12%*	*10%*	*10%*	**18%f**	*10%*	**17%h**	*9%*	*11%*	*6%*	*9%*	*15%*	**26%jkln**	*11%*	*10%*	*16%*
Guarantee that the parcel would arrive intact	**113**	47	27	23	16	74	40	92	18	8	13	23	23	36	59	8	100
	15%	*19%*	*12%*	*13%*	*13%*	*16%*	*13%*	*16%*	*10%*	*14%*	*16%*	*13%*	*12%*	*16%*	*13%*	*13%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**769**	247	216	179*	126*	464	306	572	186	55*	79*	174*	183	223	436	58*	672
Recommended by others	**103**	48	22	17	15	71	32	85	15	4	6	18	22	42	46	4	91
	13%	**20%bc**	*10%*	*10%*	*12%*	*15%*	*10%*	**15%h**	*8%*	*8%*	*8%*	*10%*	*12%*	**19%n**	*11%*	*8%*	*14%*
Other: please specify	**63**	27	19	4	12	47	16	40	23	3	4	15	17	17	36	4	54
	8%	**11%c**	*9%*	*2%*	**9%c**	*10%*	*5%*	*7%*	*12%*	*6%*	*6%*	*8%*	*9%*	*7%*	*8%*	*6%*	*8%*
NET Cost	**302**	100	87	70	46	186	116	224	71	24	37	64	75	81	177	26	261
	39%	*40%*	*40%*	*39%*	*36%*	*40%*	*38%*	*39%*	*38%*	*43%*	*47%*	*37%*	*41%*	*36%*	*41%*	*45%*	*39%*
NET Reliability	**264**	98	64	70	32	162	102	202	55	20	27	54	62	85	144	20	236
	34%	**40%d**	*30%*	*39%*	*25%*	*35%*	*33%*	*35%*	*29%*	*37%*	*35%*	*31%*	*34%*	*38%*	*33%*	*35%*	*35%*
NET Speed	**268**	96	75	63	34	171	97	222	40	16	21	44	61	114	126	18	244
	35%	*39%*	*35%*	*35%*	*27%*	*37%*	*32%*	**39%h**	*21%*	*28%*	*27%*	*25%*	*33%*	**51%jklh**	*29%*	*30%*	*36%*
NET Convenience	**380**	126	112	84	58	238	142	284	89	25	36	82	108	103	225	25	335
	49%	*51%*	*52%*	*47%*	*46%*	*51%*	*46%*	*50%*	*48%*	*46%*	*46%*	*47%*	*59%*	*46%*	*52%*	*43%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**723**	476	247	100	382	138	113	90	49	42	35	30	44	33	65	47	37	13	125
Weighted Base	**769**	667	102*	32**	651	67*	32*	20*	37*	75*	54*	44**	68*	59**	143*	117*	54*	6**	62*
Effective Base	**405**	340	68	24	315	51	45	53	46	40	30	28	36	27	58	44	34	9	45
Lower cost of postage	**260**	224	36	6	221	21	12	6	12	28	28	17	30	16	60	21	10	3	18
	34%	*34%*	*36%*	*18%*	*34%*	*31%*	*39%*	*30%*	*33%*	**37%o**	**52%op**	*38%*	**44%op**	*27%*	**42%op**	*18%*	*18%*	*47%*	*29%*
Lower cost of insurance	**86**	76	10	2	74	6	4	2	7	6	7	2	6	6	31	3	6	1	5
	11%	*11%*	*9%*	*5%*	*11%*	*9%*	*13%*	*9%*	**20%o**	*9%*	*13%*	*4%*	*9%*	*10%*	**22%o**	*3%*	*10%*	*17%*	*8%*
Guarantee that the parcel would arrive on time	**119**	110	9	2	100	13	3	3	9	15	7	10	11	11	17	16	3	*	13
	15%	*16%*	*9%*	*5%*	*15%*	*19%*	*11%*	*14%*	**24%p**	*19%*	*14%*	*22%*	*17%*	*19%*	*12%*	*14%*	*6%*	*7%*	*20%*
Better ability to track the delivery	**211**	188	23	9	188	14	6	4	13	33	16	16	15	20	40	27	7	2	12
	27%	*28%*	*23%*	*29%*	*29%*	*21%*	*17%*	*19%*	**35%p**	**45%lopr**	*29%*	*36%*	*22%*	*35%*	*28%*	*23%*	*14%*	*35%*	*19%*
Parcel less likely to get lost	**133**	117	16	8	112	10	5	6	9	13	4	12	13	12	24	17	9	1	9
	17%	*17%*	*16%*	*25%*	*17%*	*15%*	*15%*	**29%d**	**23%j**	*18%*	*7%*	*28%*	*19%*	*20%*	*17%*	*14%*	*16%*	*17%*	*15%*
Ability to select an express service	**99**	92	7	5	90	3	4	2	8	18	7	8	4	-	27	12	6	1	2
	13%	*14%*	*7%*	*15%*	*14%*	*5%*	*12%*	*9%*	**23%lr**	**24%lr**	*13%*	*19%*	*5%*	-	**19%r**	*10%*	*11%*	*17%*	*4%*
Quicker delivery	**214**	199	15	4	183	21	6	4	12	24	20	11	19	17	46	21	12	2	19
	28%	**30%b**	*14%*	*12%*	*28%*	*31%*	*20%*	*19%*	*33%*	*32%*	*37%*	*26%*	*28%*	*28%*	*32%*	*18%*	*22%*	*34%*	*30%*
More convenient for me to drop the parcel off	**187**	164	23	6	155	21	6	5	14	23	17	11	10	11	30	20	19	2	18
	24%	*25%*	*22%*	*18%*	*24%*	*31%*	*20%*	*25%*	**38%lno**	*31%*	*32%*	*26%*	*15%*	*18%*	*21%*	*17%*	**35%l**	*40%*	*30%*
More convenient for me to have the parcel collected	**225**	184	42	17	194	18	8	5	11	19	20	7	21	21	41	40	14	3	15
	29%	*28%*	**41%a**	*55%*	*30%*	*27%*	*26%*	*26%*	*30%*	*25%*	*36%*	*16%*	*31%*	*36%*	*29%*	*35%*	*26%*	*45%*	*25%*
More convenient for the recipient to take the delivery	**146**	128	18	9	130	10	3	3	12	18	11	8	11	7	27	21	15	1	9
	19%	*19%*	*17%*	*27%*	*20%*	*15%*	*11%*	*15%*	**32%r**	*24%*	*20%*	*19%*	*16%*	*11%*	*19%*	*18%*	*27%*	*17%*	*14%*
Ability to set a specific date/time for delivery	**115**	107	8	3	105	4	5	1	6	18	9	12	10	6	28	10	6	1	3
	15%	*16%*	*7%*	*8%*	**16%e**	*5%*	*14%*	*7%*	**17%r**	**24%r**	*17%*	*28%*	*15%*	*11%*	**19%r**	*8%*	*10%*	*17%*	*4%*
Guarantee that the parcel would arrive intact	**113**	99	14	2	99	9	1	4	9	17	5	7	11	5	24	15	6	2	8
	15%	*15%*	*13%*	*6%*	**15%f**	*14%*	*3%*	**20%f**	*23%*	*23%*	*10%*	*15%*	*16%*	*8%*	*17%*	*13%*	*11%*	*28%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**769**	667	102*	32**	651	67*	32*	20*	37*	75*	54*	44**	68*	59**	143*	117*	54*	6**	62*
Recommended by others	**103**	92	10	8	89	9	4	1	8	6	4	5	8	3	38	12	6	-	9
	13%	*14%*	*10%*	*26%*	*14%*	*14%*	*12%*	*4%*	*20%*	*9%*	*8%*	*11%*	*12%*	*5%*	**27%ijo**	*10%*	*10%*	-	*15%*
Other: please specify	**63**	52	11	1	48	7	6	2	1	4	5	3	5	3	10	14	3	*	7
	8%	*8%*	*11%*	*5%*	*7%*	*10%*	**19%d**	*9%*	*3%*	*5%*	*10%*	*6%*	*7%*	*5%*	*7%*	*12%*	*6%*	*2%*	*11%*
NET Cost	**302**	264	38	6	259	23	13	7	17	31	34	17	30	18	77	24	11	3	20
	39%	*40%*	*37%*	*19%*	*40%*	*34%*	*43%*	*35%*	**44%op**	**41%o**	**62%opr**	*38%*	**45%op**	*31%*	**54%opr**	*21%*	*21%*	*47%*	*33%*
NET Reliability	**264**	239	25	9	228	22	7	8	18	34	14	16	18	19	53	42	13	2	20
	34%	*36%*	*25%*	*28%*	*35%*	*32%*	*21%*	**40%f**	**50%ijp**	*45%*	*25%*	*37%*	*26%*	*32%*	*37%*	*36%*	*24%*	*35%*	*32%*
NET Speed	**268**	248	20	8	233	22	8	5	15	35	23	18	20	17	60	31	14	3	19
	35%	**37%b**	*20%*	*24%*	*36%*	*33%*	*24%*	*25%*	*41%*	*47%*	*43%*	*40%*	*30%*	*28%*	*42%*	*27%*	*26%*	*51%*	*31%*
NET Convenience	**380**	337	43	12	329	30	12	9	23	47	34	26	30	31	62	51	25	3	27
	49%	*51%*	*42%*	*36%*	*51%*	*44%*	*40%*	*44%*	*60%*	*63%*	*63%*	*61%*	*44%*	*52%*	*44%*	*44%*	*46%*	*51%*	*44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**723**	266	288	93	53	21	554	74	275	291	101	40	13	566	53
Weighted Base	**769**	305	289	99*	47**	25**	594	72*	303	313	104*	34**	12**	616	46**
Effective Base	**405**	159	152	55	28	11	311	38	157	164	56	21	6	321	27
Lower cost of postage	**260**	90	99	38	22	9	189	31	85	117	33	16	6	202	22
	34%	*29%*	*34%*	*38%*	*46%*	*37%*	*32%*	*43%*	*28%*	*37%*	*32%*	*47%*	*53%*	*33%*	*49%*
Lower cost of insurance	**86**	45	24	6	8	3	69	11	41	32	11	1	*	73	1
	11%	*15%*	*8%*	*6%*	*18%*	*11%*	*12%*	*15%*	*13%*	*10%*	*11%*	*2%*	*3%*	*12%*	*2%*
Guarantee that the parcel would arrive on time	**119**	48	50	14	4	2	98	6	49	54	8	3	4	102	7
	15%	*16%*	*17%*	*14%*	*8%*	*8%*	*17%*	*8%*	*16%*	*17%*	*8%*	*10%*	*32%*	*17%*	*16%*
Better ability to track the delivery	**211**	102	65	27	11	4	167	15	98	76	25	11	1	174	11
	27%	***33%b***	*23%*	*28%*	*24%*	*16%*	*28%*	*21%*	*32%*	*24%*	*24%*	*31%*	*6%*	*28%*	*25%*
Parcel less likely to get lost	**133**	54	40	24	11	3	94	14	56	52	13	4	7	108	11
	17%	*18%*	*14%*	*24%*	*23%*	*11%*	*16%*	*19%*	*18%*	*17%*	*12%*	*11%*	*59%*	*18%*	*23%*
Ability to select an express service	**99**	47	33	8	6	4	80	10	48	34	13	-	2	82	2
	13%	*15%*	*11%*	*8%*	*13%*	*15%*	*13%*	*13%*	*16%*	*11%*	*13%*	-	*21%*	*13%*	*5%*
Quicker delivery	**214**	93	71	30	10	8	165	17	95	90	19	5	4	185	9
	28%	*31%*	*25%*	*31%*	*20%*	*32%*	*28%*	*24%*	*31%*	*29%*	*19%*	*14%*	*34%*	*30%*	*19%*
More convenient for me to drop the parcel off	**187**	74	77	27	7	2	151	9	66	87	21	10	2	154	13
	24%	*24%*	*27%*	*27%*	*15%*	*8%*	*25%*	*13%*	*22%*	*28%*	*20%*	*30%*	*21%*	*25%*	*28%*
More convenient for me to have the parcel collected	**225**	95	82	24	16	5	177	21	83	89	36	9	4	172	13
	29%	*31%*	*28%*	*25%*	*33%*	*20%*	*30%*	*29%*	*27%*	*28%*	*35%*	*28%*	*31%*	*28%*	*29%*
More convenient for the recipient to take the delivery	**146**	45	68	21	5	5	113	10	56	62	16	7	4	118	11
	19%	*15%*	*24%*	*22%*	*11%*	*20%*	*19%*	*14%*	*18%*	*20%*	*16%*	*20%*	*33%*	*19%*	*23%*
Ability to set a specific date/time for delivery	**115**	52	44	14	4	-	96	4	51	44	16	2	*	95	2
	15%	*17%*	*15%*	*14%*	*9%*	-	*16%*	*6%*	*17%*	*14%*	*16%*	*6%*	*4%*	*15%*	*5%*
Guarantee that the parcel would arrive intact	**113**	47	46	9	8	2	94	10	46	51	10	2	2	98	5
	15%	*15%*	*16%*	*9%*	*17%*	*10%*	*16%*	*14%*	*15%*	*16%*	*10%*	*7%*	*20%*	*16%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**769**	305	289	99*	47**	25**	594	72*	303	313	104*	34**	12**	616	46**
Recommended by others	**103**	52	31	15	2	*	83	2	43	37	12	3	5	81	8
	13%	***17%g***	*11%*	*15%*	*4%*	*1%*	*14%*	*3%*	*14%*	*12%*	*11%*	*8%*	*46%*	*13%*	*17%*
Other: please specify	**63**	35	21	5	2	-	56	2	25	31	3	4	-	56	4
	8%	*12%*	*7%*	*5%*	*4%*	-	*9%*	*3%*	*8%*	*10%*	*3%*	*11%*	-	*9%*	*8%*
NET Cost	**302**	115	108	41	25	11	223	36	105	136	36	16	6	241	22
	39%	*38%*	*37%*	*41%*	*54%*	*45%*	*37%*	*51%*	*35%*	*43%*	*35%*	*48%*	*53%*	*39%*	*49%*
NET Reliability	**264**	110	97	35	14	6	208	20	108	114	25	9	7	223	16
	34%	*36%*	*34%*	*35%*	*29%*	*25%*	*35%*	*28%*	*36%*	*36%*	*24%*	*25%*	*59%*	*36%*	*34%*
NET Speed	**268**	111	94	37	15	11	205	25	117	108	31	5	6	225	11
	35%	*36%*	*33%*	*37%*	*31%*	*44%*	*34%*	*35%*	*39%*	*34%*	*30%*	*14%*	*54%*	*36%*	*24%*
NET Convenience	**380**	170	139	46	19	6	309	24	154	152	51	19	4	305	23
	49%	***56%g***	*48%*	*46%*	*39%*	*24%*	***52%g***	*34%*	*51%*	*48%*	*50%*	*56%*	*30%*	*50%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	723	84	628	11	258	412	53	696	16	6	-	718	5
Weighted Base	769	92*	667	10**	265	446	58*	736	24**	2**	-**	762	7**
Effective Base	405	50	349	6	147	226	33	386	13	3	-	401	4
Lower cost of postage	260	21	237	2	74	164	23	251	6	-	-	257	3
	34%	*23%*	*35%*	*21%*	*28%*	*37%*	*39%*	*34%*	*27%*	-	-	*34%*	*44%*
Lower cost of insurance	86	17	67	1	41	31	13	80	5	*	-	85	1
	11%	*19%*	*10%*	*14%*	**16%e**	*7%*	**23%e**	*11%*	*23%*	*3%*	-	*11%*	*8%*
Guarantee that the parcel would arrive on time	119	23	94	2	52	61	6	113	5	1	-	119	-
	15%	*25%*	*14%*	*25%*	*19%*	*14%*	*10%*	*15%*	*21%*	*27%*	-	*16%*	-
Better ability to track the delivery	211	33	176	2	76	120	14	203	4	2	-	209	2
	27%	*36%*	*26%*	*16%*	*29%*	*27%*	*25%*	*28%*	*16%*	*91%*	-	*27%*	*28%*
Parcel less likely to get lost	133	26	103	3	62	58	13	127	4	-	-	131	2
	17%	**28%b**	*15%*	*31%*	**23%e**	*13%*	*23%*	*17%*	*15%*	-	-	*17%*	*22%*
Ability to select an express service	99	22	74	3	46	39	14	91	7	-	-	99	-
	13%	**23%b**	*11%*	*27%*	**17%e**	*9%*	**23%e**	*12%*	*31%*	-	-	*13%*	-
Quicker delivery	214	36	174	3	77	115	22	207	6	-	-	213	1
	28%	**40%b**	*26%*	*28%*	*29%*	*26%*	*38%*	*28%*	*25%*	-	-	*28%*	*14%*
More convenient for me to drop the parcel off	187	11	174	2	56	122	8	184	3	-	-	187	-
	24%	*12%*	**26%a**	*22%*	*21%*	*27%*	*15%*	*25%*	*12%*	-	-	*25%*	-
More convenient for me to have the parcel collected	225	40	180	5	80	126	19	213	10	*	-	223	3
	29%	**44%b**	*27%*	*54%*	*30%*	*28%*	*33%*	*29%*	*41%*	*4%*	-	*29%*	*36%*
More convenient for the recipient to take the delivery	146	22	123	2	57	76	13	142	2	-	-	145	2
	19%	*24%*	*18%*	*17%*	*21%*	*17%*	*22%*	*19%*	*9%*	-	-	*19%*	*22%*
Ability to set a specific date/time for delivery	115	33	81	-	51	50	14	106	9	*	-	115	-
	15%	**36%b**	*12%*	-	**19%e**	*11%*	**24%e**	*14%*	*37%*	*2%*	-	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	769	92*	667	10**	265	446	58*	736	24**	2**	-**	762	7**
Guarantee that the parcel would arrive intact	113	26	86	1	53	52	9	108	5	*	-	113	-
	15%	**28%b**	*13%*	*11%*	**20%e**	*12%*	*15%*	*15%*	*22%*	*2%*	-	*15%*	-
Recommended by others	103	26	77	-	38	52	12	97	2	*	-	99	4
	13%	**28%b**	*12%*	-	*14%*	*12%*	*21%*	*13%*	*7%*	*3%*	-	*13%*	*58%*
Other: please specify	63	3	60	-	22	34	7	60	3	-	-	63	-
	8%	*3%*	*9%*	-	*8%*	*8%*	*11%*	*8%*	*13%*	-	-	*8%*	-
NET Cost	302	34	266	3	95	179	29	291	8	*	-	299	3
	39%	*36%*	*40%*	*34%*	*36%*	*40%*	*50%*	*40%*	*35%*	*3%*	-	*39%*	*44%*
NET Reliability	264	46	212	6	122	123	18	255	7	1	-	262	2
	34%	**50%b**	*32%*	*56%*	**46%e**	*28%*	*31%*	*35%*	*29%*	*29%*	-	*34%*	*22%*
NET Speed	268	45	220	3	104	137	26	258	9	-	-	267	1
	35%	**49%b**	*33%*	*28%*	*39%*	*31%*	*46%*	*35%*	*40%*	-	-	*35%*	*14%*
NET Convenience	380	56	322	2	134	219	27	364	12	2	-	378	2
	49%	*61%*	*48%*	*22%*	*51%*	*49%*	*47%*	*49%*	*53%*	*93%*	-	*50%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**723**	194	172	170	187	79	63	52	68	50	54	52	60	58	56	60	71
Weighted Base	**769**	190	183*	185*	212	74*	61*	55*	72*	52*	59**	50**	69**	66*	57*	74*	80*
Effective Base	**405**	116	93	83	118	45	36	34	36	31	28	24	30	30	36	36	46
Lower cost of postage	**260**	69	57	71	63	34	18	17	27	15	15	22	28	21	7	34	22
	34%	*37%*	*31%*	*38%*	*30%*	**46%n**	*29%*	*32%*	**37%n**	*29%*	*26%*	*45%*	*40%*	*31%*	*13%*	**45%n**	*27%*
Lower cost of insurance	**86**	19	16	25	27	10	6	3	7	6	3	6	6	12	8	10	9
	11%	*10%*	*9%*	*13%*	*13%*	*13%*	*9%*	*6%*	*10%*	*11%*	*5%*	*13%*	*9%*	*18%*	*13%*	*14%*	*11%*
Guarantee that the parcel would arrive on time	**119**	28	14	35	41	14	9	5	4	4	6	13	11	12	8	11	22
	15%	*15%*	*8%*	**19%b**	**19%b**	*19%*	*14%*	*10%*	*5%*	*8%*	*11%*	*26%*	*15%*	*18%*	*14%*	*14%*	**28%hi**
Better ability to track the delivery	**211**	56	49	53	53	19	20	17	16	11	22	17	10	26	11	15	27
	27%	*30%*	*27%*	*28%*	*25%*	*26%*	*33%*	*32%*	*22%*	*21%*	*38%*	*34%*	*14%*	*39%*	*19%*	*20%*	*34%*
Parcel less likely to get lost	**133**	40	31	23	38	11	15	15	10	6	16	7	7	9	7	13	19
	17%	*21%*	*17%*	*12%*	*18%*	*14%*	*24%*	*27%*	*14%*	*11%*	*27%*	*14%*	*10%*	*14%*	*12%*	*17%*	*24%*
Ability to select an express service	**99**	14	15	23	46	4	4	6	4	9	2	6	7	9	16	11	19
	13%	*7%*	*8%*	*12%*	**22%ab**	*6%*	*7%*	*11%*	*5%*	*18%*	*4%*	*13%*	*11%*	*14%*	**28%efh**	*15%*	**24%efh**
Quicker delivery	**214**	43	41	71	58	15	17	12	10	12	19	20	24	28	15	18	25
	28%	*23%*	*22%*	**38%ab**	*27%*	*20%*	*28%*	*22%*	*15%*	*23%*	*32%*	*40%*	*35%*	**42%efh**	*27%*	*24%*	*31%*
More convenient for me to drop the parcel off	**187**	43	41	41	62	14	11	18	17	16	8	16	16	10	17	20	25
	24%	*22%*	*23%*	*22%*	*29%*	*18%*	*18%*	*33%*	*23%*	*32%*	*14%*	*32%*	*23%*	*15%*	*30%*	*27%*	*31%*
More convenient for me to have the parcel collected	**225**	71	47	53	55	29	26	16	13	14	20	12	13	27	7	19	29
	29%	*37%*	*25%*	*29%*	*26%*	**40%hn**	**42%hn**	*29%*	*17%*	*26%*	*34%*	*25%*	*20%*	**41%hn**	*13%*	*26%*	**36%n**
More convenient for the recipient to take the delivery	**146**	28	23	46	48	12	11	6	4	14	5	9	19	18	10	19	19
	19%	*15%*	*13%*	**25%b**	*23%*	*16%*	*18%*	*10%*	*6%*	**27%h**	*9%*	*19%*	*28%*	**27%h**	*18%*	**25%h**	**24%h**
Ability to set a specific date/time for delivery	**115**	27	10	38	40	8	13	6	2	6	2	4	13	21	11	16	13
	15%	**14%b**	*5%*	**21%b**	**19%b**	*11%*	**22%h**	*11%*	*2%*	*12%*	*3%*	*9%*	*18%*	**32%egh**	**20%h**	**22%h**	**16%h**
Guarantee that the parcel would arrive intact	**113**	28	14	26	45	6	12	10	4	8	2	4	13	8	12	13	20
	15%	*15%*	*7%*	*14%*	**21%b**	*8%*	*20%*	*18%*	*5%*	*15%*	*3%*	*9%*	*20%*	*13%*	*20%*	*18%*	**25%eh**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**769**	190	183*	185*	212	74*	61*	55*	72*	52*	59**	50**	69**	66*	57*	74*	80*
Recommended by others	**103**	20	19	25	38	7	4	10	10	3	6	4	9	13	12	14	12
	13%	*11%*	*10%*	*14%*	*18%*	*9%*	*6%*	*18%*	*15%*	*6%*	*9%*	*8%*	*13%*	*19%*	*20%*	*19%*	*15%*
Other: please specify	**63**	23	16	12	11	10	7	5	10	1	5	1	6	6	2	2	8
	8%	*12%*	*9%*	*7%*	*5%*	*14%*	*11%*	*10%*	*14%*	*2%*	*8%*	*2%*	*8%*	*9%*	*4%*	*2%*	*9%*
NET Cost	**302**	77	61	84	80	38	20	19	27	16	18	24	32	28	15	39	27
	39%	*41%*	*33%*	*46%*	*38%*	**51%n**	*32%*	*35%*	*37%*	*32%*	*31%*	*48%*	*47%*	*43%*	*25%*	**52%n**	*33%*
NET Reliability	**264**	67	50	60	87	23	25	19	17	12	22	17	25	19	20	26	40
	34%	*35%*	*27%*	*33%*	**41%b**	*30%*	*41%*	*36%*	*23%*	*23%*	*37%*	*33%*	*36%*	*28%*	*35%*	*35%*	**50%hi**
NET Speed	**268**	55	52	73	88	18	21	16	14	19	19	21	24	28	26	26	37
	35%	*29%*	*28%*	*40%*	**42%ab**	*25%*	*34%*	*29%*	*19%*	*37%*	*32%*	*42%*	*35%*	**43%h**	**45%h**	*35%*	**46%eh**
NET Convenience	**380**	96	81	88	115	31	31	33	30	23	28	25	26	38	32	36	47
	49%	*51%*	*44%*	*48%*	*54%*	*42%*	*51%*	*61%*	*42%*	*44%*	*48%*	*50%*	*37%*	*57%*	*56%*	*49%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	228	-	228	128	100	33	29	39	30	42	29	26	62	69	97	55	203	21	228
Weighted Base	255	-**	255	139*	117*	38**	37**	51**	40**	39**	31**	20**	75*	91*	90*	51**	216	35**	228
Effective Base	131	-	131	77	55	22	20	26	19	21	11	14	42	45	44	23	114	15	228
Lower cost of postage	87	-	87	50	37	13	9	16	18	14	10	6	22	34	31	16	74	12	76
	34%	-	*34%*	*36%*	*32%*	*35%*	*25%*	*32%*	*45%*	*36%*	*34%*	*30%*	*30%*	*38%*	*34%*	*32%*	*35%*	*35%*	*33%*
Lower cost of insurance	12	-	12	7	5	5	2	4	1	-	*	-	7	4	*	*	10	2	14
	5%	-	*5%*	*5%*	*4%*	*14%*	*5%*	*7%*	*2%*	-	*1%*	-	**10%n**	*5%*	*	*1%*	*5%*	*6%*	*6%*
Guarantee that the parcel would arrive on time	34	-	34	18	16	8	4	4	7	5	4	2	12	11	11	6	31	3	25
	13%	-	*13%*	*13%*	*14%*	*21%*	*10%*	*8%*	*18%*	*12%*	*13%*	*10%*	*16%*	*12%*	*12%*	*12%*	*14%*	*9%*	*11%*
Better ability to track the delivery	58	-	58	30	28	8	7	14	6	8	12	4	15	19	24	16	51	6	45
	23%	-	*23%*	*22%*	*24%*	*21%*	*18%*	*27%*	*14%*	*20%*	*39%*	*18%*	*20%*	*21%*	*26%*	*31%*	*24%*	*18%*	*20%*
Parcel less likely to get lost	29	-	29	17	12	9	7	2	7	2	2	-	16	9	4	2	27	3	25
	12%	-	*12%*	*13%*	*10%*	*24%*	*18%*	*5%*	*18%*	*6%*	*6%*	-	**21%n**	*10%*	*5%*	*4%*	*12%*	*8%*	*11%*
Ability to select an express service	26	-	26	23	3	3	5	11	5	2	*	-	8	16	2	*	25	1	19
	10%	-	*10%*	**16%d**	*3%*	*8%*	*12%*	*22%*	*12%*	*5%*	*1%*	-	*10%*	**18%n**	*2%*	*	*11%*	*3%*	*8%*
Quicker delivery	51	-	51	28	23	7	8	17	3	10	5	2	15	20	17	7	42	9	42
	20%	-	*20%*	*21%*	*20%*	*17%*	*22%*	*34%*	*7%*	*25%*	*15%*	*10%*	*20%*	*22%*	*18%*	*14%*	*19%*	*27%*	*18%*
More convenient for me to drop the parcel off	40	-	40	24	16	2	5	7	5	11	6	5	7	12	22	11	30	10	40
	16%	-	*16%*	*17%*	*14%*	*5%*	*13%*	*14%*	*11%*	*28%*	*18%*	*27%*	*9%*	*13%*	*24%*	*22%*	*14%*	*30%*	*18%*
More convenient for me to have the parcel collected	68	-	68	31	37	7	9	6	15	7	16	8	16	21	31	24	53	15	60
	27%	-	*27%*	*22%*	*32%*	*18%*	*24%*	*12%*	*38%*	*17%*	*51%*	*42%*	*21%*	*23%*	*34%*	*48%*	*24%*	*43%*	*26%*
More convenient for the recipient to take the delivery	33	-	33	18	16	3	2	5	7	12	1	3	6	12	16	3	31	3	30
	13%	-	*13%*	*13%*	*14%*	*9%*	*6%*	*11%*	*17%*	*31%*	*2%*	*14%*	*8%*	*13%*	*17%*	*7%*	*14%*	*7%*	*13%*
Ability to set a specific date/time for delivery	25	-	25	15	11	4	6	5	3	1	1	5	10	9	6	6	22	3	22
	10%	-	*10%*	*11%*	*9%*	*11%*	*16%*	*11%*	*8%*	*1%*	*3%*	*25%*	*14%*	*10%*	*7%*	*11%*	*10%*	*9%*	*10%*
Guarantee that the parcel would arrive intact	24	-	24	18	6	2	5	7	3	2	3	2	7	10	7	5	19	5	17
	9%	-	*9%*	*13%*	*5%*	*6%*	*13%*	*14%*	*7%*	*6%*	*10%*	*8%*	*9%*	*11%*	*8%*	*9%*	*9%*	*14%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**255**	-**	255	139*	117*	38**	37**	51**	40**	39**	31**	20**	75*	91*	90*	51**	216	35**	228
Recommended by others	**18**	-	18	11	7	7	3	6	-	-	2	-	10	6	2	2	13	2	13
	7%	-	*7%*	*8%*	*6%*	*18%*	*10%*	*12%*	-	-	*5%*	-	***14%n***	*7%*	*2%*	*3%*	*6%*	*6%*	*6%*
Other: please specify	**35**	-	35	21	14	2	6	8	2	8	2	7	8	10	18	10	31	3	33
	14%	-	*14%*	*15%*	*12%*	*4%*	*16%*	*15%*	*6%*	*20%*	*8%*	*36%*	*10%*	*11%*	*20%*	*19%*	*15%*	*9%*	*14%*
NET Cost	**93**	-	93	54	39	15	9	20	18	14	10	6	25	38	31	16	79	13	82
	36%	-	*36%*	*39%*	*33%*	*40%*	*26%*	*38%*	*46%*	*36%*	*34%*	*30%*	*33%*	*41%*	*34%*	*32%*	*37%*	*37%*	*36%*
NET Reliability	**64**	-	64	36	28	17	9	10	12	5	7	4	26	22	16	11	53	11	50
	25%	-	*25%*	*26%*	*24%*	*45%*	*25%*	*19%*	*30%*	*13%*	*24%*	*18%*	*35%*	*24%*	*18%*	*22%*	*25%*	*31%*	*22%*
NET Speed	**70**	-	70	46	24	10	13	24	7	10	5	2	22	31	17	7	60	10	57
	28%	-	*28%*	*33%*	*21%*	*25%*	*35%*	*47%*	*19%*	*25%*	*16%*	*10%*	*30%*	*34%*	*19%*	*14%*	*28%*	*30%*	*25%*
NET Convenience	**104**	-	104	60	44	13	17	20	12	15	17	11	30	32	42	27	87	17	88
	41%	-	*41%*	*43%*	*38%*	*34%*	*47%*	*38%*	*30%*	*38%*	*54%*	*53%*	*40%*	*35%*	*47%*	*54%*	*41%*	*48%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**228**	79	64	42	43	143	85	122	105	21	34	46	65	52	145	22	200
Weighted Base	**255**	73*	80*	55**	48**	153*	103*	183*	71*	18**	38**	56**	71*	63*	165*	19**	229
Effective Base	**131**	41	39	24	29	80	51	83	56	12	20	24	38	33	81	13	115
Lower cost of postage	**87**	21	29	22	15	50	37	59	28	4	16	15	32	18	63	4	82
	34%	*29%*	*36%*	*41%*	*31%*	*33%*	*36%*	*32%*	*40%*	*24%*	*43%*	*26%*	*45%*	*29%*	*38%*	*23%*	*36%*
Lower cost of insurance	**12**	3	4	5	1	6	6	8	4	*	1	1	4	6	6	*	12
	5%	*4%*	*5%*	*8%*	*2%*	*4%*	*6%*	*4%*	*5%*	*3%*	*2%*	*1%*	*6%*	*10%*	*3%*	*2%*	*5%*
Guarantee that the parcel would arrive on time	**34**	11	11	5	7	21	12	22	12	2	2	7	10	12	20	2	32
	13%	*15%*	*13%*	*10%*	*14%*	*14%*	*12%*	*12%*	*17%*	*12%*	*7%*	*12%*	*15%*	*19%*	*12%*	*12%*	*14%*
Better ability to track the delivery	**58**	14	20	13	11	34	24	38	19	2	10	17	22	6	50	2	55
	23%	*19%*	*25%*	*24%*	*22%*	*22%*	*23%*	*21%*	*27%*	*13%*	*26%*	*31%*	***31%m***	*9%*	***30%m***	*12%*	*24%*
Parcel less likely to get lost	**29**	12	8	3	5	21	9	24	6	*	7	3	13	5	24	*	29
	12%	*17%*	*11%*	*6%*	*11%*	*14%*	*8%*	*13%*	*8%*	*1%*	*20%*	*6%*	*18%*	*9%*	*14%*	*1%*	*13%*
Ability to select an express service	**26**	11	6	5	3	17	9	23	2	2	*	1	1	21	2	2	22
	10%	*15%*	*7%*	*10%*	*7%*	*11%*	*8%*	*13%*	*3%*	*12%*	*	*1%*	*1%*	***33%lm***	*1%*	*11%*	*10%*
Quicker delivery	**51**	14	14	15	9	28	23	37	14	4	9	8	16	13	33	4	46
	20%	*18%*	*18%*	*27%*	*19%*	*18%*	*23%*	*20%*	*20%*	*20%*	*24%*	*14%*	*23%*	*21%*	*20%*	*19%*	*20%*
More convenient for me to drop the parcel off	**40**	5	19	8	8	24	16	29	12	1	9	10	16	5	34	1	39
	16%	*7%*	*24%*	*15%*	*16%*	*16%*	*16%*	*16%*	*16%*	*6%*	*24%*	*17%*	*22%*	*7%*	*21%*	*6%*	*17%*
More convenient for me to have the parcel collected	**68**	10	30	19	8	40	28	45	23	4	4	21	19	15	44	4	59
	27%	*14%*	***38%a***	*35%*	*18%*	*26%*	*27%*	*25%*	*32%*	*23%*	*11%*	*38%*	*26%*	*23%*	*27%*	*22%*	*26%*
More convenient for the recipient to take the delivery	**33**	5	10	12	7	15	19	26	8	2	6	10	9	6	26	2	32
	13%	*6%*	*13%*	*22%*	*14%*	*10%*	*18%*	*14%*	*11%*	*9%*	*17%*	*18%*	*13%*	*9%*	*16%*	*9%*	*14%*
Ability to set a specific date/time for delivery	**25**	6	9	5	5	15	10	16	9	*	2	7	8	8	16	*	24
	10%	*9%*	*11%*	*10%*	*11%*	*10%*	*10%*	*9%*	*13%*	*	*4%*	*13%*	*11%*	*13%*	*10%*	*	*11%*
Guarantee that the parcel would arrive intact	**24**	9	6	5	4	15	9	17	6	2	6	7	3	7	15	2	22
	9%	*12%*	*8%*	*8%*	*9%*	*10%*	*8%*	*9%*	*9%*	*10%*	*15%*	*12%*	*4%*	*11%*	*9%*	*9%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**255**	73*	80*	55**	48**	153*	103*	183*	71*	18**	38**	56**	71*	63*	165*	19**	229
Recommended by others	**18**	11	1	3	3	12	6	14	2	2	*	1	2	13	4	2	16
	7%	***15%b***	*2%*	*6%*	*6%*	*8%*	*6%*	*8%*	*3%*	*10%*	*	*2%*	*3%*	***21%ln***	*2%*	*10%*	*7%*
Other: please specify	**35**	15	12	1	7	27	8	24	12	1	2	9	11	10	21	2	33
	14%	*21%*	*15%*	*2%*	*15%*	*18%*	*8%*	*13%*	*17%*	*6%*	*5%*	*16%*	*15%*	*16%*	*13%*	*9%*	*14%*
NET Cost	**93**	23	29	26	15	52	41	62	31	4	17	15	32	23	64	4	87
	36%	*31%*	*36%*	*48%*	*31%*	*34%*	*40%*	*34%*	*43%*	*25%*	*44%*	*27%*	*46%*	*36%*	*39%*	*24%*	*38%*
NET Reliability	**64**	22	20	12	10	42	22	43	21	4	13	12	19	15	45	4	60
	25%	*30%*	*24%*	*21%*	*22%*	*27%*	*22%*	*23%*	*30%*	*23%*	*35%*	*22%*	*27%*	*24%*	*27%*	*22%*	*26%*
NET Speed	**70**	23	20	17	11	43	27	56	15	4	9	8	17	29	34	4	64
	28%	*32%*	*25%*	*30%*	*22%*	*28%*	*27%*	*30%*	*21%*	*21%*	*24%*	*15%*	*24%*	***47%ln***	*21%*	*20%*	*28%*
NET Convenience	**104**	22	37	26	20	58	45	73	31	3	16	28	39	17	83	3	100
	41%	*30%*	*46%*	*47%*	*41%*	*38%*	*44%*	*40%*	*44%*	*19%*	*41%*	*50%*	***55%m***	*27%*	***50%m***	*18%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**228**	153	75	23	129	49	37	13	8	12	15	16	18	15	24	12	9	6	43
Weighted Base	**255**	219	37**	2**	227	14**	12**	3**	7**	21**	23**	21**	30**	31**	51**	32**	12**	2**	12**
Effective Base	**131**	110	21	19	107	24	19	9	7	11	13	15	14	12	22	12	9	4	20
Lower cost of postage	**87**	70	18	*	78	4	4	1	4	7	13	5	11	11	20	7	1	1	3
	34%	*32%*	*48%*	*14%*	*34%*	*32%*	*34%*	*35%*	*58%*	*32%*	*55%*	*24%*	*36%*	*36%*	*39%*	*22%*	*9%*	*53%*	*28%*
Lower cost of insurance	**12**	12	*	*	10	-	2	1	-	-	2	-	1	-	7	-	-	-	-
	5%	*5%*	*1%*	*6%*	*4%*	-	*14%*	*23%*	-	-	*7%*	-	*2%*	-	*14%*	-	-	-	-
Guarantee that the parcel would arrive on time	**34**	29	5	*	31	1	2	*	-	4	1	4	4	8	5	6	-	-	1
	13%	*13%*	*13%*	*16%*	*14%*	*6%*	*13%*	*6%*	-	*18%*	*5%*	*20%*	*12%*	*26%*	*10%*	*17%*	-	-	*7%*
Better ability to track the delivery	**58**	48	9	*	52	2	3	1	1	7	7	4	6	12	9	3	2	-	2
	23%	*22%*	*25%*	*8%*	*23%*	*11%*	*23%*	*30%*	*15%*	*36%*	*32%*	*20%*	*21%*	*39%*	*17%*	*9%*	*19%*	-	*13%*
Parcel less likely to get lost	**29**	27	3	*	26	1	1	1	-	-	1	5	4	6	8	2	-	-	1
	12%	*12%*	*8%*	*11%*	*11%*	*10%*	*7%*	*49%*	-	-	*5%*	*22%*	*14%*	*19%*	*15%*	*7%*	-	-	*11%*
Ability to select an express service	**26**	25	1	*	24	1	2	*	-	5	-	1	-	-	12	6	-	-	1
	10%	*11%*	*2%*	*18%*	*10%*	*4%*	*13%*	*6%*	-	*22%*	-	*5%*	-	-	*23%*	*20%*	-	-	*4%*
Quicker delivery	**51**	45	6	*	46	4	2	*	1	4	10	4	8	7	9	2	1	1	3
	20%	*21%*	*17%*	*15%*	*20%*	*26%*	*17%*	*4%*	*15%*	*18%*	*42%*	*17%*	*27%*	*23%*	*18%*	*7%*	*9%*	*32%*	*24%*
More convenient for me to drop the parcel off	**40**	32	8	*	35	4	1	*	2	3	7	3	5	4	3	6	3	-	4
	16%	*15%*	*23%*	*20%*	*15%*	*26%*	*11%*	*13%*	*36%*	*13%*	*30%*	*12%*	*15%*	*12%*	*6%*	*18%*	*28%*	-	*31%*
More convenient for me to have the parcel collected	**68**	51	17	1	61	3	3	1	-	4	9	3	9	12	10	11	3	1	2
	27%	*23%*	*45%*	*24%*	*27%*	*24%*	*26%*	*31%*	-	*18%*	*37%*	*16%*	*31%*	*40%*	*18%*	*34%*	*24%*	*41%*	*21%*
More convenient for the recipient to take the delivery	**33**	33	1	*	30	3	1	1	1	5	2	1	4	-	5	10	2	-	3
	13%	*15%*	*2%*	*17%*	*13%*	*18%*	*5%*	*23%*	*21%*	*24%*	*9%*	*5%*	*12%*	-	*10%*	*30%*	*15%*	-	*21%*
Ability to set a specific date/time for delivery	**25**	21	4	*	23	*	2	*	1	2	3	7	-	-	8	2	1	-	*
	10%	*10%*	*12%*	*10%*	*10%*	*2%*	*13%*	*10%*	*8%*	*10%*	*13%*	*31%*	-	-	*16%*	*7%*	*9%*	-	*2%*
Guarantee that the parcel would arrive intact	**24**	16	7	*	22	1	*	1	2	5	3	-	4	-	5	2	2	-	1
	9%	*8%*	*20%*	*11%*	*10%*	*5%*	*1%*	*26%*	*25%*	*23%*	*13%*	-	*14%*	-	*9%*	*7%*	*14%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**255**	219	37**	2**	227	14**	12**	3**	7**	21**	23**	21**	30**	31**	51**	32**	12**	2**	12**
Recommended by others	**18**	18	*	-	17	1	*	-	-	2	1	1	2	2	10	-	-	-	1
	7%	*8%*	*	-	*8%*	*5%*	*1%*	-	-	*7%*	*5%*	*5%*	*6%*	*5%*	*20%*	-	-	-	*6%*
Other: please specify	**35**	31	5	*	29	2	3	*	-	4	4	3	3	2	8	4	1	*	2
	14%	*14%*	*12%*	*20%*	*13%*	*18%*	*28%*	*7%*	-	*19%*	*15%*	*13%*	*12%*	*6%*	*16%*	*14%*	*9%*	*6%*	*19%*
NET Cost	**93**	75	18	*	83	4	4	1	4	7	13	5	12	11	25	7	1	1	3
	36%	*34%*	*48%*	*20%*	*37%*	*32%*	*35%*	*47%*	*58%*	*32%*	*55%*	*24%*	*38%*	*36%*	*48%*	*22%*	*9%*	*53%*	*28%*
NET Reliability	**64**	54	10	1	59	2	2	1	2	7	4	7	6	10	16	6	2	-	2
	25%	*25%*	*27%*	*26%*	*26%*	*12%*	*16%*	*49%*	*25%*	*33%*	*18%*	*32%*	*20%*	*33%*	*32%*	*17%*	*14%*	-	*14%*
NET Speed	**70**	64	7	1	63	4	4	*	1	7	10	5	8	7	16	9	1	1	3
	28%	*29%*	*18%*	*33%*	*28%*	*28%*	*30%*	*10%*	*15%*	*33%*	*42%*	*22%*	*27%*	*23%*	*31%*	*27%*	*9%*	*32%*	*27%*
NET Convenience	**104**	86	18	1	94	5	4	1	3	7	15	12	11	16	15	11	4	-	5
	41%	*39%*	*50%*	*30%*	*41%*	*36%*	*33%*	*40%*	*51%*	*36%*	*64%*	*56%*	*36%*	*50%*	*30%*	*33%*	*38%*	-	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	228	80	75	42	23	8	155	31	67	91	38	25	6	158	31
Weighted Base	255	103*	74*	46**	23**	9**	177*	32**	82*	101*	42**	26**	4**	183*	30**
Effective Base	131	50	37	26	15	4	86	19	39	51	24	15	3	90	17
Lower cost of postage	87	33	18	23	11	3	51	14	16	49	8	11	4	65	15
	34%	*32%*	*24%*	*49%*	*47%*	*37%*	*29%*	*44%*	*20%*	**48%h**	*18%*	*42%*	*98%*	*35%*	*50%*
Lower cost of insurance	12	6	1	*	4	-	8	4	6	4	2	*	*	10	*
	5%	*6%*	*2%*	*1%*	*16%*	-	*5%*	*12%*	*7%*	*4%*	*5%*	*	*6%*	*5%*	*1%*
Guarantee that the parcel would arrive on time	34	14	10	7	2	-	25	2	11	13	4	3	2	24	6
	13%	*14%*	*14%*	*14%*	*10%*	-	*14%*	*7%*	*14%*	*13%*	*10%*	*13%*	*55%*	*13%*	*19%*
Better ability to track the delivery	58	24	10	14	8	2	34	10	17	28	4	8	*	45	8
	23%	*24%*	*13%*	*30%*	*34%*	*22%*	*19%*	*30%*	*21%*	*27%*	*10%*	*30%*	*12%*	*25%*	*27%*
Parcel less likely to get lost	29	15	4	4	6	1	19	6	10	12	4	1	3	22	3
	12%	*14%*	*5%*	*9%*	*26%*	*6%*	*11%*	*20%*	*13%*	*12%*	*9%*	*2%*	*61%*	*12%*	*10%*
Ability to select an express service	26	8	10	3	2	3	18	5	8	11	7	-	-	19	-
	10%	*8%*	*13%*	*7%*	*7%*	*37%*	*10%*	*16%*	*10%*	*11%*	*17%*	-	-	*10%*	-
Quicker delivery	51	22	10	14	4	2	32	6	16	25	3	5	2	41	7
	20%	*21%*	*13%*	*29%*	*16%*	*24%*	*18%*	*18%*	*19%*	*25%*	*7%*	*19%*	*55%*	*23%*	*24%*
More convenient for me to drop the parcel off	40	8	20	7	4	2	28	5	4	25	6	6	*	29	6
	16%	*7%*	**27%a**	*16%*	*16%*	*17%*	*16%*	*17%*	*5%*	**25%h**	*13%*	*23%*	*2%*	*16%*	*20%*
More convenient for me to have the parcel collected	68	32	15	12	7	2	47	9	25	25	7	8	3	50	11
	27%	*31%*	*21%*	*25%*	*31%*	*20%*	*27%*	*28%*	*31%*	*24%*	*16%*	*30%*	*81%*	*27%*	*37%*
More convenient for the recipient to take the delivery	33	7	18	7	1	*	25	1	7	12	10	4	1	19	4
	13%	*7%*	**24%a**	*15%*	*5%*	*3%*	*14%*	*4%*	*8%*	*12%*	*24%*	*15%*	*12%*	*10%*	*15%*
Ability to set a specific date/time for delivery	25	11	7	6	1	-	19	1	10	7	7	2	-	17	2
	10%	*11%*	*10%*	*13%*	*3%*	-	*11%*	*2%*	*12%*	*7%*	*17%*	*7%*	-	*9%*	*6%*
Guarantee that the parcel would arrive intact	24	9	5	*	6	2	15	9	6	11	4	1	2	17	3
	9%	*9%*	*7%*	*	*28%*	*26%*	*8%*	*28%*	*7%*	*11%*	*10%*	*2%*	*55%*	*9%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**255**	103*	74*	46**	23**	9**	177*	32**	82*	101*	42**	26**	4**	183*	30**
Recommended by others	**18**	12	3	3	-	-	15	-	5	9	4	*	-	14	*
	7%	*12%*	*5%*	*6%*	-	-	*9%*	-	*6%*	*9%*	*10%*	*	-	*8%*	*
Other: please specify	**35**	18	11	4	2	-	29	2	12	18	2	3	-	30	3
	14%	*17%*	*15%*	*9%*	*9%*	-	*16%*	*7%*	*15%*	*18%*	*5%*	*10%*	-	*17%*	*9%*
NET Cost	**93**	36	18	23	13	3	54	16	19	49	9	11	4	69	15
	36%	*35%*	*24%*	*49%*	*56%*	*37%*	*30%*	*51%*	*24%*	**49%h**	*22%*	*42%*	*98%*	*37%*	*50%*
NET Reliability	**64**	30	13	9	9	2	44	11	21	26	10	4	3	47	6
	25%	*29%*	*18%*	*20%*	*37%*	*26%*	*25%*	*34%*	*26%*	*26%*	*24%*	*15%*	*61%*	*26%*	*21%*
NET Speed	**70**	25	20	15	5	5	45	11	21	33	10	5	2	53	7
	28%	*25%*	*26%*	*32%*	*23%*	*59%*	*25%*	*33%*	*25%*	*32%*	*24%*	*19%*	*55%*	*29%*	*24%*
NET Convenience	**104**	42	31	18	10	3	72	14	29	47	14	14	*	76	14
	41%	*40%*	*42%*	*38%*	*44%*	*39%*	*41%*	*43%*	*36%*	*46%*	*32%*	*54%*	*12%*	*41%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**228**	22	203	3	78	134	16	211	11	4	-	226	2
Weighted Base	**255**	24**	229	2**	83*	148*	24**	236	15**	2**	-**	252	3**
Effective Base	**131**	12	117	2	43	75	13	120	8	2	-	129	2
Lower cost of postage	**87**	5	83	-	21	57	9	87	1	-	-	87	-
	34%	*19%*	*36%*	-	*26%*	*38%*	*38%*	*37%*	*5%*	-	-	*35%*	-
Lower cost of insurance	**12**	3	8	1	4	3	5	10	2	*	-	12	-
	5%	*13%*	*3%*	*68%*	*4%*	*2%*	*21%*	*4%*	*13%*	*3%*	-	*5%*	-
Guarantee that the parcel would arrive on time	**34**	3	31	-	19	15	*	33	-	1	-	34	-
	13%	*13%*	*13%*	-	*23%*	*10%*	*1%*	*14%*	-	*31%*	-	*13%*	-
Better ability to track the delivery	**58**	5	52	-	18	38	1	52	2	2	-	56	1
	23%	*22%*	*23%*	-	*22%*	*26%*	*6%*	*22%*	*13%*	*92%*	-	*22%*	*48%*
Parcel less likely to get lost	**29**	5	24	1	18	11	*	29	*	-	-	29	-
	12%	*21%*	*10%*	*27%*	***21%e***	*8%*	*1%*	*12%*	*1%*	-	-	*12%*	-
Ability to select an express service	**26**	5	21	-	12	7	7	26	-	-	-	26	-
	10%	*20%*	*9%*	-	*14%*	*5%*	*28%*	*11%*	-	-	-	*10%*	-
Quicker delivery	**51**	4	47	-	10	35	6	51	1	-	-	51	-
	20%	*17%*	*21%*	-	*12%*	*23%*	*27%*	*22%*	*4%*	-	-	*20%*	-
More convenient for me to drop the parcel off	**40**	3	37	-	12	27	1	39	1	-	-	40	-
	16%	*14%*	*16%*	-	*14%*	*18%*	*5%*	*17%*	*7%*	-	-	*16%*	-
More convenient for me to have the parcel collected	**68**	10	58	*	23	40	4	61	6	*	-	68	-
	27%	*41%*	*25%*	*5%*	*28%*	*27%*	*18%*	*26%*	*43%*	*5%*	-	*27%*	-
More convenient for the recipient to take the delivery	**33**	1	32	-	11	22	-	33	-	-	-	33	-
	13%	*6%*	*14%*	-	*13%*	*15%*	-	*14%*	-	-	-	*13%*	-
Ability to set a specific date/time for delivery	**25**	5	20	-	12	10	3	22	3	-	-	25	-
	10%	*22%*	*9%*	-	*14%*	*7%*	*14%*	*9%*	*22%*	-	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**255**	24**	229	2**	83*	148*	24**	236	15**	2**	-**	252	3**
Guarantee that the parcel would arrive intact	**24**	7	16	1	10	14	*	22	2	-	-	24	-
	9%	*31%*	*7%*	*27%*	*12%*	*9%*	*1%*	*9%*	*12%*	-	-	*9%*	-
Recommended by others	**18**	3	15	-	3	9	7	17	-	*	-	17	2
	7%	*13%*	*7%*	-	*3%*	*6%*	*27%*	*7%*	-	*3%*	-	*7%*	*52%*
Other: please specify	**35**	1	35	-	11	22	3	32	3	-	-	35	-
	14%	*3%*	*15%*	-	*13%*	*15%*	*11%*	*14%*	*21%*	-	-	*14%*	-
NET Cost	**93**	8	84	1	23	58	12	90	3	*	-	93	-
	36%	*32%*	*37%*	*68%*	*27%*	*39%*	*52%*	*38%*	*18%*	*3%*	-	*37%*	-
NET Reliability	**64**	10	53	1	35	29	*	61	2	1	-	64	-
	25%	*41%*	*23%*	*27%*	***42%e***	*20%*	*1%*	*26%*	*13%*	*31%*	-	*25%*	-
NET Speed	**70**	6	65	-	22	40	8	70	1	-	-	70	-
	28%	*24%*	*28%*	-	*27%*	*27%*	*35%*	*30%*	*4%*	-	-	*28%*	-
NET Convenience	**104**	13	91	-	35	63	6	95	5	2	-	102	1
	41%	*53%*	*40%*	-	*42%*	*42%*	*25%*	*41%*	*35%*	*92%*	-	*41%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	228	64	50	60	54	28	18	18	20	10	20	18	18	24	17	15	22
Weighted Base	255	68*	64**	64*	60*	29**	19**	20**	28**	11**	25**	19**	17**	28**	13**	16**	31**
Effective Base	131	40	26	33	34	18	11	12	12	5	9	11	10	13	9	9	16
Lower cost of postage	87	35	18	19	15	17	8	10	11	2	6	8	6	5	3	3	9
	34%	*52%d*	*28%*	*30%*	*25%*	*60%*	*43%*	*49%*	*38%*	*17%*	*22%*	*45%*	*32%*	*18%*	*22%*	*22%*	*28%*
Lower cost of insurance	12	5	1	5	1	3	2	*	1	-	-	-	1	4	1	*	*
	5%	*7%*	*2%*	*8%*	*2%*	*9%*	*9%*	*1%*	*4%*	-	-	-	*8%*	*14%*	*4%*	*2%*	*1%*
Guarantee that the parcel would arrive on time	34	13	4	6	11	7	2	4	3	-	1	-	4	2	1	2	9
	13%	*19%*	*6%*	*9%*	*19%*	*24%*	*9%*	*20%*	*12%*	-	*3%*	-	*21%*	*8%*	*4%*	*14%*	*27%*
Better ability to track the delivery	58	19	18	14	7	11	4	3	6	*	12	5	2	6	1	1	6
	23%	*27%*	*28%*	*21%*	*12%*	*39%*	*21%*	*16%*	*20%*	*1%*	*50%*	*27%*	*13%*	*22%*	*4%*	*4%*	*20%*
Parcel less likely to get lost	29	10	11	4	5	3	2	4	4	-	7	2	*	2	1	*	4
	12%	*15%*	*17%*	*6%*	*8%*	*11%*	*13%*	*22%*	*13%*	-	*29%*	*9%*	*	*8%*	*4%*	*3%*	*13%*
Ability to select an express service	26	3	2	4	17	1	-	2	-	2	-	-	*	4	5	4	8
	10%	*4%*	*3%*	*6%*	*28%ac*	*3%*	-	*9%*	-	*18%*	-	-	*1%*	*14%*	*38%*	*26%*	*25%*
Quicker delivery	51	16	7	21	8	8	5	2	1	2	3	4	10	7	3	1	4
	20%	*23%*	*11%*	*33%*	*13%*	*28%*	*28%*	*11%*	*5%*	*18%*	*14%*	*22%*	*57%*	*25%*	*20%*	*9%*	*12%*
More convenient for me to drop the parcel off	40	11	15	7	7	2	3	6	9	4	2	6	1	-	2	1	4
	16%	*17%*	*24%*	*11%*	*11%*	*8%*	*15%*	*30%*	*33%*	*37%*	*7%*	*33%*	*5%*	-	*13%*	*8%*	*12%*
More convenient for me to have the parcel collected	68	21	14	11	21	13	6	3	3	3	7	1	3	7	2	4	15
	27%	*32%*	*22%*	*18%*	*35%*	*44%*	*33%*	*13%*	*12%*	*28%*	*30%*	*5%*	*18%*	*26%*	*16%*	*24%*	*49%*
More convenient for the recipient to take the delivery	33	7	9	10	7	3	4	*	2	5	2	4	1	6	2	-	5
	13%	*11%*	*14%*	*16%*	*11%*	*12%*	*21%*	*	*7%*	*48%*	*7%*	*20%*	*3%*	*22%*	*13%*	-	*16%*
Ability to set a specific date/time for delivery	25	8	2	4	11	3	1	3	1	-	1	-	-	4	4	3	4
	10%	*12%*	*3%*	*6%*	*19%*	*12%*	*8%*	*16%*	*5%*	-	*3%*	-	-	*14%*	*33%*	*16%*	*14%*
Guarantee that the parcel would arrive intact	24	10	1	7	6	4	4	2	-	-	1	-	3	3	-	-	6
	9%	*15%*	*1%*	*10%*	*11%*	*13%*	*21%*	*11%*	-	-	*3%*	-	*19%*	*12%*	-	-	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	255	68*	64**	64*	60*	29**	19**	20**	28**	11**	25**	19**	17**	28**	13**	16**	31**
Recommended by others	18	5	4	3	7	2	-	3	1	-	2	-	-	3	3	2	2
	7%	7%	6%	5%	11%	8%	-	14%	4%	-	10%	-	-	11%	25%	10%	5%
Other: please specify	35	11	7	10	8	3	3	5	4	-	4	1	4	5	*	-	8
	14%	16%	12%	15%	13%	9%	14%	26%	14%	-	15%	5%	22%	17%	1%	-	24%
NET Cost	93	36	18	23	15	18	8	10	11	2	6	8	7	8	3	3	9
	36%	53%d	28%	37%	26%	63%	43%	49%	38%	17%	22%	45%	40%	29%	22%	22%	29%
NET Reliability	64	21	14	12	17	11	6	4	7	-	7	2	7	4	1	3	14
	25%	30%	22%	19%	28%	37%	30%	22%	25%	-	29%	9%	40%	14%	4%	17%	44%
NET Speed	70	18	7	22	23	9	5	4	1	2	3	4	10	8	8	6	10
	28%	27%	11%	34%	39%	31%	28%	20%	5%	18%	14%	22%	58%	28%	58%	35%	33%
NET Convenience	104	31	32	20	21	14	7	10	14	4	13	7	3	10	6	4	11
	41%	46%	50%	31%	35%	48%	36%	51%	51%	38%	53%	39%	18%	34%	42%	28%	36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	495	-	495	269	225	83	79	127	59	75	48	24	162	186	147	72	448	44	495
Weighted Base	514	-**	514	302	210	111*	79*	129*	67**	69*	39**	20**	190*	196	128*	59*	441	69*	495
Effective Base	274	-	274	158	115	53	46	77	30	38	21	14	98	104	72	35	239	33	495
Lower cost of postage	173	-	173	103	70	32	29	44	23	23	17	5	61	67	45	22	137	31	172
	34%	-	*34%*	*34%*	*33%*	*29%*	*37%*	*34%*	*34%*	*34%*	*45%*	*23%*	*32%*	*34%*	*35%*	*37%*	*31%*	*45%*	*35%*
Lower cost of insurance	74	-	74	62	12	22	20	18	7	3	2	2	43	25	7	3	63	8	67
	14%	-	*14%*	**21%d**	*6%*	**20%l**	**26%l**	*14%*	*10%*	*4%*	*5%*	*8%*	**22%no**	*13%*	*5%*	*6%*	*14%*	*12%*	*14%*
Guarantee that the parcel would arrive on time	85	-	85	56	29	22	23	24	10	4	2	-	45	34	6	2	74	9	73
	17%	-	*17%*	*19%*	*14%*	*20%*	**29%l**	*19%*	*14%*	*6%*	*4%*	-	**24%no**	**17%no**	*5%*	*3%*	*17%*	*13%*	*15%*
Better ability to track the delivery	153	-	153	98	56	34	16	48	22	25	2	6	50	70	33	8	137	12	138
	30%	-	*30%*	*32%*	*26%*	*31%*	*20%*	*38%*	*33%*	*37%*	*6%*	*28%*	*26%*	**36%o**	*26%*	*13%*	*31%*	*17%*	*28%*
Parcel less likely to get lost	103	-	103	56	46	33	21	27	10	10	2	1	54	37	12	3	82	19	98
	20%	-	*20%*	*19%*	*22%*	*30%*	*26%*	*21%*	*14%*	*14%*	*4%*	*4%*	**28%no**	**19%o**	*10%*	*4%*	*19%*	*28%*	*20%*
Ability to select an express service	73	-	73	50	22	16	19	25	4	6	2	-	36	30	8	2	56	15	59
	14%	-	*14%*	*17%*	*11%*	*14%*	*25%*	*19%*	*7%*	*9%*	*4%*	-	**19%no**	*15%*	*6%*	*3%*	*13%*	*22%*	*12%*
Quicker delivery	162	-	162	117	44	44	26	52	25	7	5	3	70	76	15	8	140	20	130
	32%	-	*32%*	**39%d**	*21%*	**40%l**	**33%l**	**40%l**	*36%*	*11%*	*13%*	*15%*	**37%no**	**39%no**	*12%*	*14%*	*32%*	*30%*	*26%*
More convenient for me to drop the parcel off	147	-	147	85	62	31	24	34	10	30	10	6	55	45	47	16	119	23	139
	29%	-	*29%*	*28%*	*29%*	*28%*	*31%*	*27%*	*15%*	*44%*	*26%*	*30%*	*29%*	*23%*	**37%m**	*28%*	*27%*	*34%*	*28%*
More convenient for me to have the parcel collected	158	-	158	104	54	33	26	39	22	22	7	8	59	61	37	15	140	14	159
	31%	-	*31%*	*34%*	*26%*	*30%*	*33%*	*30%*	*33%*	*32%*	*17%*	*42%*	*31%*	*31%*	*29%*	*25%*	*32%*	*21%*	*32%*
More convenient for the recipient to take the delivery	113	-	113	78	34	21	12	48	14	12	4	2	32	62	18	6	92	18	98
	22%	-	*22%*	*26%*	*16%*	*19%*	*15%*	**37%efi**	*21%*	*18%*	*10%*	*10%*	*17%*	**32%lno**	*14%*	*10%*	*21%*	*27%*	*20%*
Ability to set a specific date/time for delivery	89	-	89	70	19	21	19	26	13	10	-	-	40	39	10	-	72	16	70
	17%	-	*17%*	**23%d**	*9%*	*19%*	*24%*	*20%*	*19%*	*14%*	-	-	**21%no**	**20%no**	*8%*	-	*16%*	*23%*	*14%*
Guarantee that the parcel would arrive intact	89	-	89	67	22	18	12	33	7	11	4	4	31	40	19	8	77	10	75
	17%	-	*17%*	**22%d**	*10%*	*17%*	*15%*	*26%*	*11%*	*16%*	*10%*	*21%*	*16%*	*20%*	*15%*	*13%*	*18%*	*15%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**514**	-**	514	302	210	111*	79*	129*	67**	69*	39**	20**	190*	196	128*	59*	441	69*	495
Recommended by others	**84**	-	84	63	21	27	19	26	7	5	*	-	46	33	5	*	62	21	65
	16%	-	*16%*	**21%d**	*10%*	**24%l**	*24%*	*20%*	*11%*	*7%*	*1%*	-	**24%no**	**17%no**	*4%*	*1%*	*14%*	**30%p**	*13%*
Other: please specify	**27**	-	27	9	18	-	*	3	5	5	11	3	*	8	19	14	27	-	34
	5%	-	*5%*	*3%*	*9%*	-	*	*3%*	*7%*	**8%e**	*27%*	*15%*	*	**4%l**	**15%lm**	**23%lm**	*6%*	-	*7%*
NET Cost	**210**	-	210	133	76	44	41	56	23	23	18	5	85	80	45	22	174	31	204
	41%	-	*41%*	*44%*	*36%*	*39%*	*52%*	*44%*	*35%*	*34%*	*45%*	*23%*	*45%*	*41%*	*35%*	*37%*	*40%*	*45%*	*41%*
NET Reliability	**200**	-	200	126	73	52	39	61	20	18	5	5	91	81	28	10	164	34	169
	39%	-	*39%*	*42%*	*34%*	*47%*	**49%l**	**47%l**	*30%*	*26%*	*13%*	*25%*	**48%no**	**41%no**	*22%*	*17%*	*37%*	*49%*	*34%*
NET Speed	**198**	-	198	135	61	56	36	60	26	10	7	3	92	86	20	10	164	32	157
	38%	-	*38%*	**45%d**	*29%*	**51%l**	**46%l**	**46%l**	*39%*	*15%*	*17%*	*15%*	**49%no**	**44%no**	*15%*	*16%*	*37%*	*47%*	*32%*
NET Convenience	**276**	-	276	171	105	60	44	70	36	46	11	9	104	106	66	20	231	41	258
	54%	-	*54%*	*57%*	*50%*	*54%*	*55%*	*54%*	*53%*	*67%*	*29%*	*45%*	**55%o**	**54%o**	*52%*	*34%*	*52%*	*59%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	495	180	125	107	83	305	190	321	167	38	51	129	119	125	299	39	434
Weighted Base	514	174*	137*	125*	78*	311	203	388	116*	37**	42**	117*	112*	160*	271	39**	443
Effective Base	274	91	71	66	47	162	112	190	88	23	28	70	66	73	163	23	238
Lower cost of postage	173	55	53	36	28	108	64	127	39	18	17	42	39	39	97	20	139
	34%	*32%*	*39%*	*29%*	*36%*	*35%*	*32%*	*33%*	*34%*	*47%*	*40%*	*36%*	*35%*	*24%*	*36%*	*50%*	*31%*
Lower cost of insurance	74	33	11	18	12	44	29	61	9	8	6	14	12	26	32	8	59
	14%	**19%b**	*8%*	*14%*	*15%*	*14%*	*14%*	*16%*	*7%*	*21%*	*15%*	*12%*	*11%*	*16%*	*12%*	*20%*	*13%*
Guarantee that the parcel would arrive on time	85	32	23	22	7	55	30	70	12	10	4	19	13	36	35	10	72
	17%	*18%*	*17%*	*18%*	*9%*	*18%*	*15%*	*18%*	*11%*	*26%*	*9%*	*16%*	*12%*	*23%*	*13%*	*25%*	*16%*
Better ability to track the delivery	153	59	33	32	28	93	61	117	32	17	8	34	35	49	77	17	128
	30%	*34%*	*24%*	*26%*	*36%*	*30%*	*30%*	*30%*	*27%*	*44%*	*20%*	*29%*	*31%*	*31%*	*29%*	*42%*	*29%*
Parcel less likely to get lost	103	41	19	30	13	60	43	75	22	13	8	22	29	27	59	13	88
	20%	*23%*	*14%*	*24%*	*17%*	*19%*	*21%*	*19%*	*19%*	*35%*	*20%*	*19%*	*26%*	*17%*	*22%*	*33%*	*20%*
Ability to select an express service	73	35	16	14	7	51	22	60	7	2	6	14	17	32	37	2	69
	14%	*20%*	*12%*	*11%*	*9%*	*16%*	*11%*	**16%h**	*6%*	*5%*	*13%*	*12%*	*15%*	*20%*	*14%*	*5%*	*16%*
Quicker delivery	162	68	41	35	18	109	54	141	18	12	9	24	36	74	69	14	146
	32%	*39%*	*30%*	*28%*	*24%*	*35%*	*26%*	**36%h**	*16%*	*31%*	*22%*	*20%*	*32%*	**46%kn**	*25%*	*35%*	*33%*
More convenient for me to drop the parcel off	147	45	47	36	19	92	55	106	35	10	14	30	43	32	87	10	124
	29%	*26%*	*34%*	*29%*	*24%*	*30%*	*27%*	*27%*	*30%*	*27%*	*34%*	*25%*	**38%m**	*20%*	*32%*	*25%*	*28%*
More convenient for me to have the parcel collected	158	75	26	35	22	101	57	111	41	8	11	38	24	61	73	8	137
	31%	**43%b**	*19%*	*28%*	*28%*	*32%*	*28%*	*29%*	*35%*	*20%*	*26%*	*32%*	*22%*	**38%l**	*27%*	*19%*	*31%*
More convenient for the recipient to take the delivery	113	46	23	30	14	69	44	93	16	9	3	25	26	44	54	9	99
	22%	*26%*	*17%*	*24%*	*18%*	*22%*	*22%*	**24%h**	*13%*	*24%*	*7%*	*21%*	*23%*	*27%*	*20%*	*23%*	*22%*
Ability to set a specific date/time for delivery	89	51	18	13	7	69	20	79	8	6	3	9	19	50	31	6	82
	17%	**30%bcd**	*13%*	*10%*	*9%*	**22%f**	*10%*	**20%h**	*7%*	*16%*	*7%*	*7%*	*17%*	**31%kn**	*11%*	*15%*	*18%*
Guarantee that the parcel would arrive intact	89	38	21	18	12	58	31	75	12	6	7	16	20	29	44	6	78
	17%	*22%*	*15%*	*15%*	*16%*	*19%*	*15%*	*19%*	*10%*	*16%*	*18%*	*14%*	*18%*	*18%*	*16%*	*15%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**514**	174*	137*	125*	78*	311	203	388	116*	37**	42**	117*	112*	160*	271	39**	443
Recommended by others	**84**	37	21	14	12	59	26	70	12	3	6	17	20	29	43	3	75
	16%	*22%*	*15%*	*11%*	*15%*	*19%*	*13%*	*18%*	*11%*	*7%*	*15%*	*14%*	*18%*	*18%*	*16%*	*7%*	*17%*
Other: please specify	**27**	12	7	3	5	20	8	16	11	2	3	6	6	7	15	2	21
	5%	*7%*	*5%*	*2%*	*6%*	*6%*	*4%*	*4%*	*10%*	*5%*	*6%*	*5%*	*6%*	*4%*	*5%*	*5%*	*5%*
NET Cost	**210**	77	58	44	31	135	75	162	41	19	21	49	43	58	113	21	174
	41%	*44%*	*42%*	*35%*	*40%*	*43%*	*37%*	*42%*	*35%*	*52%*	*50%*	*42%*	*38%*	*37%*	*42%*	*55%*	*39%*
NET Reliability	**200**	76	44	58	21	120	79	160	33	16	14	42	42	70	99	16	176
	39%	*44%*	*32%*	**47%d**	*27%*	*39%*	*39%*	**41%h**	*29%*	*44%*	*34%*	*36%*	*38%*	*44%*	*36%*	*41%*	*40%*
NET Speed	**198**	73	56	46	24	128	69	167	25	12	12	36	44	84	92	14	180
	38%	*42%*	*41%*	*37%*	*30%*	*41%*	*34%*	**43%h**	*21%*	*31%*	*29%*	*31%*	*39%*	**53%kn**	*34%*	*35%*	*41%*
NET Convenience	**276**	104	75	58	38	180	97	211	58	22	21	53	69	86	143	22	235
	54%	*60%*	*55%*	*47%*	*49%*	*58%*	*48%*	*54%*	*50%*	*59%*	*50%*	*45%*	*61%*	*54%*	*53%*	*55%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	495	323	172	77	253	89	76	77	41	30	20	14	26	18	41	35	28	7	82
Weighted Base	514	448	65*	30**	424	53*	20**	17*	31*	54**	32**	22**	38**	28**	91*	85*	42**	4**	49*
Effective Base	274	230	48	21	208	36	27	44	39	28	17	13	23	16	36	32	25	5	32
Lower cost of postage	173	154	19	6	143	16	8	5	8	21	16	12	19	5	39	14	9	2	15
	34%	*34%*	*29%*	*19%*	*34%*	*31%*	*41%*	*30%*	*28%*	*39%*	*50%*	*51%*	*50%*	*17%*	**43%o**	*17%*	*21%*	*44%*	*30%*
Lower cost of insurance	74	65	9	2	64	6	3	1	7	6	5	2	5	6	24	3	6	1	5
	14%	*14%*	*14%*	*5%*	*15%*	*11%*	*13%*	*7%*	**24%o**	*12%*	*17%*	*8%*	*14%*	*21%*	**26%o**	*4%*	*13%*	*26%*	*10%*
Guarantee that the parcel would arrive on time	85	81	4	1	68	12	2	3	9	11	6	6	8	4	12	11	3	*	12
	17%	*18%*	*6%*	*5%*	*16%*	*23%*	*9%*	*15%*	*29%*	*20%*	*20%*	*25%*	*21%*	*12%*	*13%*	*13%*	*7%*	*10%*	*24%*
Better ability to track the delivery	153	139	14	9	135	12	3	3	12	26	8	11	8	8	31	25	5	2	10
	30%	*31%*	*21%*	*31%*	*32%*	*23%*	*14%*	*17%*	*39%*	*48%*	*26%*	*50%*	*22%*	*30%*	*34%*	*29%*	*12%*	*53%*	*21%*
Parcel less likely to get lost	103	90	13	8	86	9	4	4	9	13	3	7	9	6	16	14	9	1	8
	20%	*20%*	*20%*	*27%*	*20%*	*17%*	*19%*	*26%*	*28%*	*25%*	*9%*	*33%*	*23%*	*21%*	*18%*	*17%*	*20%*	*26%*	*16%*
Ability to select an express service	73	67	6	4	66	3	2	2	8	13	7	7	4	-	15	5	6	1	2
	14%	*15%*	*10%*	*15%*	*16%*	*6%*	*11%*	*9%*	**28%or**	*24%*	*23%*	*32%*	*9%*	-	*17%*	*6%*	*14%*	*26%*	*4%*
Quicker delivery	162	154	8	4	137	17	4	4	11	21	11	8	11	10	37	19	11	1	16
	32%	**34%b**	*13%*	*12%*	*32%*	*32%*	*21%*	*22%*	*37%*	*38%*	*34%*	*34%*	*29%*	*34%*	*40%*	*22%*	*26%*	*34%*	*32%*
More convenient for me to drop the parcel off	147	132	14	5	120	17	5	5	12	21	10	9	5	7	26	14	16	2	15
	29%	*30%*	*22%*	*18%*	*28%*	*32%*	*26%*	*26%*	**38%o**	*38%*	*33%*	*40%*	*14%*	*26%*	*29%*	*16%*	*37%*	*60%*	*30%*
More convenient for me to have the parcel collected	158	133	25	17	133	15	5	4	11	15	11	3	12	9	31	30	11	2	13
	31%	*30%*	*38%*	*57%*	*32%*	*27%*	*26%*	*25%*	*36%*	*28%*	*36%*	*15%*	*31%*	*31%*	*34%*	*35%*	*26%*	*47%*	*26%*
More convenient for the recipient to take the delivery	113	96	17	8	100	7	3	2	11	13	9	7	7	7	22	11	13	1	6
	22%	*21%*	*26%*	*28%*	*24%*	*14%*	*14%*	*14%*	**34%or**	*24%*	*28%*	*32%*	*19%*	*24%*	*25%*	*13%*	*31%*	*26%*	*13%*
Ability to set a specific date/time for delivery	89	86	3	2	82	3	3	1	6	16	6	6	10	6	19	8	4	1	2
	17%	**19%b**	*5%*	*8%*	**19%g**	*6%*	*15%*	*6%*	*19%*	*29%*	*20%*	*25%*	*28%*	*22%*	*21%*	*9%*	*11%*	*26%*	*5%*
Guarantee that the parcel would arrive intact	89	83	6	2	77	8	1	3	7	13	2	7	6	5	20	13	4	2	7
	17%	*18%*	*10%*	*6%*	*18%*	*16%*	*4%*	*19%*	*23%*	*24%*	*7%*	*30%*	*17%*	*17%*	*21%*	*15%*	*10%*	*43%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**514**	448	65*	30**	424	53*	20**	17*	31*	54**	32**	22**	38**	28**	91*	85*	42**	4**	49*
Recommended by others	**84**	74	10	8	72	8	4	1	8	5	3	4	6	1	28	12	6	-	8
	16%	*17%*	*15%*	*29%*	*17%*	*16%*	*18%*	*5%*	*25%*	*9%*	*10%*	*18%*	*16%*	*4%*	*31%*	*14%*	*13%*	-	*17%*
Other: please specify	**27**	21	6	1	19	4	3	2	1	-	2	-	1	1	2	9	2	-	4
	5%	*5%*	*10%*	*3%*	*4%*	*8%*	*14%*	*9%*	*4%*	-	*6%*	-	*3%*	*4%*	*2%*	*11%*	*5%*	-	*9%*
NET Cost	**210**	189	20	6	176	19	9	6	13	24	21	12	19	7	52	17	10	2	17
	41%	*42%*	*31%*	*19%*	*42%*	*35%*	*47%*	*33%*	***42%o***	*45%*	*66%*	*51%*	*50%*	*26%*	***57%o***	*20%*	*25%*	*44%*	*34%*
NET Reliability	**200**	185	15	8	169	20	5	7	17	27	10	10	12	8	37	37	12	2	18
	39%	***41%b***	*23%*	*28%*	*40%*	*38%*	*23%*	*39%*	*55%*	*50%*	*31%*	*43%*	*31%*	*30%*	*41%*	*43%*	*27%*	*53%*	*36%*
NET Speed	**198**	184	13	7	170	18	4	5	14	28	14	13	12	10	44	22	13	2	16
	38%	***41%b***	*21%*	*24%*	*40%*	*34%*	*21%*	*27%*	*46%*	*52%*	*44%*	*57%*	*32%*	*34%*	*48%*	*26%*	*30%*	*60%*	*32%*
NET Convenience	**276**	252	25	11	235	25	9	8	19	40	20	15	19	15	47	41	20	3	22
	54%	***56%b***	*38%*	*37%*	*56%*	*46%*	*43%*	*45%*	*63%*	*73%*	*63%*	*66%*	*51%*	*55%*	*51%*	*48%*	*48%*	*77%*	*44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	495	186	213	51	30	13	399	43	208	200	63	15	7	408	22
Weighted Base	514	202	215	53**	24**	16**	417	40**	221	212	61*	9**	7**	433	16**
Effective Base	274	110	115	29	13	7	225	19	119	112	32	6	4	231	9
Lower cost of postage	173	57	82	15	11	6	139	17	69	69	25	6	2	137	8
	34%	*28%*	*38%*	*28%*	*44%*	*38%*	*33%*	*42%*	*31%*	*32%*	*41%*	*64%*	*28%*	*32%*	*48%*
Lower cost of insurance	74	39	22	5	5	3	61	7	35	28	9	1	*	64	1
	14%	*19%*	*10%*	*10%*	*19%*	*17%*	*15%*	*18%*	*16%*	*13%*	*15%*	*8%*	*1%*	*15%*	*5%*
Guarantee that the parcel would arrive on time	85	34	40	7	1	2	74	3	37	41	4	*	1	78	2
	17%	*17%*	*19%*	*13%*	*6%*	*13%*	*18%*	*9%*	*17%*	*19%*	*7%*	*2%*	*19%*	*18%*	*10%*
Better ability to track the delivery	153	77	56	14	4	2	133	6	80	48	21	3	*	128	3
	30%	**38%b**	*26%*	*26%*	*15%*	*12%*	*32%*	*14%*	**36%l**	*23%*	*34%*	*36%*	*3%*	*30%*	*21%*
Parcel less likely to get lost	103	39	37	20	5	2	75	7	46	40	9	3	4	86	7
	20%	*19%*	*17%*	*37%*	*20%*	*15%*	*18%*	*18%*	*21%*	*19%*	*15%*	*37%*	*57%*	*20%*	*46%*
Ability to select an express service	73	39	24	5	4	*	62	5	40	24	6	-	2	64	2
	14%	*19%*	*11%*	*9%*	*17%*	*3%*	*15%*	*12%*	*18%*	*11%*	*10%*	-	*33%*	*15%*	*15%*
Quicker delivery	162	71	61	17	6	6	133	12	79	65	16	*	2	143	2
	32%	*35%*	*29%*	*32%*	*25%*	*36%*	*32%*	*29%*	*36%*	*30%*	*27%*	*1%*	*22%*	*33%*	*11%*
More convenient for me to drop the parcel off	147	67	57	20	3	*	123	4	62	63	15	4	2	125	7
	29%	*33%*	*26%*	*37%*	*14%*	*3%*	*30%*	*9%*	*28%*	*30%*	*25%*	*51%*	*31%*	*29%*	*42%*
More convenient for me to have the parcel collected	158	63	66	13	9	3	129	12	58	65	30	2	*	123	2
	31%	*31%*	*31%*	*24%*	*36%*	*20%*	*31%*	*30%*	*26%*	*30%*	**48%hm**	*21%*	*4%*	*28%*	*13%*
More convenient for the recipient to take the delivery	113	38	50	15	4	5	88	9	49	50	6	3	3	100	6
	22%	*19%*	*23%*	*27%*	*17%*	*30%*	*21%*	*22%*	*22%*	*24%*	*10%*	*35%*	*44%*	*23%*	*39%*
Ability to set a specific date/time for delivery	89	41	36	8	4	-	77	4	41	37	9	*	*	79	1
	17%	*20%*	*17%*	*15%*	*15%*	-	*18%*	*9%*	*19%*	*18%*	*15%*	*2%*	*6%*	*18%*	*4%*
Guarantee that the parcel would arrive intact	89	38	41	9	1	*	79	2	41	40	6	2	*	81	2
	17%	*19%*	*19%*	*17%*	*6%*	*1%*	*19%*	*4%*	*18%*	*19%*	*10%*	*21%*	*1%*	*19%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**514**	202	215	53**	24**	16**	417	40**	221	212	61*	9**	7**	433	16**
Recommended by others	**84**	40	28	12	2	*	68	2	39	28	7	3	5	67	8
	16%	*20%*	*13%*	*22%*	*7%*	*2%*	*16%*	*5%*	*17%*	*13%*	*12%*	*29%*	*71%*	*15%*	*48%*
Other: please specify	**27**	17	10	*	-	-	27	-	13	12	1	1	-	26	1
	5%	*9%*	*5%*	*1%*	-	-	*6%*	-	*6%*	*6%*	*1%*	*13%*	-	*6%*	*7%*
NET Cost	**210**	79	90	18	12	8	169	20	86	86	27	6	2	172	8
	41%	*39%*	*42%*	*34%*	*51%*	*50%*	*40%*	*50%*	*39%*	*41%*	*44%*	*64%*	*28%*	*40%*	*48%*
NET Reliability	**200**	80	84	26	5	4	164	9	87	88	14	5	4	175	9
	39%	*40%*	*39%*	*48%*	*21%*	*25%*	*39%*	*23%*	*39%*	*42%*	*23%*	*56%*	*58%*	*41%*	*57%*
NET Speed	**198**	85	75	22	9	6	160	15	96	75	21	*	4	171	4
	38%	*42%*	*35%*	*41%*	*38%*	*36%*	*38%*	*37%*	*43%*	*35%*	*35%*	*1%*	*53%*	*40%*	*25%*
NET Convenience	**276**	129	108	28	8	2	236	11	124	105	38	5	3	229	8
	54%	***64%b***	*50%*	*53%*	*34%*	*15%*	*57%*	*27%*	*56%*	*49%*	*62%*	*62%*	*41%*	*53%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	495	62	425	8	180	278	37	485	5	2	-	492	3
Weighted Base	514	68*	438	8**	182	298	34**	500	9**	***	-**	510	4**
Effective Base	274	38	231	5	103	152	20	267	5	1	-	272	2
Lower cost of postage	173	17	154	2	52	107	13	164	6	-	-	170	3
	34%	*24%*	*35%*	*26%*	*29%*	*36%*	*39%*	*33%*	*64%*	-	-	*33%*	*76%*
Lower cost of insurance	74	14	59	*	38	28	8	70	3	-	-	73	1
	14%	*21%*	*14%*	*2%*	**21%e**	*9%*	*24%*	*14%*	*39%*	-	-	*14%*	*14%*
Guarantee that the parcel would arrive on time	85	19	63	2	33	47	5	80	5	-	-	85	-
	17%	**28%b**	*14%*	*31%*	*18%*	*16%*	*16%*	*16%*	*57%*	-	-	*17%*	-
Better ability to track the delivery	153	28	124	2	58	82	13	151	2	*	-	153	1
	30%	*42%*	*28%*	*19%*	*32%*	*28%*	*38%*	*30%*	*20%*	*83%*	-	*30%*	*14%*
Parcel less likely to get lost	103	21	80	3	44	46	13	98	3	-	-	102	2
	20%	*31%*	*18%*	*32%*	*24%*	*16%*	*38%*	*20%*	*39%*	-	-	*20%*	*38%*
Ability to select an express service	73	17	53	3	34	32	7	66	7	-	-	73	-
	14%	**25%b**	*12%*	*33%*	*19%*	*11%*	*20%*	*13%*	*82%*	-	-	*14%*	-
Quicker delivery	162	32	127	3	66	81	15	156	5	-	-	161	1
	32%	**48%b**	*29%*	*35%*	*36%*	*27%*	*45%*	*31%*	*61%*	-	-	*32%*	*24%*
More convenient for me to drop the parcel off	147	7	137	2	45	95	7	145	2	-	-	147	-
	29%	*11%*	**31%a**	*28%*	*25%*	*32%*	*21%*	*29%*	*18%*	-	-	*29%*	-
More convenient for me to have the parcel collected	158	30	122	5	57	86	15	152	3	-	-	155	3
	31%	**45%b**	*28%*	*65%*	*31%*	*29%*	*44%*	*30%*	*39%*	-	-	*30%*	*62%*
More convenient for the recipient to take the delivery	113	20	91	2	46	54	13	109	2	-	-	111	2
	22%	*30%*	*21%*	*21%*	*25%*	*18%*	*38%*	*22%*	*25%*	-	-	*22%*	*38%*
Ability to set a specific date/time for delivery	89	28	61	-	39	40	11	84	6	*	-	89	-
	17%	**41%b**	*14%*	-	*21%*	*13%*	*31%*	*17%*	*64%*	*17%*	-	*18%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**514**	68*	438	8**	182	298	34**	500	9**	***	-**	510	4**
Guarantee that the parcel would arrive intact	**89**	19	70	1	43	38	8	86	3	*	-	89	-
	17%	*28%*	*16%*	*7%*	**24%e**	*13%*	*25%*	*17%*	*39%*	*17%*	-	*18%*	-
Recommended by others	**84**	23	62	-	35	43	6	80	2	-	-	82	3
	16%	**33%b**	*14%*	-	*19%*	*15%*	*17%*	*16%*	*18%*	-	-	*16%*	*62%*
Other: please specify	**27**	2	25	-	11	12	4	27	-	-	-	27	-
	5%	*3%*	*6%*	-	*6%*	*4%*	*12%*	*5%*	-	-	-	*5%*	-
NET Cost	**210**	26	182	2	72	122	16	201	6	-	-	206	3
	41%	*38%*	*42%*	*26%*	*39%*	*41%*	*48%*	*40%*	*64%*	-	-	*41%*	*76%*
NET Reliability	**200**	36	159	5	88	94	18	193	5	*	-	198	2
	39%	**53%b**	*36%*	*63%*	**48%e**	*32%*	*53%*	*39%*	*57%*	*17%*	-	*39%*	*38%*
NET Speed	**198**	39	155	3	82	97	18	188	9	-	-	197	1
	38%	**58%b**	*35%*	*35%*	**45%e**	*33%*	*54%*	*38%*	*100%*	-	-	*39%*	*24%*
NET Convenience	**276**	43	231	2	99	156	21	268	7	*	-	276	1
	54%	*64%*	*53%*	*28%*	*54%*	*52%*	*63%*	*54%*	*82%*	*100%*	-	*54%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	495	130	122	110	133	51	45	34	48	40	34	34	42	34	39	45	49
Weighted Base	514	122*	120*	120*	152*	45**	42**	34**	45**	41**	34**	31**	52**	38**	44**	58**	49*
Effective Base	274	75	70	51	84	27	26	23	25	27	19	14	21	17	26	28	31
Lower cost of postage	173	34	39	52	48	17	10	8	16	13	10	14	22	15	5	30	13
	34%	*28%*	*33%*	*43%*	*32%*	*37%*	*23%*	*22%*	*36%*	*32%*	*28%*	*45%*	*43%*	*41%*	*10%*	*52%*	*27%*
Lower cost of insurance	74	14	14	20	26	7	4	3	6	6	3	6	5	8	7	10	9
	14%	*11%*	*12%*	*16%*	*17%*	*15%*	*10%*	*9%*	*13%*	*14%*	*9%*	*21%*	*10%*	*21%*	*16%*	*17%*	*17%*
Guarantee that the parcel would arrive on time	85	16	10	29	30	7	7	1	1	4	6	13	7	9	8	8	14
	17%	*13%*	*9%*	**24%b**	*20%*	*16%*	*16%*	*4%*	*1%*	*10%*	*17%*	*41%*	*14%*	*24%*	*17%*	*15%*	*28%*
Better ability to track the delivery	153	38	31	39	45	7	16	14	10	11	10	12	7	20	10	14	21
	30%	*31%*	*26%*	*32%*	*30%*	*17%*	*38%*	*41%*	*23%*	*26%*	*30%*	*38%*	*14%*	*52%*	*23%*	*24%*	*43%*
Parcel less likely to get lost	103	30	21	19	34	7	12	10	6	6	9	6	7	7	6	12	15
	20%	*25%*	*17%*	*16%*	*22%*	*16%*	*29%*	*30%*	*14%*	*14%*	*25%*	*18%*	*13%*	*18%*	*14%*	*21%*	*31%*
Ability to select an express service	73	12	13	19	29	3	4	4	4	7	2	6	7	5	11	7	11
	14%	*10%*	*11%*	*16%*	*19%*	*7%*	*10%*	*12%*	*8%*	*18%*	*7%*	*20%*	*14%*	*14%*	*25%*	*12%*	*22%*
Quicker delivery	162	28	34	50	50	7	12	9	9	10	15	16	14	20	13	16	21
	32%	*23%*	*29%*	**42%a**	*33%*	*15%*	*28%*	*28%*	*21%*	*24%*	*44%*	*51%*	*27%*	*54%*	*29%*	*28%*	*42%*
More convenient for me to drop the parcel off	147	31	27	34	55	11	8	12	8	12	7	10	15	10	16	19	21
	29%	*26%*	*22%*	*28%*	*36%*	*25%*	*19%*	*35%*	*17%*	*30%*	*19%*	*31%*	*28%*	*25%*	*35%*	*32%*	*42%*
More convenient for me to have the parcel collected	158	49	33	42	34	17	20	13	9	11	13	12	10	20	5	15	13
	31%	**41%d**	*27%*	*35%*	*22%*	*37%*	*47%*	*38%*	*21%*	*26%*	*38%*	*37%*	*20%*	*52%*	*12%*	*26%*	*27%*
More convenient for the recipient to take the delivery	113	21	14	36	41	8	7	6	2	9	3	6	19	12	9	19	14
	22%	*17%*	*12%*	**30%b**	**27%b**	*18%*	*17%*	*16%*	*5%*	*21%*	*10%*	*19%*	*36%*	*31%*	*19%*	*32%*	*29%*
Ability to set a specific date/time for delivery	89	19	8	34	29	4	12	3	*	6	1	4	13	17	7	13	8
	17%	*16%*	*6%*	**28%b**	**19%b**	*10%*	*28%*	*7%*	*1%*	*15%*	*3%*	*14%*	*24%*	*45%*	*16%*	*23%*	*17%*
Guarantee that the parcel would arrive intact	89	18	13	20	39	2	8	8	4	8	1	4	10	5	12	13	14
	17%	*15%*	*11%*	*16%*	**26%b**	*5%*	*19%*	*22%*	*9%*	*20%*	*3%*	*14%*	*20%*	*13%*	*26%*	*23%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**514**	122*	120*	120*	152*	45**	42**	34**	45**	41**	34**	31**	52**	38**	44**	58**	49*
Recommended by others	**84**	15	16	22	31	4	4	7	9	3	3	4	9	9	8	13	10
	16%	*12%*	*13%*	*19%*	*21%*	*10%*	*9%*	*21%*	*21%*	*8%*	*9%*	*13%*	*17%*	*25%*	*19%*	*21%*	*21%*
Other: please specify	**27**	12	9	3	4	8	4	-	6	1	1	*	2	1	2	2	-
	5%	**10%d**	*7%*	*2%*	*2%*	*17%*	*10%*	-	*14%*	*2%*	*4%*	*	*3%*	*3%*	*5%*	*3%*	-
NET Cost	**210**	41	43	61	65	20	12	9	16	14	13	15	25	20	12	35	18
	41%	*34%*	*36%*	*51%*	*42%*	*44%*	*28%*	*27%*	*36%*	*36%*	*37%*	*50%*	*49%*	*54%*	*26%*	*60%*	*36%*
NET Reliability	**200**	46	36	48	70	12	19	15	10	12	15	15	18	15	20	23	27
	39%	*38%*	*30%*	*40%*	**46%b**	*26%*	*45%*	*44%*	*22%*	*29%*	*42%*	*49%*	*35%*	*39%*	*45%*	*40%*	*54%*
NET Speed	**198**	36	45	51	65	9	15	12	13	17	16	17	14	20	18	20	26
	38%	*30%*	*38%*	*42%*	*43%*	*21%*	*36%*	*34%*	*29%*	*42%*	*45%*	*54%*	*27%*	*54%*	*41%*	*35%*	*54%*
NET Convenience	**276**	65	50	68	94	17	25	23	16	18	15	17	23	28	27	32	35
	54%	*53%*	*41%*	*57%*	**62%b**	*38%*	*58%*	*67%*	*36%*	*45%*	*44%*	*57%*	*44%*	*75%*	*60%*	*54%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2846**	-	2846	1347	1494	397	370	608	355	562	344	210	767	963	1116	554	2632	199	2846
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Effective Base	**1506**	-	1506	734	768	242	218	371	185	253	127	120	459	552	495	243	1353	147	2846
I paid for the postage	**2432**	-	2432	1200	1227	389	338	584	335	391	233	161	727	919	786	395	2156	265	2511
	88%	-	*88%*	*88%*	*87%*	*87%*	*87%*	*91%jk*	*90%k*	*87%*	*85%*	*81%*	*87%*	*91%no*	*85%*	*83%*	*88%*	*84%*	*88%*
I used a pre-paid returns label	**566**	-	566	265	301	102	66	105	81	93	78	41	168	186	213	120	489	73	571
	20%	-	*20%*	*19%*	*21%*	*23%*	*17%*	*16%*	*22%*	*21%*	*28%fg*	*21%*	*20%*	*18%*	*23%*	*25%m*	*20%*	*23%*	*20%*
I don't know	**26**	-	26	10	15	7	4	1	1	6	3	4	10	2	13	7	22	3	33
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*2%g*	*1%m*	*	*1%m*	*1%m*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2846**	823	870	555	598	1693	1153	1614	1189	299	362	693	751	543	1806	304	2391
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Effective Base	**1506**	369	487	310	344	855	651	924	596	167	195	356	396	292	944	171	1253
I paid for the postage	**2432**	612	808	507	505	1420	1012	1677	721	263	270	588	646	513	1505	268	2046
	88%	*90%*	*88%*	*87%*	*87%*	*89%*	*87%*	*89%*	*86%*	*92%*	*86%*	*87%*	*89%*	*88%*	*88%*	*92%*	*88%*
I used a pre-paid returns label	**566**	139	184	135	108	323	243	385	170	48	67	130	142	138	339	48	490
	20%	*20%*	*20%*	*23%*	*19%*	*20%*	*21%*	*20%*	*20%*	*17%*	*21%*	*19%*	*20%*	*24%*	*20%*	*17%*	*21%*
I don't know	**26**	*	10	4	12	10	16	9	14	2	3	11	2	-	16	3	16
	1%	*	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	**2%g**	*1%*	*1%*	**2%m**	*	-	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2846**	1754	1092	484	1347	617	498	384	147	152	143	127	164	139	178	159	138	105	512
Weighted Base	**2770**	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Effective Base	**1506**	1237	283	113	1117	260	191	223	136	139	124	114	132	121	161	145	126	47	214
I paid for the postage	**2432**	2072	360	131	2000	227	127	79	104	258	189	151	222	215	354	325	181	30	197
	88%	*88%*	*87%*	*88%*	*87%*	**92%d**	*92%*	*90%*	*90%*	*87%*	*88%*	*85%*	*89%*	*85%*	*88%*	*86%*	*87%*	*79%*	**94%ijkmnopq**
I used a pre-paid returns label	**566**	485	81	27	474	48	25	20	23	56	48	27	40	57	85	100	37	14	33
	20%	*21%*	*20%*	*18%*	*21%*	*19%*	*18%*	*23%*	*20%*	*19%*	*22%*	*16%*	*16%*	*22%*	*21%*	**27%kl**	*18%*	**38%hijklmnpr**	*16%*
I don't know	**26**	20	5	3	22	2	*	1	2	5	1	4	2	2	5	-	3	1	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**2%o**	*2%*	*	**2%o**	*1%*	*1%*	*1%*	-	*1%*	**2%o**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2846**	1103	1104	358	193	68	2207	261	1225	1132	335	111	27	2357	138
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Effective Base	**1506**	581	571	202	104	37	1152	140	626	602	188	69	13	1227	82
I paid for the postage	**2432**	959	934	321	149	56	1893	205	1041	987	291	85	20	2028	105
	88%	**89%dg**	**88%dg**	*87%*	*80%*	*85%*	**89%dg**	*82%*	**91%ijkn**	**87%kn**	*83%*	*76%*	*80%*	**89%jkn**	*77%*
I used a pre-paid returns label	**566**	213	221	71	45	16	434	61	201	253	80	27	5	455	32
	20%	*20%*	*21%*	*19%*	*24%*	*24%*	*20%*	*24%*	*18%*	**22%h**	*23%*	*24%*	*20%*	*20%*	*23%*
I don't know	**26**	2	9	6	3	1	11	3	*	9	8	3	-	9	3
	1%	*	*1%*	**2%a**	**2%a**	*1%*	*1%*	*1%*	*	**1%h**	**2%hm**	**3%hm**	-	*	**2%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2846**	226	2571	49	887	1776	183	2778	38	15	1	2831	14
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Effective Base	**1506**	129	1350	28	477	929	105	1460	27	8	1	1494	12
I paid for the postage	**2432**	201	2189	42	734	1560	138	2372	40	9	*	2421	11
	88%	*90%*	*88%*	*93%*	**90%f**	**88%f**	*78%*	*88%*	*84%*	*79%*	*100%*	*88%*	*53%*
I used a pre-paid returns label	**566**	38	526	2	156	371	39	547	8	2	-	557	9
	20%	*17%*	*21%*	*5%*	*19%*	*21%*	*22%*	*20%*	*17%*	*17%*	-	*20%*	*44%*
I don't know	**26**	3	19	3	6	13	7	20	1	1	-	21	4
	1%	*1%*	*1%*	*6%*	*1%*	*1%*	**4%de**	*1%*	*2%*	*5%*	-	*1%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2846**	760	705	671	710	279	234	247	246	216	243	205	224	242	222	241	247
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Effective Base	**1506**	410	377	324	400	137	138	136	128	121	130	98	108	118	129	131	143
I paid for the postage	**2432**	636	599	565	632	232	189	214	202	173	225	182	169	214	196	237	199
	88%	*87%*	*86%*	*86%*	**93%abc**	*89%*	*83%*	*87%*	*85%*	*84%*	*87%*	**90%l**	*80%*	*89%*	**93%hil**	**95%fghjl**	**90%l**
I used a pre-paid returns label	**566**	152	171	142	101	57	49	47	57	57	57	35	66	41	35	30	35
	20%	**21%d**	**24%d**	**22%d**	*15%*	**22%o**	**21%o**	*19%*	**24%o**	**28%mnop**	**22%o**	*18%*	**31%gkmnop**	*17%*	*17%*	*12%*	*16%*
I don't know	**26**	10	3	7	6	1	5	3	1	2	*	1	1	5	1	2	3
	1%	*1%*	*	*1%*	*1%*	*	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	*2%*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2846**	-	2846	1347	1494	397	370	608	355	562	344	210	767	963	1116	554	2632	199	2846
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Effective Base	**1506**	-	1506	734	768	242	218	371	185	253	127	120	459	552	495	243	1353	147	2846
Royal Mail Small Parcels, 1st class, Signed for	**974**	-	974	574	401	208	204	317	101	78	37	29	412	418	144	66	796	173	896
	35%	-	*35%*	**42%d**	*28%*	**46%hijk**	**53%hijk**	**50%hijk**	**27%ijk**	*17%*	*13%*	*15%*	**49%mno**	**41%no**	*16%*	*14%*	*33%*	**55%p**	*31%*
Royal Mail Small Parcels, 1st class, Not signed for	**842**	-	842	388	451	104	90	152	124	184	114	73	194	276	371	187	752	84	886
	30%	-	*30%*	*29%*	*32%*	*23%*	*23%*	*24%*	**33%efg**	**41%efg**	**41%efg**	**37%efg**	*23%*	*27%*	**40%lm**	**40%lm**	*31%*	*27%*	*31%*
Royal Mail Small Parcels, 2nd class, Signed for	**528**	-	528	328	200	131	92	159	48	59	25	13	223	208	97	38	447	76	502
	19%	-	*19%*	**24%d**	*14%*	**29%hijk**	**24%hijk**	**25%hijk**	*13%*	*13%*	*9%*	*6%*	**27%mno**	**20%no**	*11%*	*8%*	*18%*	*24%*	*18%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1010**	-	1010	434	576	166	144	209	125	175	108	83	310	334	366	190	893	112	1040
	36%	-	*36%*	*32%*	**41%c**	*37%*	*37%*	*33%*	*34%*	*39%*	*39%*	*42%*	*37%*	*33%*	**40%m**	*40%*	*37%*	*36%*	*37%*
Royal Mail Medium Parcels, 1st class, Signed for	**564**	-	564	349	215	139	115	186	48	40	22	15	254	233	76	37	469	90	499
	20%	-	*20%*	**26%d**	*15%*	**31%hijk**	**30%hijk**	**29%hijk**	*13%*	*9%*	*8%*	*8%*	**30%mno**	**23%no**	*8%*	*8%*	*19%*	**29%p**	*18%*
Royal Mail Medium Parcels, 1st class, Not signed for	**532**	-	532	232	300	118	56	95	71	95	66	31	175	166	191	96	434	92	532
	19%	-	*19%*	*17%*	**21%c**	**26%fgk**	*15%*	*15%*	*19%*	**21%g**	**24%fg**	*16%*	*21%*	*16%*	*21%*	*20%*	*18%*	**29%p**	*19%*
Royal Mail Medium Parcels, 2nd class, Signed for	**374**	-	374	242	132	97	69	134	30	26	8	9	166	164	44	18	311	57	331
	13%	-	*13%*	**18%d**	*9%*	**22%hijk**	**18%hijk**	**21%hijk**	*8%*	*6%*	*3%*	*5%*	**20%no**	**16%no**	*5%*	*4%*	*13%*	*18%*	*12%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**597**	-	597	274	323	140	92	112	65	93	58	36	232	178	187	94	504	89	611
	22%	-	*22%*	*20%*	*23%*	**31%ghijk**	*24%*	*18%*	*17%*	*21%*	*21%*	*18%*	**28%mno**	*18%*	*20%*	*20%*	*21%*	**28%p**	*21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**358**	-	358	239	119	116	66	133	27	13	2	1	182	160	16	3	291	66	279
	13%	-	*13%*	**18%d**	*8%*	**26%fhijk**	**17%hijk**	**21%hijk**	**7%ijk**	*3%*	*1%*	*	**22%mno**	**16%no**	*2%*	*1%*	*12%*	**21%p**	*10%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339**	-	339	176	163	79	75	92	39	35	10	10	153	131	55	20	265	72	314
	12%	-	*12%*	*13%*	*12%*	**18%hijk**	**19%hijk**	**14%ijk**	**10%j**	*8%*	*4%*	*5%*	**18%mno**	**13%no**	*6%*	*4%*	*11%*	**23%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2770**	-**	2770	1358	1407	448	387	640	373	448	275	198	835	1013	922	473	2440	314	2846
Other (please specify)	**21**	-	21	8	13	-	1	4	2	9	3	3	1	6	15	6	20	1	24
	1%	-	*1%*	*1%*	*1%*	-	*	*1%*	*	**2%e**	*1%*	**2%e**	*	*1%*	**2%l**	**1%l**	*1%*	*	*1%*
I don't remember the name of the Royal Mail product(s)	**107**	-	107	52	54	36	13	22	7	13	10	5	50	29	28	15	87	19	134
	4%	-	*4%*	*4%*	*4%*	**8%fghik**	*3%*	*4%*	*2%*	*3%*	*4%*	*2%*	**6%mn**	*3%*	*3%*	*3%*	*4%*	*6%*	*5%*
None of the above	**171**	-	171	90	79	18	13	29	36	34	20	21	31	65	74	41	162	7	184
	6%	-	*6%*	*7%*	*6%*	*4%*	*3%*	*5%*	**10%efg**	*7%*	*7%*	**11%efg**	*4%*	*6%*	**8%l**	**9%l**	**7%q**	*2%*	*6%*
NET 1st Class	**1915**	-	1915	991	921	323	295	476	252	277	176	116	617	728	569	292	1648	256	1880
	69%	-	*69%*	**73%d**	*65%*	**72%ijk**	**76%ijk**	**74%ijk**	*68%*	*62%*	*64%*	*59%*	**74%no**	**72%no**	*62%*	*62%*	*68%*	**81%p**	*66%*
NET 2nd Class	**1630**	-	1630	800	830	314	251	383	193	236	145	107	565	576	488	252	1416	204	1620
	59%	-	*59%*	*59%*	*59%*	**70%ghijk**	**65%hijk**	*60%*	*52%*	*53%*	*53%*	*54%*	**68%mno**	*57%*	*53%*	*53%*	*58%*	*65%*	*57%*
NET Signed for	**1301**	-	1301	725	576	280	251	383	145	125	69	49	531	527	243	118	1077	213	1258
	47%	-	*47%*	**53%d**	*41%*	**62%hijk**	**65%hijk**	**60%hijk**	**39%ijk**	*28%*	*25%*	*25%*	**64%mno**	**52%no**	*26%*	*25%*	*44%*	**68%p**	*44%*
NET Not Signed for	**1708**	-	1708	784	921	263	214	345	224	328	189	144	477	569	661	333	1527	173	1782
	62%	-	*62%*	*58%*	**65%c**	*59%*	*55%*	*54%*	*60%*	**73%efgh**	**69%fg**	**73%efgh**	*57%*	*56%*	**72%lm**	**70%lm**	*63%*	*55%*	*63%*
NET Special Delivery	**654**	-	654	384	270	181	134	214	56	46	12	11	315	270	69	23	521	129	561
	24%	-	*24%*	**28%d**	*19%*	**40%hijk**	**35%hijk**	**33%hijk**	**15%jk**	**10%j**	*4%*	*6%*	**38%mno**	**27%no**	*7%*	*5%*	*21%*	**41%p**	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2846**	823	870	555	598	1693	1153	1614	1189	299	362	693	751	543	1806	304	2391
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Effective Base	**1506**	369	487	310	344	855	651	924	596	167	195	356	396	292	944	171	1253
Royal Mail Small Parcels, 1st class, Signed for	**974**	295	274	222	184	569	406	797	163	90	103	219	238	277	560	90	847
	35%	**43%bd**	*30%*	**38%b**	*32%*	*35%*	*35%*	**42%h**	*19%*	*31%*	*33%*	*32%*	*33%*	**48%ijkln**	*33%*	*31%*	*36%*
Royal Mail Small Parcels, 1st class, Not signed for	**842**	190	286	162	204	475	366	543	284	94	95	226	217	162	538	95	706
	30%	*28%*	*31%*	*28%*	**35%ac**	*30%*	*31%*	*29%*	**34%g**	*33%*	*30%*	*33%*	*30%*	*28%*	*31%*	*32%*	*30%*
Royal Mail Small Parcels, 2nd class, Signed for	**528**	175	132	123	97	307	221	405	118	63	57	103	124	153	283	63	447
	19%	**26%bd**	*14%*	**21%b**	*17%*	*19%*	*19%*	**21%h**	*14%*	*22%*	*18%*	*15%*	*17%*	**26%ijkln**	*16%*	*22%*	*19%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1010**	221	364	211	213	585	424	667	326	116	103	275	279	181	657	118	844
	36%	*32%*	**40%a**	*36%*	*37%*	*37%*	*36%*	*35%*	*39%*	**41%m**	*33%*	**41%m**	**38%m**	*31%*	**38%m**	*40%*	*36%*
Royal Mail Medium Parcels, 1st class, Signed for	**564**	187	143	125	109	330	234	466	89	57	67	104	122	181	293	57	486
	20%	**27%bd**	*16%*	**21%b**	*19%*	*21%*	*20%*	**25%h**	*11%*	*20%*	*21%*	*15%*	*17%*	**31%ijkln**	*17%*	*20%*	*21%*
Royal Mail Medium Parcels, 1st class, Not signed for	**532**	126	174	118	114	301	231	372	150	59	64	156	136	83	355	61	447
	19%	*18%*	*19%*	*20%*	*20%*	*19%*	*20%*	*20%*	*18%*	*21%*	*20%*	**23%m**	*19%*	*14%*	**21%m**	*21%*	*19%*
Royal Mail Medium Parcels, 2nd class, Signed for	**374**	139	84	83	68	223	151	312	55	37	38	62	89	123	189	37	317
	13%	**20%bcd**	*9%*	**14%b**	*12%*	*14%*	*13%*	**17%h**	*7%*	*13%*	*12%*	*9%*	*12%*	**21%ijkln**	*11%*	*13%*	*14%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**597**	132	187	156	121	319	278	411	180	74	75	164	150	101	389	74	496
	22%	*19%*	*20%*	**27%ab**	*21%*	*20%*	*24%*	*22%*	*21%*	**26%m**	*24%*	**24%m**	*21%*	*17%*	*23%*	*25%*	*21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**358**	142	79	81	56	221	137	307	49	33	36	75	73	129	184	33	318
	13%	**21%bcd**	*9%*	**14%b**	*10%*	*14%*	*12%*	**16%h**	*6%*	*11%*	*11%*	*11%*	*10%*	**22%ijkln**	*11%*	*11%*	*14%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339**	92	109	71	67	200	138	269	65	40	37	68	93	74	197	40	278
	12%	*13%*	*12%*	*12%*	*12%*	*12%*	*12%*	**14%h**	*8%*	*14%*	*12%*	*10%*	*13%*	*13%*	*11%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2770**	684	920	586	580	1604	1166	1884	841	286	315	679	725	583	1718	292	2337
Other (please specify)	**21**	5	9	*	7	14	8	3	16	2	7	3	3	2	13	2	15
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	**2%g**	*1%*	**2%i**	*	*	*	*1%*	*1%*	*1%*
I don't remember the name of the Royal Mail product(s)	**107**	15	38	28	26	53	53	64	37	11	14	16	22	26	53	13	80
	4%	*2%*	*4%*	*5%*	*4%*	*3%*	*5%*	*3%*	*4%*	*4%*	*5%*	*2%*	*3%*	*5%*	*3%*	*4%*	*3%*
None of the above	**171**	47	57	36	31	104	67	106	59	12	31	39	44	33	114	13	150
	6%	*7%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	*4%*	**10%i**	*6%*	*6%*	*6%*	*7%*	*4%*	*6%*
NET 1st Class	**1915**	499	612	401	403	1111	804	1383	505	192	212	469	488	443	1169	194	1637
	69%	**73%b**	*67%*	*68%*	*69%*	*69%*	*69%*	**73%h**	*60%*	*67%*	*67%*	*69%*	*67%*	**76%ijln**	*68%*	*67%*	*70%*
NET 2nd Class	**1630**	414	513	368	335	927	703	1133	477	189	176	396	425	351	997	191	1365
	59%	*61%*	*56%*	*63%*	*58%*	*58%*	*60%*	*60%*	*57%*	*66%*	*56%*	*58%*	*59%*	*60%*	*58%*	*65%*	*58%*
NET Signed for	**1301**	381	368	289	263	749	552	1001	282	131	139	298	328	338	765	132	1120
	47%	**56%bd**	*40%*	**49%b**	*45%*	*47%*	*47%*	**53%h**	*34%*	*46%*	*44%*	*44%*	*45%*	**58%ijkln**	*45%*	*45%*	*48%*
NET Not Signed for	**1708**	399	600	357	351	999	708	1126	556	186	187	450	461	321	1098	188	1438
	62%	*58%*	**65%a**	*61%*	*61%*	*62%*	*61%*	*60%*	**66%g**	**65%m**	*60%*	**66%m**	**64%m**	*55%*	**64%m**	*65%*	*62%*
NET Special Delivery	**654**	219	169	148	117	388	265	541	106	68	66	136	153	194	356	68	558
	24%	**32%bd**	*18%*	**25%b**	*20%*	*24%*	*23%*	**29%h**	*13%*	*24%*	*21%*	*20%*	*21%*	**33%ijkln**	*21%*	*23%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2846**	1754	1092	484	1347	617	498	384	147	152	143	127	164	139	178	159	138	105	512
Weighted Base	**2770**	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Effective Base	**1506**	1237	283	113	1117	260	191	223	136	139	124	114	132	121	161	145	126	47	214
Royal Mail Small Parcels, 1st class, Signed for	**974**	872	102	41	841	65	44	25	53	116	67	54	89	82	220	105	54	10	55
	35%	**37%bc**	*25%*	*27%*	**37%eg**	*26%*	*32%*	*29%*	**45%jkmopqr**	**39%opr**	*31%*	*31%*	*36%*	*33%*	**54%ijklmopqr**	*28%*	*26%*	*27%*	*26%*
Royal Mail Small Parcels, 1st class, Not signed for	**842**	686	156	65	698	77	41	26	30	87	81	44	90	73	87	131	75	19	58
	30%	*29%*	**38%a**	**44%a**	*30%*	*31%*	*30%*	*30%*	*26%*	*29%*	**37%kn**	*25%*	**36%n**	*29%*	*21%*	**35%n**	**36%n**	**49%hikmnr**	*28%*
Royal Mail Small Parcels, 2nd class, Signed for	**528**	466	61	22	457	32	21	18	33	55	35	32	47	48	114	40	53	3	30
	19%	*20%*	*15%*	*15%*	**20%e**	*13%*	*15%*	**20%e**	**29%ijkoqr**	*19%*	*16%*	*18%*	**19%o**	*19%*	**28%joqr**	*11%*	**25%oqr**	*7%*	*14%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1010**	854	156	57	847	82	49	32	34	90	81	81	85	90	138	172	76	11	71
	36%	*36%*	*38%*	*39%*	*37%*	*33%*	*35%*	*37%*	*29%*	*30%*	*37%*	**46%hinqr**	*34%*	*36%*	*34%*	**46%hilnqr**	*36%*	*28%*	*34%*
Royal Mail Medium Parcels, 1st class, Signed for	**564**	498	66	36	476	49	25	14	27	53	40	32	53	37	140	61	34	8	41
	20%	*21%*	*16%*	*24%*	*21%*	*20%*	*18%*	*16%*	*23%*	*18%*	*18%*	*18%*	*21%*	*15%*	**35%hijklmopr**	*16%*	*16%*	*22%*	*20%*
Royal Mail Medium Parcels, 1st class, Not signed for	**532**	459	73	30	456	37	25	14	24	51	43	43	57	27	77	84	50	4	33
	19%	*19%*	*18%*	*20%*	*20%*	*15%*	*18%*	*16%*	**21%m**	*17%*	**20%m**	**25%m**	**23%m**	*11%*	*19%*	**22%m**	**24%m**	*11%*	*16%*
Royal Mail Medium Parcels, 2nd class, Signed for	**374**	329	45	21	325	28	12	9	17	31	32	20	37	21	100	46	21	4	24
	13%	*14%*	*11%*	*14%*	**14%f**	*11%*	*9%*	*10%*	*15%*	*10%*	*15%*	*11%*	*15%*	*8%*	**25%hijklmopqr**	*12%*	*10%*	*10%*	*11%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**597**	510	87	35	505	37	35	20	26	48	43	56	62	37	94	75	63	6	31
	22%	*22%*	*21%*	*24%*	**22%e**	*15%*	**25%e**	**23%e**	*22%*	*16%*	*20%*	**32%ljmoqr**	**25%mr**	*15%*	**23%r**	*20%*	**30%lmor**	*15%*	*15%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**358**	330	28	17	324	17	12	6	18	39	22	22	34	13	99	51	26	2	15
	13%	**14%b**	*7%*	*12%*	**14%efg**	*7%*	*8%*	*7%*	**16%mr**	**13%m**	*10%*	**13%m**	**14%m**	*5%*	**24%ijklmopqr**	**13%m**	**12%m**	*6%*	*7%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339**	301	37	15	286	26	17	10	13	25	29	26	44	26	60	43	21	5	21
	12%	*13%*	*9%*	*10%*	*12%*	*10%*	*12%*	*11%*	*11%*	*8%*	*13%*	*15%*	**18%lr**	*10%*	*15%*	*11%*	*10%*	*14%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	2770	2358	412	149	2298	247	138	87	116	297	216	176	250	252	405	376	209	38*	209
Other (please specify)	21	18	3	*	16	3	1	1	2	-	4	2	3	2	-	-	3	-	3
	1%	1%	1%	*	1%	1%	1%	1%	2%ino	-	2%n	1%	1%	1%	-	-	2%	-	1%
I don't remember the name of the Royal Mail product(s)	107	93	14	5	83	10	9	5	7	12	7	5	8	9	14	15	5	1	9
	4%	4%	3%	3%	4%	4%	7%d	6%	6%	4%	3%	3%	3%	4%	4%	4%	2%	3%	4%
None of the above	171	133	38	6	143	17	6	5	4	19	20	9	14	17	20	29	11	3	14
	6%	6%	9%a	4%	6%	7%	4%	5%	3%	6%	9%	5%	6%	7%	5%	8%	5%	8%	7%
NET 1st Class	1915	1642	273	109	1611	161	89	54	86	215	151	111	187	154	317	255	134	27	134
	69%	70%	66%	73%	70%g	65%	65%	62%	74%m	72%m	70%	63%	75%kmr	61%	78%kmopr	68%	64%	72%	64%
NET 2nd Class	1630	1398	232	87	1380	122	75	53	69	148	129	117	141	144	271	220	141	15	107
	59%	59%	56%	58%	60%e	49%	54%	60%e	59%q	50%	60%q	66%iqr	57%q	57%q	67%iqr	59%q	68%iqr	40%	51%
NET Signed for	1301	1141	160	65	1090	106	65	40	65	159	89	73	113	105	255	138	93	17	89
	47%	48%b	39%	44%	47%	43%	47%	46%	56%jkmor	53%jor	41%	42%	45%	42%	63%jklmopqr	37%	45%	46%	43%
NET Not Signed for	1708	1442	265	103	1418	147	88	55	71	158	139	108	162	153	220	270	137	26	121
	62%	61%	64%	69%	62%	59%	64%	63%	61%	53%	64%	61%	65%l	61%	54%	72%hinr	66%l	69%	58%
NET Special Delivery	654	591	63	32	568	43	28	15	29	64	48	46	66	35	154	82	43	7	36
	24%	25%b	15%	22%	25%eg	17%	20%	17%	25%m	22%	22%	26%m	26%mr	14%	38%hijklmopqr	22%	20%	20%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2846**	1103	1104	358	193	68	2207	261	1225	1132	335	111	27	2357	138
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Effective Base	**1506**	581	571	202	104	37	1152	140	626	602	188	69	13	1227	82
Royal Mail Small Parcels, 1st class, Signed for	**974** *35%*	363 *34%*	370 *35%*	142 *39%*	71 *38%*	26 *38%*	732 *34%*	96 *38%*	399 *35%*	398 *35%*	119 *34%*	46 *41%*	11 *43%*	797 *35%*	57 *41%*
Royal Mail Small Parcels, 1st class, Not signed for	**842** *30%*	349 **33%dg**	316 *30%*	114 *31%*	40 *21%*	16 *24%*	666 **31%dg**	56 *22%*	362 **32%kn**	326 **29%n**	127 **36%ikn**	21 *19%*	3 *11%*	687 **30%n**	24 *18%*
Royal Mail Small Parcels, 2nd class, Signed for	**528** *19%*	220 *21%*	203 *19%*	57 *15%*	36 *20%*	11 *17%*	423 *20%*	48 *19%*	243 *21%*	195 *17%*	62 *18%*	23 *20%*	4 *16%*	438 *19%*	27 *19%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1010** *36%*	405 *38%*	367 *35%*	136 *37%*	67 *36%*	30 *45%*	772 *36%*	97 *39%*	432 *38%*	410 *36%*	120 *34%*	32 *29%*	12 *48%*	843 *37%*	44 *32%*
Royal Mail Medium Parcels, 1st class, Signed for	**564** *20%*	225 *21%*	194 *18%*	81 *22%*	46 *25%*	19 *29%*	419 *20%*	65 **26%b**	242 *21%*	220 *19%*	65 *19%*	27 *24%*	10 *41%*	462 *20%*	37 *27%*
Royal Mail Medium Parcels, 1st class, Not signed for	**532** *19%*	204 *19%*	217 *20%*	67 *18%*	32 *17%*	11 *17%*	421 *20%*	44 *17%*	214 *19%*	207 *18%*	87 **25%m**	18 *16%*	6 *23%*	421 *19%*	24 *18%*
Royal Mail Medium Parcels, 2nd class, Signed for	**374** *13%*	154 *14%*	140 *13%*	47 *13%*	22 *12%*	11 *16%*	293 *14%*	33 *13%*	170 **15%l**	126 *11%*	52 *15%*	18 *16%*	7 *28%*	296 *13%*	25 *18%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**597** *22%*	250 *23%*	201 *19%*	74 *20%*	51 **28%b**	18 *27%*	451 *21%*	69 **28%b**	240 *21%*	253 *22%*	73 *21%*	25 *22%*	4 *16%*	493 *22%*	29 *21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**358** *13%*	151 *14%*	116 *11%*	50 *14%*	34 **18%b**	7 *10%*	267 *13%*	41 *16%*	147 *13%*	139 *12%*	54 *15%*	15 *13%*	4 *15%*	286 *13%*	18 *13%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339** *12%*	120 *11%*	117 *11%*	66 **18%abf**	23 *12%*	13 *19%*	237 *11%*	35 *14%*	132 *12%*	119 *11%*	64 **18%him**	16 *15%*	8 *31%*	251 *11%*	24 *18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2770**	1074	1057	368	185	66*	2131	252	1140	1131	349	112*	25**	2271	137*
Other (please specify)	**21**	10	7	4	1	-	17	1	11	9	2	-	-	20	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*	-	-	*1%*	-
I don't remember the name of the Royal Mail product(s)	**107**	34	46	9	11	2	79	14	34	46	15	6	*	80	6
	4%	*3%*	*4%*	*2%*	*6%*	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*	*2%*	*4%*	*5%*
None of the above	**171**	63	55	31	16	4	118	20	50	67	23	22	6	118	28
	6%	*6%*	*5%*	*8%*	*9%*	*6%*	*6%*	*8%*	*4%*	*6%*	*7%*	**20%hijm**	*24%*	*5%*	**21%hijm**
NET 1st Class	**1915**	748	728	266	119	44	1476	163	803	767	258	69	13	1570	83
	69%	*70%*	*69%*	*72%*	*64%*	*66%*	*69%*	*65%*	*70%*	*68%*	**74%n**	*62%*	*54%*	*69%*	*60%*
NET 2nd Class	**1630**	651	614	203	112	43	1265	155	702	655	192	57	18	1357	76
	59%	*61%*	*58%*	*55%*	*60%*	*65%*	*59%*	*61%*	*62%*	*58%*	*55%*	*51%*	*73%*	*60%*	*55%*
NET Signed for	**1301**	485	501	175	98	37	987	135	547	526	156	56	14	1073	69
	47%	*45%*	*47%*	*48%*	*53%*	*56%*	*46%*	*54%*	*48%*	*47%*	*45%*	*50%*	*54%*	*47%*	*51%*
NET Not Signed for	**1708**	689	641	219	104	47	1330	151	715	700	220	55	13	1415	68
	62%	*64%*	*61%*	*60%*	*56%*	*71%*	*62%*	*60%*	**63%kn**	**62%kn**	**63%kn**	*49%*	*51%*	**62%kn**	*50%*
NET Special Delivery	**654**	252	218	110	54	20	469	74	256	246	110	31	11	502	42
	24%	*23%*	*21%*	**30%bf**	**29%b**	*30%*	*22%*	**29%bf**	*22%*	*22%*	**31%him**	*28%*	*43%*	*22%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2846**	226	2571	49	887	1776	183	2778	38	15	1	2831	14
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Effective Base	**1506**	129	1350	28	477	929	105	1460	27	8	1	1494	12
Royal Mail Small Parcels, 1st class, Signed for	**974** *35%*	123 *55%b*	836 *33%*	16 *35%*	354 *43%e*	532 *30%*	89 *50%e*	922 *34%*	37 *77%*	6 *52%*	* *100%*	964 *35%*	10 *49%*
Royal Mail Small Parcels, 1st class, Not signed for	**842** *30%*	56 *25%*	772 *31%*	14 *31%*	231 *28%*	567 *32%*	44 *25%*	826 *31%*	9 *19%*	3 *25%*	- -	838 *30%*	4 *18%*
Royal Mail Small Parcels, 2nd class, Signed for	**528** *19%*	80 *36%b*	444 *18%*	3 *7%*	202 *25%e*	287 *16%*	39 *22%*	505 *19%*	16 *33%*	2 *16%*	- -	523 *19%*	5 *23%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1010** *36%*	60 *27%*	933 *37%a*	17 *37%*	255 *31%*	687 *39%d*	68 *38%*	979 *36%*	18 *38%*	8 *65%*	- -	1005 *37%*	5 *22%*
Royal Mail Medium Parcels, 1st class, Signed for	**564** *20%*	100 *45%b*	458 *18%*	6 *14%*	217 *27%e*	293 *16%*	55 *31%e*	533 *20%*	16 *34%*	7 *58%*	- -	556 *20%*	8 *41%*
Royal Mail Medium Parcels, 1st class, Not signed for	**532** *19%*	17 *7%*	505 *20%a*	10 *23%*	163 *20%*	333 *19%*	36 *20%*	513 *19%*	15 *31%*	2 *15%*	- -	530 *19%*	2 *12%*
Royal Mail Medium Parcels, 2nd class, Signed for	**374** *13%*	63 *28%b*	307 *12%*	4 *8%*	161 *20%e*	175 *10%*	38 *21%e*	356 *13%*	12 *25%*	1 *6%*	- -	368 *13%*	5 *26%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**597** *22%*	43 *19%*	546 *22%*	7 *16%*	170 *21%*	379 *21%*	47 *27%*	572 *21%*	14 *30%*	7 *55%*	- -	593 *22%*	4 *18%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**358** *13%*	70 *31%b*	285 *11%*	3 *7%*	174 *21%e*	143 *8%*	41 *23%e*	331 *12%*	17 *37%*	6 *53%*	- -	354 *13%*	4 *20%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339** *12%*	30 *13%*	302 *12%*	7 *15%*	91 *11%*	208 *12%*	40 *23%de*	319 *12%*	13 *27%*	4 *36%*	- -	336 *12%*	3 *13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2770**	224	2501	45**	819	1774	177	2690	47**	12**	***	2749	20**
Other (please specify)	**21**	3	17	2	11	9	2	21	-	-	-	21	-
	1%	*1%*	*1%*	*3%*	*1%*	*	*1%*	*1%*	-	-	-	*1%*	-
I don't remember the name of the Royal Mail product(s)	**107**	8	96	3	31	68	8	102	-	*	-	102	5
	4%	*4%*	*4%*	*7%*	*4%*	*4%*	*5%*	*4%*	-	*1%*	-	*4%*	*23%*
None of the above	**171**	17	148	6	49	112	10	166	3	1	-	169	2
	6%	*8%*	*6%*	*13%*	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	-	*6%*	*10%*
NET 1st Class	**1915**	179	1708	28	594	1188	133	1849	43	10	*	1901	14
	69%	**80%b**	*68%*	*62%*	**73%e**	*67%*	*75%*	*69%*	*90%*	*81%*	*100%*	*69%*	*67%*
NET 2nd Class	**1630**	146	1461	23	492	1027	111	1578	32	10	-	1619	11
	59%	*65%*	*58%*	*51%*	*60%*	*58%*	*63%*	*59%*	*67%*	*80%*	-	*59%*	*52%*
NET Signed for	**1301**	144	1137	19	438	758	105	1242	40	9	*	1291	10
	47%	**64%b**	*45%*	*43%*	**54%e**	*43%*	**59%e**	*46%*	*83%*	*76%*	*100%*	*47%*	*49%*
NET Not Signed for	**1708**	106	1577	24	467	1136	105	1669	24	8	-	1700	7
	62%	*47%*	**63%a**	*53%*	*57%*	**64%d**	*59%*	*62%*	*50%*	*68%*	-	*62%*	*36%*
NET Special Delivery	**654**	90	553	10	249	333	72	613	27	8	-	647	7
	24%	**40%b**	*22%*	*22%*	**30%e**	*19%*	**41%de**	*23%*	*56%*	*64%*	-	*24%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2846**	760	705	671	710	279	234	247	246	216	243	205	224	242	222	241	247
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
Effective Base	**1506**	410	377	324	400	137	138	136	128	121	130	98	108	118	129	131	143
Royal Mail Small Parcels, 1st class, Signed for	**974** *35%*	227 *31%*	242 *35%*	221 *34%*	285 **42%abc**	85 *32%*	70 *31%*	72 *29%*	74 *31%*	76 *37%*	92 *36%*	67 *33%*	81 *38%*	73 *30%*	95 **45%efghm**	100 *40%*	89 *40%*
Royal Mail Small Parcels, 1st class, Not signed for	**842** *30%*	207 *28%*	256 **37%ad**	209 **32%d**	170 *25%*	72 *28%*	53 *23%*	81 **33%p**	67 *28%*	76 **37%fp**	114 **44%efhlmnop**	68 **34%p**	66 *32%*	74 *31%*	56 *26%*	67 *27%*	47 *21%*
Royal Mail Small Parcels, 2nd class, Signed for	**528** *19%*	127 *17%*	89 *13%*	139 **21%b**	173 **25%ab**	45 *17%*	35 *15%*	46 *19%*	30 *13%*	24 *12%*	34 *13%*	37 *18%*	47 **22%l**	56 **23%hij**	58 **27%efhij**	52 *21%*	64 **29%efhij**
Royal Mail Small Parcels, 2nd class, Not signed for	**1010** *36%*	235 *32%*	277 **40%a**	247 *38%*	250 *37%*	83 *32%*	77 *34%*	75 *31%*	90 *38%*	95 **46%efgn**	93 *36%*	77 *38%*	81 *38%*	90 *37%*	64 *30%*	103 *41%*	83 *38%*
Royal Mail Medium Parcels, 1st class, Signed for	**564** *20%*	107 *15%*	136 *19%*	135 **21%a**	186 **27%abc**	37 *14%*	25 *11%*	44 *18%*	45 *19%*	41 *20%*	50 *19%*	36 *18%*	45 **21%f**	55 **23%f**	58 **28%ef**	72 **29%efg**	56 **25%ef**
Royal Mail Medium Parcels, 1st class, Not signed for	**532** *19%*	127 *17%*	140 *20%*	124 *19%*	141 *21%*	51 *19%*	32 *14%*	44 *18%*	50 *21%*	28 *14%*	62 **24%fi**	29 *14%*	59 **28%fikm**	37 *15%*	45 *21%*	43 *17%*	53 **24%fi**
Royal Mail Medium Parcels, 2nd class, Signed for	**374** *13%*	82 *11%*	65 *9%*	94 **14%b**	133 **19%ab**	28 *11%*	25 *11%*	29 *12%*	19 *8%*	16 *8%*	29 *11%*	18 *9%*	27 *13%*	49 **20%efhik**	51 **24%efghijkl**	36 *15%*	46 **21%efghijk**
Royal Mail Medium Parcels, 2nd class, Not signed for	**597** *22%*	137 *19%*	183 **26%ac**	118 *18%*	159 *23%*	49 *19%*	36 *16%*	52 *21%*	47 *20%*	58 **28%fkm**	78 **30%efkmn**	32 *16%*	51 *24%*	35 *14%*	38 *18%*	67 **27%fkm**	54 **24%m**
Royal Mail Special Delivery, Guaranteed next day by 9am	**358** *13%*	59 *8%*	67 *10%*	100 **15%ab**	131 **19%ab**	18 *7%*	17 *7%*	24 *10%*	23 *10%*	17 *8%*	27 *11%*	25 *12%*	39 **19%efgl**	36 **15%e**	51 **24%efghijko**	34 *14%*	47 **21%efghij**
Royal Mail Special Delivery, Guaranteed next day by 1pm	**339** *12%*	70 *10%*	96 *14%*	85 *13%*	88 *13%*	30 *12%*	16 *7%*	24 *10%*	36 **15%f**	23 *11%*	36 *14%*	25 *12%*	28 *13%*	33 *14%*	30 *14%*	38 **15%f**	21 *9%*
Other (please specify)	**21** *1%*	5 *1%*	3 *	5 *1%*	8 *1%*	1 *	4 *2%*	1 *	- -	1 *	2 *1%*	4 *2%*	* *	1 *	3 *1%*	4 *1%*	2 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**2770**	735	699	654	681	262	227	246	237	205	258	202*	211	241	211	249	222
I don't remember the name of the Royal Mail product(s)	**107**	38	28	19	22	13	14	11	14	5	9	1	10	8	6	6	9
	4%	*5%*	*4%*	*3%*	*3%*	*5%*	**6%k**	*4%*	**6%k**	*2%*	*3%*	*1%*	*5%*	*3%*	*3%*	*3%*	*4%*
None of the above	**171**	61	40	45	24	23	21	17	19	6	15	12	17	16	7	5	12
	6%	**8%d**	*6%*	**7%d**	*4%*	**9%o**	**9%io**	**7%o**	**8%o**	*3%*	*6%*	*6%*	**8%o**	*7%*	*3%*	*2%*	*5%*
NET 1st Class	**1915**	463	511	440	502	168	127	168	157	145	209	139	145	155	162	189	151
	69%	*63%*	**73%a**	*67%*	**74%a**	*64%*	*56%*	**68%f**	*66%*	**71%f**	**81%efghklmp**	*69%*	**69%f**	*64%*	**77%efm**	**76%ef**	**68%f**
NET 2nd Class	**1630**	388	400	400	442	139	117	132	127	127	146	118	132	151	131	155	156
	59%	*53%*	*57%*	**61%a**	**65%ab**	*53%*	*52%*	*53%*	*54%*	*62%*	*57%*	*58%*	*62%*	*62%*	*62%*	*62%*	**70%efghi**
NET Signed for	**1301**	313	310	303	374	116	93	103	101	91	118	86	107	111	113	144	117
	47%	*43%*	*44%*	*46%*	**55%abc**	*44%*	*41%*	*42%*	*43%*	*45%*	*46%*	*42%*	*51%*	*46%*	**53%f**	**58%efghik**	*53%*
NET Not Signed for	**1708**	415	479	397	416	139	122	153	150	152	178	128	127	142	120	166	130
	62%	*56%*	**69%acd**	*61%*	*61%*	*53%*	*54%*	*62%*	*63%*	**74%efglmnp**	**69%ef**	*63%*	*60%*	*59%*	*57%*	**67%ef**	*59%*
NET Special Delivery	**654**	121	150	176	207	45	31	45	56	36	58	46	67	63	73	69	64
	24%	*16%*	*21%*	**27%a**	**30%ab**	*17%*	*14%*	*18%*	**24%f**	*18%*	*22%*	*23%*	**32%efgi**	**26%f**	**35%efghij**	**28%ef**	**29%efgi**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3129	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	3026	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	1662	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	6	-	6	3	3	*	1	3	-	-	-	1	1	3	1	1	3	3	6
	*	-	*	*	*	*	*	1%	-	-	-	*	*	*	*	*	*	1%p	*
Not very important (2)	72	-	72	39	33	15	9	15	8	12	10	3	24	23	25	13	61	10	79
	2%	-	2%	3%	2%	3%	2%	2%	2%	2%	3%	1%	3%	2%	2%	2%	2%	3%	3%
Neither important nor unimportant (3)	301	-	301	160	140	62	32	51	40	40	37	40	93	91	117	77	271	30	327
	10%	-	10%	11%	9%	13%gl	8%	8%	10%	8%	12%	18%fghi	11%	8%	11%	14%m	10%	9%	10%
Important (4)	1249	-	1249	635	612	171	184	258	169	234	134	99	355	427	468	234	1125	121	1333
	41%	-	41%	43%	40%	36%	45%e	39%	41%	45%e	43%	44%	40%	39%	44%	43%	42%	36%	43%
Very important (5)	1372	-	1372	642	728	221	179	333	194	229	133	83	399	528	445	216	1196	167	1361
	45%	-	45%	43%	47%	46%	43%	50%k	47%	44%	42%	37%	45%	49%no	42%	40%	45%	50%	43%
Don't know	26	-	26	8	18	8	7	7	4	*	*	-	15	10	*	*	19	5	23
	1%	-	1%	1%	1%	2%l	2%l	1%	1%	*	*	-	2%no	1%n	*	*	1%	1%	1%
NET Not at all important/ Not very important	78	-	78	42	36	15	10	18	8	12	10	4	25	26	26	14	64	13	85
	3%	-	3%	3%	2%	3%	2%	3%	2%	2%	3%	2%	3%	2%	2%	3%	2%	4%	3%
NET Important / Very important	2621	-	2621	1277	1340	391	363	592	363	463	267	183	754	955	913	450	2321	287	2694
	87%	-	87%	86%	87%	82%	88%k	89%ek	87%	90%ek	85%	81%	85%	88%o	86%	83%	87%	86%	86%
Mean	4.30	-	4.30	4.27	4.34	4.27	4.31k	4.37k	4.33k	4.32k	4.24	4.15	4.29	4.36no	4.26	4.20	4.30	4.33	4.28
Std Dev.	0.76	-	0.76	0.77	0.75	0.81	0.73	0.76	0.74	0.72	0.78	0.79	0.78	0.75	0.76	0.79	0.75	0.83	0.77
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**6**	-	3	2	1	3	3	3	3	1	1	1	2	-	4	1	4
	*	-	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
Not very important (2)	**72**	31	15	19	7	47	26	50	20	6	9	11	14	21	33	9	55
	2%	*4%bd*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**301**	78	94	64	66	172	129	187	107	29	42	78	57	60	177	29	244
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	*11%*	*9%*	*12%l*	*10%*	*7%*	*10%*	*9%*	*9%*	*10%*
Important (4)	**1249**	304	411	288	247	714	535	841	388	124	134	312	342	274	789	126	1070
	41%	*41%*	*42%*	*43%*	*39%*	*41%*	*41%*	*42%*	*40%*	*38%*	*39%*	*41%*	*44%*	*44%*	*42%*	*38%*	*42%*
Very important (5)	**1372**	323	457	290	302	780	592	907	445	160	150	355	360	260	865	162	1148
	45%	*44%*	*46%*	*44%*	*48%*	*45%*	*46%*	*45%*	*46%*	*49%*	*44%*	*47%*	*46%*	*42%*	*46%*	*49%*	*45%*
Don't know	**26**	4	6	4	12	10	15	19	6	5	5	4	7	3	15	5	18
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**78**	31	18	21	8	49	29	53	22	8	10	11	16	21	38	10	59
	3%	*4%bd*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
NET Important / Very important	**2621**	627	868	578	549	1495	1127	1747	833	284	284	668	702	533	1654	288	2218
	87%	*85%*	*88%*	*87%*	*86%*	*87%*	*87%*	*87%*	*86%*	*87%*	*83%*	*88%*	*90%j*	*86%*	*88%*	*87%*	*87%*
Mean	**4.30**	4.25	4.33	4.28	4.35	4.30	4.31	4.31	4.30	4.35	4.26	4.34	4.35	4.26	4.33	4.34	4.31
Std Dev.	**0.76**	0.81	0.73	0.77	0.73	0.77	0.75	0.76	0.77	0.77	0.80	0.72	0.72	0.77	0.74	0.79	0.75
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	6	6	*	-	5	1	-	*	*	2	1	-	1	-	-	-	-	-	1
	*	*	*	-	*	*	-	*	*	1%	*	-	*	-	-	-	-	-	*
Not very important (2)	72	63	9	6	57	9	3	2	1	5	2	6	7	6	19	9	2	*	9
	2%	2%	2%	4%	2%	4%	2%	2%	1%	2%	1%	3%	3%	2%	4%	2%	1%	*	4%p
Neither important nor unimportant (3)	301	256	45	18	240	31	18	12	12	38	25	17	34	24	27	38	25	4	27
	10%	10%	10%	11%	10%	12%	12%	12%	9%	12%	11%	9%	12%	9%	6%	9%	11%	11%	12%n
Important (4)	1249	1062	187	65	1020	123	62	45	45	120	110	70	114	113	178	166	104	19	103
	41%	41%	41%	40%	41%	46%	41%	47%	36%	37%	46%	37%	41%	40%	41%	41%	45%	47%	45%
Very important (5)	1372	1165	208	70	1165	104	67	37	67	156	103	96	115	139	201	189	99	17	87
	45%	45%	46%	43%	46%eg	39%	44%	38%	53%lr	48%	43%	51%r	42%	49%r	47%	46%	43%	42%	38%
Don't know	26	21	5	5	24	*	1	1	1	4	-	1	5	1	5	7	-	*	*
	1%	1%	1%	3%a	1%	*	1%	1%	1%	1%	-	*	2%	*	1%	2%	-	*	*
NET Not at all important/ Not very important	78	68	9	6	62	10	3	2	2	8	3	6	8	6	19	9	2	*	10
	3%	3%	2%	4%	2%	4%	2%	3%	1%	2%	1%	3%	3%	2%	4%	2%	1%	*	4%p
NET Important / Very important	2621	2226	395	135	2184	226	129	82	112	277	213	166	229	252	379	355	202	36	190
	87%	87%	87%	82%	87%	84%	85%	84%	89%	85%	88%	88%	83%	89%	88%	87%	88%	89%	84%
Mean	4.30	4.30	4.32	4.25	4.32eg	4.19	4.28	4.20	4.41r	4.31	4.29	4.36r	4.24	4.36r	4.32	4.33r	4.31	4.31	4.17
Std Dev.	0.76	0.77	0.74	0.80	0.76	0.80	0.76	0.76	0.73	0.80	0.72	0.77	0.80	0.74	0.78	0.74	0.69	0.66	0.82
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	6	5	-	1	-	*	5	*	3	2	-	1	-	5	1
		*	*	-	*	-	*	*	*	*	*	-	1%	-	*	1%
Not very important	(2)	72	30	20	12	9	2	50	11	28	21	20	3	-	50	3
		2%	3%	2%	3%	5%b	2%	2%	4%	2%	2%	5%him	2%	-	2%	2%
Neither important nor unimportant	(3)	301	86	116	64	22	3	203	25	86	128	75	4	*	214	5
		10%	7%	10%	16%abf	11%	5%	9%	10%	7%	10%hn	20%hikmn	4%	2%	9%	3%
Important	(4)	1249	467	502	160	89	26	969	115	467	556	166	48	10	1023	57
		41%	40%	43%	39%	46%	38%	41%	44%	38%	45%h	43%	39%	35%	41%	38%
Very important	(5)	1372	582	512	170	71	36	1094	107	644	527	117	66	16	1172	82
		45%	49%cdg	44%	42%	37%	51%	47%d	41%	52%ljm	42%j	31%	53%j	57%	47%lj	54%lj
Don't know		26	7	12	*	3	3	18	6	7	10	5	1	2	16	3
		1%	1%	1%	*	1%	4%acf	1%	2%c	1%	1%	1%	1%	7%	1%	2%
NET Not at all important/ Not very important		78	35	20	13	9	2	54	11	31	23	20	4	-	54	4
		3%	3%	2%	3%	5%b	3%	2%	4%	3%	2%	5%lm	3%	-	2%	3%
NET Important / Very important		2621	1049	1014	330	160	62	2063	222	1112	1083	283	113	26	2195	139
		87%	89%c	87%c	81%	83%	89%	88%c	84%	90%j	87%j	74%	92%j	92%	89%j	92%j
Mean		4.30	4.36cd	4.31c	4.19	4.16	4.43	4.34cd	4.23	4.40lj	4.29j	4.01	4.43j	4.59	4.34j	4.46lj
Std Dev.		0.76	0.76	0.72	0.82	0.81	0.72	0.74	0.79	0.74	0.73	0.85	0.76	0.54	0.74	0.72
Std Error		0.01	0.02	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.10	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**6**	-	6	-	2	3	*	5	*	-	-	6	-
		*	-	*	-	*	*	*	*	1%	-	-	*	-
Not very important	(2)	**72**	5	66	1	19	41	11	62	5	4	-	71	2
		2%	2%	2%	1%	2%	2%	6%de	2%	9%	27%	-	2%	8%
Neither important nor unimportant	(3)	**301**	25	271	5	77	200	24	286	5	1	-	292	9
		10%	10%	10%	10%	9%	10%	13%	10%	11%	6%	-	10%	44%
Important	(4)	**1249**	85	1146	19	341	848	60	1218	22	7	*	1247	2
		41%	34%	42%	38%	38%	44%df	31%	41%	43%	52%	7%	42%	9%
Very important	(5)	**1372**	133	1215	25	451	829	92	1346	17	2	1	1364	7
		45%	53%b	45%	50%	50%e	43%	48%	46%	32%	14%	93%	45%	34%
Don't know		**26**	1	24	1	11	10	5	23	2	-	-	25	1
		1%	*	1%	2%	1%	1%	2%e	1%	4%	-	-	1%	5%
NET Not at all important/ Not very important		**78**	5	72	1	21	45	12	68	5	4	-	76	2
		3%	2%	3%	1%	2%	2%	6%de	2%	10%	27%	-	3%	8%
NET Important / Very important		**2621**	217	2361	43	792	1678	152	2564	39	9	1	2611	9
		87%	87%	87%	87%	88%f	87%f	79%	87%	76%	66%	100%	87%	43%
Mean		**4.30**	4.39	4.29	4.38	4.37e	4.28	4.23	4.32	4.01	3.53	4.93	4.31	3.73
Std Dev.		**0.76**	0.76	0.76	0.72	0.75	0.75	0.91	0.75	0.96	1.08	-	0.76	1.07
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.07	0.01	0.15	0.26	-	0.01	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**6**	2	3	-	1	-	-	2	1	2	-	-	-	-	-	-	1
	*****	*	*	-	*	-	-	*1%*	*	*1%*	-	-	-	-	-	-	*
Not very important (2)	**72**	22	13	14	24	6	8	7	7	1	5	2	9	3	3	9	12
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*	*2%*	*1%*	*4%*	*1%*	*1%*	*3%*	**5%ikm**
Neither important nor unimportant (3)	**301**	83	86	71	62	33	26	24	21	25	40	23	24	25	22	21	18
	10%	*10%*	*11%*	*10%*	*8%*	*12%*	*10%*	*9%*	*8%*	*11%*	*14%*	*10%*	*10%*	*9%*	*10%*	*8%*	*8%*
Important (4)	**1249**	344	313	304	287	107	125	112	96	82	134	87	104	113	92	105	91
	41%	*44%*	*41%*	*42%*	*39%*	*39%*	**51%ehiknp**	*42%*	*38%*	*36%*	*47%*	*38%*	*43%*	*43%*	*39%*	*40%*	*38%*
Very important (5)	**1372**	327	349	338	358	127	86	114	129	117	103	115	102	121	116	130	113
	45%	*42%*	*45%*	*46%*	**49%a**	*46%*	*35%*	*43%*	**51%fj**	**51%fj**	*36%*	**51%fj**	*43%*	*46%*	**49%fj**	**49%fj**	**48%fj**
Don't know	**26**	10	8	4	4	2	2	6	-	3	5	1	1	2	2	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*	*1%*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**78**	23	16	14	25	6	8	9	8	3	5	2	9	3	3	9	13
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*1%*	*4%*	*1%*	*1%*	*3%*	**5%km**
NET Important / Very important	**2621**	671	662	643	645	234	211	227	226	199	237	202	206	234	207	234	204
	87%	*85%*	*86%*	*88%*	*88%*	*85%*	*85%*	*85%*	*88%*	*87%*	*83%*	*89%*	*86%*	*89%*	*88%*	*89%*	*86%*
Mean	**4.30**	4.25	4.30	4.33	4.34	4.30	4.18	4.27	4.35	**4.37f**	4.19	**4.39fj**	4.25	4.35	**4.38fj**	4.34	4.29
Std Dev.	**0.76**	0.77	0.77	0.73	0.77	0.77	0.75	0.79	0.79	0.78	0.73	0.70	0.79	0.69	0.71	0.77	0.84
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**15**	-	15	9	6	1	2	2	5	2	2	1	4	6	5	4	14	1	16
	*	-	*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*
Not very important (2)	**73**	-	73	50	23	17	7	9	10	9	12	8	24	19	29	20	58	13	71
	2%	-	*2%*	**3%d**	*1%*	*4%*	*2%*	*1%*	*3%*	*2%*	*4%*	*4%*	*3%*	*2%*	*3%*	*4%*	*2%*	*4%*	*2%*
Neither important nor unimportant (3)	**325**	-	325	191	134	58	33	56	35	74	40	29	90	92	143	69	292	30	359
	11%	-	*11%*	**13%d**	*9%*	*12%*	*8%*	*8%*	*8%*	**14%fgh**	*13%*	*13%*	*10%*	*8%*	**14%m**	**13%m**	*11%*	*9%*	*11%*
Important (4)	**1203**	-	1203	588	613	163	157	262	170	208	135	109	319	433	452	244	1075	123	1235
	40%	-	*40%*	*40%*	*40%*	*34%*	*38%*	*39%*	*41%*	*40%*	*43%*	**48%e**	*36%*	*40%*	**43%l**	**45%l**	*40%*	*37%*	*39%*
Very important (5)	**1384**	-	1384	632	749	228	206	332	193	221	124	80	434	525	425	204	1214	164	1423
	46%	-	*46%*	*43%*	**49%c**	**48%k**	**50%jk**	**50%jk**	**46%k**	*43%*	*39%*	*35%*	**49%no**	**49%no**	*40%*	*38%*	*45%*	*49%*	*45%*
Don't know	**26**	-	26	17	10	9	7	6	2	3	*	-	16	8	3	*	22	4	25
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*	*1%*	*	-	**2%no**	*1%*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**88**	-	88	59	29	18	9	10	15	10	15	10	28	25	34	24	72	14	87
	3%	-	*3%*	**4%d**	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	**5%g**	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*
NET Important / Very important	**2588**	-	2588	1220	1362	391	362	594	363	429	259	189	753	958	877	448	2290	286	2658
	85%	-	*85%*	*82%*	**89%c**	*82%*	*88%*	**89%eij**	*87%*	*83%*	*83%*	*83%*	*85%*	**88%no**	*83%*	*83%*	*86%*	*86%*	*85%*
Mean	**4.29**	-	4.29	4.21	**4.36c**	4.28	**4.37jk**	**4.38ijk**	4.30	4.24	4.17	4.14	**4.33no**	**4.35no**	4.20	4.15	4.29	4.32	4.28
Std Dev.	**0.79**	-	0.79	0.84	0.74	0.84	0.76	0.72	0.82	0.78	0.85	0.81	0.80	0.76	0.81	0.83	0.79	0.82	0.80
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	15	6	3	1	5	9	6	7	8	-	3	3	2	3	8	-	11
	*	1%	*	*	1%	1%	*	*	1%	-	1%	*	*	1%	*	-	*
Not very important (2)	73	25	17	20	10	42	30	46	25	9	4	13	25	14	42	11	56
	2%	3%	2%	3%	2%	2%	2%	2%	3%	3%	1%	2%	3%	2%	2%	3%	2%
Neither important nor unimportant (3)	325	73	92	75	84	165	160	194	124	35	46	84	80	55	210	38	267
	11%	10%	9%	11%	13%	10%	12%	10%	13%g	11%	14%	11%	10%	9%	11%	11%	11%
Important (4)	1203	254	435	262	253	689	514	814	378	135	155	288	312	225	755	136	997
	40%	34%	44%a	39%	40%	40%	40%	41%	39%	41%	46%m	38%	40%	36%	40%	41%	39%
Very important (5)	1384	376	426	304	278	802	582	926	428	143	131	368	357	312	856	144	1188
	46%	51%b	43%	46%	44%	46%	45%	46%	44%	44%	38%	48%j	46%	51%j	45%	43%	47%
Don't know	26	7	12	4	5	18	8	20	5	4	1	5	6	7	12	4	19
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	88	31	21	21	15	51	36	53	33	9	7	15	27	18	49	11	67
	3%	4%	2%	3%	2%	3%	3%	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%
NET Important / Very important	2588	630	862	565	531	1491	1096	1740	806	278	286	656	669	537	1611	279	2185
	85%	85%	87%	85%	84%	86%	84%	87%h	83%	85%	84%	86%	86%	87%	86%	84%	86%
Mean	4.29	4.32	4.30	4.28	4.25	4.31	4.27	4.31	4.24	4.28	4.20	4.33j	4.28	4.36j	4.29	4.26	4.31
Std Dev.	0.79	0.85	0.74	0.80	0.80	0.79	0.80	0.77	0.83	0.76	0.78	0.77	0.80	0.79	0.78	0.79	0.78
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	15	13	2	1	13	1	1	-	*	2	-	1	2	2	3	2	1	*	1
	*	1%	*	1%	1%	*	1%	-	*	*	-	*	1%	1%	1%	*	*	*	*
Not very important (2)	73	59	14	4	56	12	3	2	2	1	7	2	9	6	12	5	12	*	11
	2%	2%	3%	2%	2%	4%d	2%	2%	1%	*	3%	1%	3%	2%	3%	1%	5%ko	1%	5%ko
Neither important nor unimportant (3)	325	271	53	18	260	38	19	8	12	47	32	19	18	23	44	44	22	4	34
	11%	11%	12%	11%	10%	14%	12%	9%	9%	14%l	13%	10%	6%	8%	10%	11%	9%	9%	15%lm
Important (4)	1203	1022	181	56	1002	104	59	38	41	99	102	80	114	113	168	179	105	17	87
	40%	40%	40%	34%	40%	39%	39%	40%	33%	30%	42%l	42%l	41%l	40%	39%	44%hi	46%hi	42%	38%
Very important (5)	1384	1181	203	85	1160	113	64	48	70	175	97	87	133	138	197	174	88	19	93
	46%	46%	45%	51%	46%	42%	42%	50%	56%jopr	54%jpr	40%	46%	48%	49%	46%	43%	38%	47%	41%
Don't know	26	25	1	1	20	1	5	*	1	2	3	1	-	1	5	5	2	*	1
	1%	1%	*	1%	1%	*	3%deg	*	1%	1%	1%	1%	-	*	1%	1%	1%	*	1%
NET Not at all important/ Not very important	88	72	16	5	69	12	5	2	2	3	7	2	11	8	16	7	13	1	12
	3%	3%	3%	3%	3%	5%	3%	2%	2%	1%	3%	1%	4%	3%	4%	2%	6%lo	2%	5%lo
NET Important / Very important	2588	2203	384	141	2161	217	123	86	111	274	199	167	247	252	365	353	193	36	180
	85%	86%	85%	86%	86%e	81%	82%	89%ef	88%r	84%	83%	88%r	90%r	89%r	85%	86%	84%	89%	79%
Mean	4.29	4.30	4.26	4.34	4.30e	4.19	4.24	4.37e	4.42jpr	4.37pr	4.22	4.33r	4.33r	4.34r	4.28	4.29	4.17	4.35	4.16
Std Dev.	0.79	0.79	0.81	0.83	0.79	0.86	0.83	0.73	0.76	0.78	0.78	0.72	0.79	0.78	0.83	0.74	0.84	0.73	0.87
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3129**	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	**1662**	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	**15**	6	4	3	1	2	10	3	4	6	3	2	-	10	2
	*	*1%*	*	*1%*	*1%*	**3%bf**	*	*1%*	*	*1%*	*1%*	*1%*	-	*	*1%*
Not very important (2)	**73**	29	23	14	7	*	52	7	23	26	17	7	-	49	7
	2%	*2%*	*2%*	*3%*	*3%*	*	*2%*	*3%*	*2%*	*2%*	**4%hm**	**5%hm**	-	*2%*	*4%*
Neither important nor unimportant (3)	**325**	115	93	75	25	11	207	35	104	103	89	20	1	208	21
	11%	*10%*	*8%*	**18%abf**	*13%*	*15%*	*9%*	**13%b**	*8%*	*8%*	**23%him**	**16%him**	*4%*	*8%*	*14%*
Important (4)	**1203**	393	525	163	92	25	918	117	409	573	158	46	14	982	60
	40%	*33%*	**45%af**	*40%*	**48%a**	*36%*	**39%a**	**45%a**	*33%*	**46%hm**	**41%h**	*38%*	*51%*	**40%h**	*40%*
Very important (5)	**1384**	630	506	149	66	28	1136	95	692	526	109	46	11	1217	57
	46%	**54%bcdfg**	*44%*	*37%*	*34%*	*41%*	**49%bcdg**	*36%*	**56%ijkmn**	**42%j**	*28%*	*37%*	*39%*	**49%ijkn**	*37%*
Don't know	**26**	4	11	3	3	4	15	7	4	9	6	3	2	14	5
	1%	*	*1%*	*1%*	*2%*	**5%abcf**	*1%*	**3%af**	*	*1%*	**2%h**	**2%hm**	*7%*	*1%*	**3%him**
NET Not at all important/ Not very important	**88**	35	26	17	8	2	61	9	27	32	20	8	-	59	8
	3%	*3%*	*2%*	*4%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	**5%hm**	**7%him**	-	*2%*	*5%*
NET Important / Very important	**2588**	1023	1031	312	159	54	2054	212	1100	1098	267	92	25	2199	117
	85%	**87%cg**	**89%cdeg**	*77%*	*82%*	*77%*	**88%ceg**	*81%*	**89%jkn**	**88%jkn**	*70%*	*75%*	*89%*	**89%jkn**	*77%*
Mean	**4.29**	**4.37cdg**	**4.31cdg**	4.09	4.14	4.18	**4.34cdg**	4.15	**4.43ijkmn**	**4.28jk**	3.94	4.06	4.37	**4.36ijkn**	4.12
Std Dev.	**0.79**	0.80	0.73	0.87	0.80	0.91	0.77	0.83	0.75	0.75	0.89	0.95	0.57	0.75	0.90
Std Error	**0.01**	0.02	0.02	0.04	0.06	0.11	0.02	0.05	0.02	0.02	0.05	0.09	0.10	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**15**	3	10	2	11	3	1	14	-	1	-	15	-
		*	*1%*	*	**4%b**	**1%e**	*	*	*	-	*5%*	-	*1%*	-
Not very important	(2)	**73**	2	69	1	18	51	3	71	-	-	-	71	2
		2%	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	-	-	-	*2%*	*8%*
Neither important nor unimportant	(3)	**325**	23	295	6	80	211	34	301	10	4	*	314	10
		11%	*9%*	*11%*	*12%*	*9%*	*11%*	**18%de**	*10%*	*19%*	*30%*	*7%*	*10%*	*51%*
Important	(4)	**1203**	77	1109	17	321	814	69	1179	21	1	1	1201	2
		40%	*31%*	**41%a**	*34%*	*36%*	**42%d**	*36%*	*40%*	*41%*	*5%*	*93%*	*40%*	*7%*
Very important	(5)	**1384**	137	1223	23	461	838	85	1354	17	8	-	1378	6
		46%	**55%b**	*45%*	*47%*	**51%e**	*43%*	*44%*	*46%*	*32%*	*60%*	-	*46%*	*28%*
Don't know		**26**	6	20	-	9	16	1	21	4	-	-	25	1
		1%	**2%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	*8%*	-	-	*1%*	*5%*
NET Not at all important/ Not very important		**88**	5	79	3	30	54	4	85	-	1	-	86	2
		3%	*2%*	*3%*	*6%*	*3%*	*3%*	*2%*	*3%*	-	*5%*	-	*3%*	*8%*
NET Important / Very important		**2588**	214	2333	41	782	1652	154	2533	37	9	1	2579	7
		85%	*86%*	*86%*	*81%*	**87%f**	*85%*	*80%*	*86%*	*73%*	*66%*	*93%*	*86%*	*36%*
Mean		**4.29**	4.41	4.28	4.19	4.35	4.27	4.22	4.30	4.14	4.16	3.93	4.29	3.59
Std Dev.		**0.79**	0.80	0.79	1.01	0.83	0.77	0.82	0.79	0.74	1.19	-	0.79	1.03
Std Error		**0.01**	0.05	0.01	0.13	0.03	0.02	0.06	0.01	0.12	0.29	-	0.01	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**15**	1	6	5	4	1	*	-	2	2	1	3	1	1	3	-	1
	*****	*	*1%*	*1%*	*1%*	*	*	-	*1%*	*1%*	*	*1%*	*	*	*1%*	-	*
Not very important (2)	**73**	21	20	16	16	4	11	6	5	6	9	2	11	3	3	11	2
	2%	*3%*	*3%*	*2%*	*2%*	*1%*	***4%p***	*2%*	*2%*	*3%*	*3%*	*1%*	***5%p***	*1%*	*1%*	*4%*	*1%*
Neither important nor unimportant (3)	**325**	95	73	77	79	36	31	28	26	22	26	25	31	22	27	32	20
	11%	*12%*	*10%*	*11%*	*11%*	*13%*	*13%*	*11%*	*10%*	*9%*	*9%*	*11%*	*13%*	*8%*	*11%*	*12%*	*8%*
Important (4)	**1203**	313	300	279	312	108	98	106	98	83	120	92	83	104	105	109	98
	40%	*40%*	*39%*	*38%*	*42%*	*39%*	*40%*	*40%*	*38%*	*36%*	*42%*	*40%*	*34%*	*40%*	*45%*	*41%*	*42%*
Very important (5)	**1384**	351	364	352	318	125	104	121	125	115	124	106	114	132	94	112	112
	46%	*45%*	*47%*	*48%*	*43%*	*45%*	*42%*	*46%*	*49%*	*50%*	*43%*	*47%*	*47%*	*50%*	*40%*	*42%*	*47%*
Don't know	**26**	8	8	4	7	2	2	4	*	2	6	1	1	2	2	*	5
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*	*1%*	*1%*	*	*2%*
NET Not at all important/ Not very important	**88**	21	26	20	20	4	11	6	8	8	10	4	12	4	6	11	2
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*5%*	*2%*	*3%*	*4%*	*1%*
NET Important / Very important	**2588**	663	664	631	630	233	202	228	222	198	244	197	197	236	199	221	210
	85%	*84%*	*86%*	*86%*	*86%*	*85%*	*82%*	*86%*	*87%*	*86%*	*85%*	*87%*	*82%*	*90%*	*85%*	*83%*	*89%*
Mean	**4.29**	4.27	4.30	4.31	4.27	4.29	4.21	4.31	4.32	4.33	4.27	4.31	4.25	4.39	4.22	4.22	4.37
Std Dev.	**0.79**	0.78	0.81	0.80	0.78	0.76	0.83	0.75	0.81	0.84	0.79	0.79	0.87	0.72	0.81	0.82	0.69
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**28**	-	28	16	12	8	3	-	7	5	4	1	11	7	10	5	28	-	24
	1%	-	*1%*	*1%*	*1%*	**2%g**	*1%*	-	**2%g**	*1%*	**1%g**	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
Not very important (2)	**90**	-	90	59	32	10	8	13	11	18	17	14	18	24	49	31	81	10	95
	3%	-	*3%*	**4%d**	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	**6%g**	**6%efg**	*2%*	*2%*	**5%lm**	**6%lm**	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**393**	-	393	193	198	58	46	60	37	102	45	46	104	97	192	90	364	27	422
	13%	-	*13%*	*13%*	*13%*	*12%*	*11%*	*9%*	*9%*	**20%efgh**	*14%*	**20%efgh**	*12%*	*9%*	**18%lm**	**17%m**	*14%*	*8%*	*13%*
Important (4)	**1145**	-	1145	591	552	149	157	236	168	201	145	89	306	404	434	233	1039	101	1178
	38%	-	*38%*	*40%*	*36%*	*31%*	*38%*	*35%*	**40%e**	*39%*	**46%eg**	*39%*	*34%*	*37%*	**41%l**	**43%l**	**39%q**	*30%*	*38%*
Very important (5)	**1332**	-	1332	608	721	230	188	355	187	191	103	78	418	542	372	181	1135	189	1385
	44%	-	*44%*	*41%*	**47%c**	**48%ijk**	**46%ijk**	**53%ijk**	**45%jk**	*37%*	*33%*	*34%*	**47%no**	**50%no**	*35%*	*33%*	*42%*	**56%p**	*44%*
Don't know	**38**	-	38	20	18	22	8	3	5	-	*	-	30	8	*	*	28	9	25
	1%	-	*1%*	*1%*	*1%*	**5%ghijk**	**2%l**	*	*1%*	-	*	-	**3%mno**	**1%n**	*	*	*1%*	*3%*	*1%*
NET Not at all important/ Not very important	**119**	-	119	75	44	18	11	13	18	22	22	15	29	31	59	36	109	10	119
	4%	-	*4%*	**5%d**	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	**7%g**	**7%g**	*3%*	*3%*	**6%m**	**7%lm**	*4%*	*3%*	*4%*
NET Important / Very important	**2477**	-	2477	1199	1274	379	345	592	355	392	248	167	724	947	806	414	2174	290	2563
	82%	-	*82%*	*81%*	*83%*	*80%*	**84%ik**	**89%eijk**	**85%ik**	*76%*	*79%*	*73%*	**82%n**	**87%lno**	*76%*	*77%*	*81%*	*86%*	*82%*
Mean	**4.23**	-	4.23	4.17	**4.28c**	**4.28ijk**	**4.29ijk**	**4.41hijk**	**4.26ijk**	4.08	4.04	4.01	**4.29no**	**4.35no**	4.05	4.02	4.20	**4.44p**	4.23
Std Dev.	**0.86**	-	0.86	0.88	0.83	0.89	0.81	0.73	0.87	0.88	0.90	0.91	0.85	0.79	0.89	0.90	0.86	0.77	0.85
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.05	0.06	0.03	0.02	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**28**	6	10	6	6	17	12	18	10	5	*	5	6	7	11	5	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**90**	15	33	17	25	48	42	50	38	11	9	33	25	5	67	13	75
	3%	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	**3%m**	*3%*	**4%m**	**3%m**	*1%*	**4%m**	*4%*	*3%*
Neither important nor unimportant (3)	**393**	72	135	98	87	207	186	237	150	50	59	102	96	54	257	52	313
	13%	*10%*	*14%*	**15%a**	*14%*	*12%*	*14%*	*12%*	**16%g**	**15%m**	**17%m**	*13%*	*12%*	*9%*	**14%m**	*16%*	*12%*
Important (4)	**1145**	283	419	242	200	702	442	765	366	121	123	267	293	257	684	122	958
	38%	*38%*	**43%d**	*36%*	*32%*	**41%f**	*34%*	*38%*	*38%*	*37%*	*36%*	*35%*	*38%*	*42%*	*36%*	*37%*	*38%*
Very important (5)	**1332**	352	382	294	304	735	598	906	398	133	145	350	351	284	846	133	1147
	44%	**48%b**	*39%*	*44%*	**48%b**	*43%*	*46%*	*45%*	*41%*	*41%*	*43%*	*46%*	*45%*	*46%*	*45%*	*40%*	*45%*
Don't know	**38**	12	6	9	12	17	21	31	6	5	5	3	10	10	18	5	28
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**119**	21	44	23	31	65	54	68	48	16	9	38	31	12	78	19	93
	4%	*3%*	*4%*	*3%*	*5%*	*4%*	*4%*	*3%*	*5%*	**5%m**	*3%*	**5%m**	*4%*	*2%*	*4%*	*6%*	*4%*
NET Important / Very important	**2477**	635	802	536	505	1437	1040	1671	764	254	268	617	645	541	1530	255	2105
	82%	**86%cd**	*81%*	*80%*	*79%*	*83%*	*80%*	**83%h**	*79%*	*78%*	*79%*	*81%*	*82%*	**88%ijkn**	*81%*	*77%*	**83%o**
Mean	**4.23**	**4.32b**	4.15	4.22	4.24	4.22	4.23	**4.26h**	4.15	4.14	4.20	4.22	4.24	**4.33i**	4.23	4.12	**4.25o**
Std Dev.	**0.86**	0.80	0.86	0.86	0.91	0.84	0.88	0.83	0.89	0.92	0.82	0.89	0.85	0.76	0.86	0.93	0.84
Std Error	**0.02**	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	**28**	22	6	*	25	2	2	*	-	3	2	-	4	-	8	7	1	*	2
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	-	*1%*	-	*2%*	*2%*	*	*1%*	*1%*
Not very important	(2)	**90**	68	23	6	71	11	7	2	3	-	5	4	18	10	6	13	11	1	10
		3%	*3%*	***5%a***	*4%*	*3%*	*4%*	*4%*	*2%*	***3%l***	-	*2%*	***2%l***	***7%ln***	***4%l***	*1%*	***3%l***	***5%l***	***3%l***	***4%l***
Neither important nor unimportant	(3)	**393**	330	63	22	326	38	19	10	17	43	37	34	21	37	35	64	37	5	33
		13%	*13%*	*14%*	*13%*	*13%*	*14%*	*12%*	*11%*	*13%*	*13%*	***16%ln***	***18%ln***	*8%*	*13%*	*8%*	***16%ln***	***16%ln***	*11%*	***15%ln***
Important	(4)	**1145**	990	155	51	955	100	52	38	41	115	90	63	100	100	187	171	87	20	80
		38%	*38%*	*34%*	*31%*	*38%*	*37%*	*34%*	*39%*	*33%*	*35%*	*37%*	*33%*	*36%*	*35%*	***44%h***	*42%*	*38%*	***49%hk***	*35%*
Very important	(5)	**1332**	1129	203	83	1106	110	70	46	62	163	104	86	129	135	185	148	92	14	96
		44%	*44%*	*45%*	*51%*	*44%*	*41%*	*46%*	*48%*	***50%o***	***50%o***	*43%*	*45%*	*47%*	***48%o***	*43%*	*36%*	*40%*	*36%*	*42%*
Don't know		**38**	34	4	2	28	7	2	1	2	2	2	2	3	1	9	7	1	*	7
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*	*	***3%m***
NET Not at all important/ Not very important		**119**	90	29	6	96	13	8	2	3	3	7	4	22	10	14	20	12	1	11
		4%	*4%*	***6%a***	*4%*	*4%*	*5%*	*5%*	*2%*	*3%*	*1%*	*3%*	*2%*	***8%klkn***	*4%*	*3%*	*5%*	***5%l***	*4%*	***5%l***
NET Important / Very important		**2477**	2119	358	134	2061	211	122	84	103	278	194	149	230	235	373	319	180	34	176
		82%	*82%*	*79%*	*82%*	*82%*	*79%*	*80%*	***87%e***	*82%*	*85%*	*81%*	*78%*	*83%*	*83%*	***87%opr***	*78%*	*78%*	*85%*	*78%*
Mean		**4.23**	4.24	4.17	4.30	4.23	4.17	4.22	**4.33e**	**4.31o**	**4.34op**	4.21	4.23	4.22	4.27	4.27	4.09	4.14	4.16	4.17
Std Dev.		**0.86**	0.84	0.94	0.85	0.85	0.88	0.91	0.76	0.81	0.78	0.84	0.83	0.95	0.83	0.82	0.89	0.88	0.80	0.89
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	28	9	10	3	1	5	19	6	11	11	5	1	-	22	1
		1%	*1%*	*1%*	*1%*	*1%*	**7%abcdf**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Not very important	(2)	90	40	36	9	4	1	76	5	38	34	11	7	*	72	7
		3%	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*6%*	*1%*	*3%*	*5%*
Neither important nor unimportant	(3)	393	154	110	84	32	4	264	36	136	150	82	15	1	286	16
		13%	**13%b**	*10%*	**21%abef**	**16%b**	*6%*	*11%*	*14%*	*11%*	*12%*	**21%himn**	*12%*	*4%*	*12%*	*11%*
Important	(4)	1145	381	503	156	77	24	884	100	381	533	163	47	18	915	65
		38%	*32%*	**43%af**	*38%*	*40%*	*34%*	**38%a**	*38%*	*31%*	**43%hm**	**42%h**	*39%*	*64%*	**37%h**	**43%h**
Very important	(5)	1332	590	486	150	71	31	1076	103	666	491	121	48	6	1157	54
		44%	**50%bcdg**	*42%*	*37%*	*37%*	*45%*	**46%c**	*39%*	**54%ijkmn**	**39%j**	*32%*	*39%*	*20%*	**47%ijn**	*36%*
Don't know		38	3	16	4	8	5	19	13	3	24	2	4	3	27	7
		1%	*	**1%a**	*1%*	**4%abcf**	**7%abcf**	*1%*	**5%abcf**	*	**2%h**	*	**3%hj**	*12%*	*1%*	**5%hjm**
NET Not at all important/ Not very important		119	49	46	12	6	6	95	12	49	45	16	8	*	94	8
		4%	*4%*	*4%*	*3%*	*3%*	*9%*	*4%*	*4%*	*4%*	*4%*	*4%*	*7%*	*1%*	*4%*	*6%*
NET Important / Very important		2477	971	989	306	148	55	1960	203	1047	1024	283	96	24	2071	119
		82%	**83%c**	**85%cdg**	*75%*	*76%*	*79%*	**84%cdg**	*77%*	**85%j**	**82%j**	*74%*	*78%*	*84%*	**84%j**	*79%*
Mean		4.23	4.28c	4.24c	4.10	4.15	4.16	4.26c	4.15	4.34ijkn	4.20j	4.01	4.13	4.16	4.27j	4.13
Std Dev.		0.86	0.87	0.82	0.85	0.83	1.14	0.85	0.92	0.86	0.83	0.88	0.92	0.55	0.85	0.87
Std Error		0.02	0.02	0.02	0.04	0.06	0.14	0.02	0.06	0.02	0.02	0.05	0.08	0.10	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**28**	*	26	2	10	18	-	28	-	-	-	28	-
		1%	*	*1%*	**5%ab**	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**90**	2	89	-	28	60	3	88	2	1	-	90	-
		3%	*1%*	*3%*	-	*3%*	*3%*	*2%*	*3%*	*3%*	*8%*	-	*3%*	-
Neither important nor unimportant	(3)	**393**	20	366	7	91	259	43	377	4	2	1	382	9
		13%	*8%*	*13%*	*14%*	*10%*	*13%*	**22%de**	*13%*	*7%*	*15%*	*93%*	*13%*	*44%*
Important	(4)	**1145**	77	1046	22	303	783	59	1116	23	1	-	1140	5
		38%	*31%*	*38%*	*44%*	*34%*	**41%df**	*31%*	*38%*	*45%*	*8%*	-	*38%*	*23%*
Very important	(5)	**1332**	144	1169	19	456	796	81	1297	20	9	*	1327	6
		44%	**58%bc**	*43%*	*38%*	**51%e**	*41%*	*42%*	*44%*	*40%*	*69%*	*7%*	*44%*	*28%*
Don't know		**38**	6	32	-	13	18	7	34	3	-	-	37	1
		1%	*2%*	*1%*	-	*1%*	*1%*	**4%e**	*1%*	*5%*	-	-	*1%*	*5%*
NET Not at all important/ Not very important		**119**	2	115	2	38	78	3	116	2	1	-	119	-
		4%	*1%*	**4%a**	*5%*	*4%*	*4%*	*2%*	*4%*	*3%*	*8%*	-	*4%*	-
NET Important / Very important		**2477**	222	2215	41	759	1579	140	2413	43	10	*	2467	10
		82%	**89%b**	*81%*	*81%*	**84%f**	**82%f**	*72%*	*82%*	*85%*	*77%*	*7%*	*82%*	*51%*
Mean		**4.23**	**4.50bc**	4.20	4.10	**4.31e**	4.19	4.17	4.23	4.28	4.38	3.13	4.23	3.83
Std Dev.		**0.86**	0.68	0.86	0.98	0.87	0.85	0.84	0.86	0.75	1.05	-	0.86	0.88
Std Error		**0.02**	0.04	0.02	0.13	0.03	0.02	0.06	0.02	0.12	0.26	-	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**28**	3	10	6	10	1	-	2	2	4	3	3	1	1	-	*	10
	1%	*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	-	*	**4%efmno**
Not very important (2)	**90**	24	24	20	23	9	12	2	6	4	14	2	13	4	10	10	3
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	**5%gk**	*1%*	*3%*	*2%*	**5%g**	*1%*	**6%gkp**	*2%*	*4%*	*4%*	*1%*
Neither important nor unimportant (3)	**393**	117	96	85	95	44	30	43	31	36	28	17	28	39	33	34	28
	13%	*15%*	*12%*	*12%*	*13%*	**16%k**	*12%*	**16%k**	*12%*	*16%*	*10%*	*8%*	*12%*	*15%*	*14%*	*13%*	*12%*
Important (4)	**1145**	287	296	296	266	92	97	98	105	87	104	93	103	100	86	102	78
	38%	*36%*	*38%*	*40%*	*36%*	*33%*	*39%*	*37%*	*41%*	*38%*	*36%*	*41%*	*43%*	*38%*	*37%*	*38%*	*33%*
Very important (5)	**1332**	350	339	310	333	129	105	116	111	99	130	106	88	117	103	117	113
	44%	*44%*	*44%*	*42%*	*45%*	*47%*	*42%*	*44%*	*43%*	*43%*	*45%*	*46%*	*36%*	*44%*	*44%*	*44%*	*48%*
Don't know	**38**	6	7	15	9	-	2	4	-	1	6	7	6	2	2	2	5
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	-	*	*2%*	**3%eh**	*3%*	*1%*	*1%*	*1%*	*2%*
NET Not at all important/ Not very important	**119**	27	34	25	33	10	12	5	9	8	17	5	15	6	10	10	13
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*5%*	*2%*	*3%*	*4%*	*6%*	*2%*	*6%*	*2%*	*4%*	*4%*	*5%*
NET Important / Very important	**2477**	637	635	606	599	221	202	214	216	185	234	199	191	217	190	219	191
	82%	*81%*	*82%*	*83%*	*81%*	*80%*	*82%*	*80%*	*84%*	*80%*	*82%*	*87%*	*80%*	*82%*	*81%*	*83%*	*80%*
Mean	**4.23**	4.22	4.22	4.24	4.22	4.23	4.20	4.23	4.23	4.18	4.23	**4.34l**	4.12	4.25	4.22	4.24	4.22
Std Dev.	**0.86**	0.84	0.87	0.82	0.89	0.86	0.85	0.82	0.83	0.89	0.90	0.78	0.88	0.80	0.85	0.82	1.00
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**64**	-	64	24	40	6	5	3	14	15	13	9	11	16	37	21	63	1	71
	2%	-	*2%*	*2%*	*3%*	*1%*	*1%*	*	**3%g**	**3%g**	**4%g**	**4%g**	*1%*	*2%*	**3%lm**	**4%lm**	*2%*	*	*2%*
Not very important (2)	**236**	-	236	116	117	27	19	31	24	58	44	33	47	55	135	77	224	13	262
	8%	-	*8%*	*8%*	*8%*	*6%*	*5%*	*5%*	*6%*	**11%efgh**	**14%efgh**	**15%efgh**	*5%*	*5%*	**13%lm**	**14%lm**	**8%q**	*4%*	*8%*
Neither important nor unimportant (3)	**615**	-	615	312	303	94	63	100	95	138	76	48	157	195	263	125	565	49	677
	20%	-	*20%*	*21%*	*20%*	*20%*	*15%*	*15%*	**23%fg**	**27%fg**	**24%fg**	*21%*	*18%*	*18%*	**25%lm**	*23%*	*21%*	*15%*	*22%*
Important (4)	**1157**	-	1157	592	563	179	156	246	168	176	133	100	335	413	408	232	1024	127	1197
	38%	-	*38%*	*40%*	*37%*	*38%*	*38%*	*37%*	*40%*	*34%*	*42%*	*44%*	*38%*	*38%*	*39%*	*43%*	*38%*	*38%*	*38%*
Very important (5)	**929**	-	929	435	492	163	160	284	108	129	47	37	323	392	214	85	783	139	899
	31%	-	*31%*	*29%*	*32%*	**34%ijk**	**39%hijk**	**43%ehijk**	**26%jk**	**25%jk**	*15%*	*16%*	**36%no**	**36%no**	*20%*	*16%*	*29%*	**41%p**	*29%*
Don't know	**26**	-	26	8	18	7	8	3	8	*	*	-	15	11	*	*	17	7	23
	1%	-	*1%*	*1%*	*1%*	**1%l**	**2%l**	*	**2%l**	*	*	-	**2%no**	**1%n**	*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**300**	-	300	140	157	33	24	34	37	73	57	42	57	71	172	99	287	13	333
	10%	-	*10%*	*9%*	*10%*	*7%*	*6%*	*5%*	*9%*	**14%efg**	**18%efgh**	**18%efgh**	*6%*	*7%*	**16%lm**	**18%lm**	**11%q**	*4%*	*11%*
NET Important / Very important	**2085**	-	2085	1027	1055	342	316	530	276	305	180	137	658	805	622	317	1807	265	2096
	69%	-	*69%*	*69%*	*69%*	**72%ijk**	**77%hijk**	**79%ehijk**	*66%*	*59%*	*57%*	*60%*	**74%no**	**74%no**	*59%*	*59%*	*68%*	**79%p**	*67%*
Mean	**3.88**	-	3.88	3.88	3.89	**3.99ijk**	**4.11hijk**	**4.17ehijk**	**3.82jk**	3.67	3.50	3.55	**4.05no**	**4.04no**	3.59	3.52	3.84	**4.19p**	3.83
Std Dev.	**1.00**	-	1.00	0.97	1.03	0.95	0.92	0.88	1.00	1.06	1.04	1.05	0.94	0.94	1.05	1.04	1.02	0.85	1.01
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 103

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	64	19	15	14	16	34	30	21	41	11	16	12	12	3	40	11	46
	2%	3%	2%	2%	2%	2%	2%	1%	4%g	3%m	5%klmn	2%	2%	*	2%m	3%	2%
Not very important (2)	236	45	90	37	64	135	102	112	120	42	35	56	57	26	148	46	181
	8%	6%	9%	6%	10%ac	8%	8%	6%	12%g	13%klmn	10%m	7%	7%	4%	8%m	14%p	7%
Neither important nor unimportant (3)	615	113	223	148	130	336	279	391	213	65	83	171	150	98	404	66	509
	20%	15%	23%a	22%a	21%	19%	21%	19%	22%	20%	24%m	22%m	19%	16%	21%m	20%	20%
Important (4)	1157	287	411	250	209	698	459	798	341	104	126	281	298	265	705	105	982
	38%	39%	42%d	38%	33%	40%f	35%	40%	35%	32%	37%	37%	38%	43%i	37%	32%	39%
Very important (5)	929	272	244	208	205	516	413	666	246	98	78	235	262	222	575	98	805
	31%	37%b	25%	31%b	32%b	30%	32%	33%h	25%	30%	23%	31%j	33%j	36%j	31%j	29%	32%
Don't know	26	4	3	8	11	7	19	18	7	7	3	6	3	4	12	7	16
	1%	1%	*	1%	2%b	*	1%e	1%	1%	2%ln	1%	1%	*	1%	1%	2%p	1%
NET Not at all important/ Not very important	300	64	105	52	80	169	132	133	161	53	51	68	69	28	188	57	227
	10%	9%	11%	8%	13%c	10%	10%	7%	17%g	16%klmn	15%klmn	9%m	9%m	5%	10%m	17%p	9%
NET Important / Very important	2085	559	655	458	414	1214	872	1465	587	201	204	516	560	487	1280	203	1787
	69%	76%bcd	66%	69%	65%	70%	67%	73%h	61%	62%	60%	68%j	72%ij	79%ijkln	68%j	61%	70%o
Mean	3.88	4.02bd	3.79	3.91	3.84	3.89	3.88	3.99h	3.66	3.74	3.63	3.89j	3.95ij	4.10ijkln	3.87j	3.72	3.92o
Std Dev.	1.00	1.00	0.97	0.98	1.07	0.99	1.03	0.92	1.12	1.13	1.09	0.98	0.98	0.85	1.01	1.14	0.98
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 103

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	**64**	53	11	2	49	8	5	2	3	2	4	7	5	7	5	8	8	*	8
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	**3%l**
Not very important	(2)	**236**	185	51	11	188	25	16	7	12	12	17	17	18	31	23	32	27	2	23
		8%	*7%*	**11%a**	*7%*	*7%*	*9%*	*11%*	*7%*	**10%l**	*4%*	*7%*	*9%*	*7%*	**11%l**	*5%*	*8%*	**12%ln**	*5%*	**10%l**
Neither important nor unimportant	(3)	**615**	522	93	37	502	66	28	18	20	62	56	31	55	63	72	87	56	11	55
		20%	*20%*	*20%*	*22%*	*20%*	*25%*	*19%*	*19%*	*16%*	*19%*	*23%*	*16%*	*20%*	*22%*	*17%*	*21%*	*24%*	*28%*	*24%*
Important	(4)	**1157**	982	175	62	953	103	60	42	51	108	97	68	120	104	167	153	84	16	86
		38%	*38%*	*38%*	*37%*	*38%*	*38%*	*39%*	*43%*	*41%*	*33%*	*40%*	*36%*	*44%*	*37%*	*39%*	*37%*	*37%*	*40%*	*38%*
Very important	(5)	**929**	806	123	51	795	66	41	27	39	138	66	66	76	77	159	120	54	10	55
		31%	*31%*	*27%*	*31%*	**32%e**	*24%*	*27%*	*28%*	*31%*	**42%hjlmopqr**	*28%*	**35%r**	*27%*	*27%*	**37%pr**	*29%*	*24%*	*25%*	*24%*
Don't know		**26**	25	1	1	24	*	2	*	1	5	-	-	3	1	5	9	-	*	*
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*	*1%*	*2%*	-	*	*
NET Not at all important/ Not very important		**300**	238	62	14	237	33	21	9	15	14	22	24	23	38	27	39	35	3	30
		10%	*9%*	**14%a**	*8%*	*9%*	*12%*	**14%d**	*9%*	**12%l**	*4%*	*9%*	**13%ln**	*8%*	**13%ln**	*6%*	*10%*	**15%ln**	*6%*	**13%ln**
NET Important / Very important		**2085**	1787	298	113	1748	168	100	69	90	246	163	134	196	182	326	273	138	26	142
		69%	*69%*	*66%*	*69%*	**70%e**	*63%*	*66%*	**71%e**	*71%*	**75%mpr**	*68%*	*71%*	*71%*	*64%*	**76%mpr**	*67%*	*60%*	*65%*	*62%*
Mean		**3.88**	**3.90b**	3.77	3.91	**3.91e**	3.72	3.78	3.88	3.89	**4.14hjklmopqr**	3.84	3.89	**3.89p**	3.76	**4.07jmpr**	3.87	3.66	3.83	3.70
Std Dev.		**1.00**	0.99	1.05	0.97	1.00	1.03	1.06	0.97	1.03	0.90	0.97	1.10	0.94	1.05	0.92	1.00	1.07	0.91	1.05
Std Error		**0.02**	0.02	0.03	0.04	0.03	0.04	0.05	0.05	0.08	0.07	0.08	0.09	0.07	0.08	0.07	0.08	0.09	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	64	34	13	4	11	3	47	13	37	18	3	3	3	55	6
		2%	**3%b**	*1%*	*1%*	**5%bcf**	*4%*	*2%*	**5%bcf**	*3%*	*1%*	*1%*	*3%*	*9%*	*2%*	**4%j**
Not very important	(2)	236	112	78	24	17	6	190	23	104	89	23	20	1	192	21
		8%	*9%*	*7%*	*6%*	*9%*	*9%*	*8%*	*9%*	*8%*	*7%*	*6%*	**16%hijm**	*2%*	*8%*	**14%ijm**
Neither important nor unimportant	(3)	615	201	227	121	38	15	428	53	208	235	127	34	2	443	36
		20%	*17%*	*20%*	**30%abfg**	*20%*	*21%*	*18%*	*20%*	*17%*	*19%*	**33%him**	**28%hm**	*8%*	*18%*	*24%*
Important	(4)	1157	402	496	160	72	23	898	95	429	533	156	31	7	961	38
		38%	*34%*	**43%a**	*39%*	*37%*	*32%*	*38%*	*36%*	*35%*	**43%hkn**	**41%kn**	*25%*	*25%*	**39%kn**	*25%*
Very important	(5)	929	421	337	92	55	21	759	76	454	357	69	34	14	810	48
		31%	**36%bc**	*29%*	*23%*	*28%*	*31%*	**32%c**	*29%*	**37%ij**	**29%j**	*18%*	*28%*	*49%*	**33%j**	**32%j**
Don't know		26	6	10	5	1	2	16	3	4	13	5	-	2	17	2
		1%	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*	*	*1%*	*1%*	-	*7%*	*1%*	*1%*
NET Not at all important/ Not very important		300	145	91	27	27	9	236	36	141	107	26	23	3	248	27
		10%	**12%bc**	*8%*	*7%*	**14%bc**	*13%*	*10%*	**14%bc**	*11%*	*9%*	*7%*	**19%ijm**	*12%*	*10%*	**18%ijm**
NET Important / Very important		2085	823	834	253	127	44	1657	171	882	889	225	65	21	1772	86
		69%	**70%c**	**72%c**	*62%*	*66%*	*63%*	**71%c**	*65%*	**71%jkn**	**72%jkn**	*59%*	*53%*	*73%*	**71%jkn**	*57%*
Mean		3.88	3.91	**3.93c**	3.78	3.75	3.79	3.92	3.76	**3.94jkn**	**3.91jkn**	3.70	3.60	4.08	**3.93jkn**	3.68
Std Dev.		1.00	1.08	0.93	0.90	1.13	1.12	1.01	1.12	1.07	0.95	0.86	1.14	1.29	1.01	1.18
Std Error		0.02	0.03	0.03	0.05	0.08	0.13	0.02	0.07	0.03	0.03	0.04	0.10	0.24	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**64**	2	60	2	27	37	-	64	-	-	-	64	-
		2%	*1%*	*2%*	*4%*	*3%*	*2%*	-	*2%*	-	-	-	*2%*	-
Not very important	(2)	**236**	17	219	1	65	164	7	231	3	2	-	236	-
		8%	*7%*	*8%*	*1%*	*7%*	*8%*	*4%*	*8%*	*6%*	*18%*	-	*8%*	-
Neither important nor unimportant	(3)	**615**	40	566	9	172	406	37	595	9	3	*	607	8
		20%	*16%*	*21%*	*18%*	*19%*	*21%*	*19%*	*20%*	*17%*	*19%*	*7%*	*20%*	*39%*
Important	(4)	**1157**	75	1055	27	316	768	73	1121	27	2	-	1151	6
		38%	*30%*	***39%a***	***54%a***	*35%*	*40%*	*38%*	*38%*	*53%*	*19%*	-	*38%*	*28%*
Very important	(5)	**929**	114	806	9	304	552	73	910	9	3	1	922	6
		31%	***46%bc***	*30%*	*19%*	***34%e***	*29%*	***38%e***	*31%*	*18%*	*21%*	*93%*	*31%*	*27%*
Don't know		**26**	1	23	2	17	6	3	19	3	3	-	25	1
		1%	*	*1%*	***5%ab***	***2%e***	*	*1%*	*1%*	*6%*	*22%*	-	*1%*	*5%*
NET Not at all important/ Not very important		**300**	19	279	2	91	201	7	295	3	2	-	300	-
		10%	*8%*	*10%*	*5%*	***10%f***	***10%f***	*4%*	*10%*	*6%*	*18%*	-	*10%*	-
NET Important / Very important		**2085**	189	1860	36	620	1320	145	2031	36	5	1	2073	11
		69%	*76%*	*68%*	*73%*	*69%*	*68%*	*75%*	*69%*	*71%*	*40%*	*93%*	*69%*	*55%*
Mean		**3.88**	**4.14b**	3.86	3.87	3.91	3.85	**4.11e**	3.88	3.88	3.56	4.87	3.88	3.87
Std Dev.		**1.00**	0.98	1.01	0.89	1.05	0.99	0.85	1.01	0.79	1.19	-	1.00	0.85
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.06	0.02	0.12	0.30	-	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**64**	21	16	15	12	10	5	5	4	8	4	6	2	8	2	3	6
	2%	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*
Not very important (2)	**236**	72	50	51	63	29	20	23	24	12	14	13	17	21	22	27	14
	8%	*9%*	*6%*	*7%*	*9%*	*10%*	*8%*	*9%*	*9%*	*5%*	*5%*	*6%*	*7%*	*8%*	*9%*	*10%*	*6%*
Neither important nor unimportant (3)	**615**	150	154	178	133	63	41	46	48	48	59	67	54	56	43	54	37
	20%	*19%*	*20%*	**24%d**	*18%*	*23%*	*17%*	*17%*	*19%*	*21%*	*21%*	**29%fghnp**	*23%*	*21%*	*18%*	*20%*	*16%*
Important (4)	**1157**	305	305	280	267	103	99	103	102	88	115	78	88	114	92	82	93
	38%	*39%*	*40%*	*38%*	*36%*	*37%*	*40%*	*39%*	*40%*	*38%*	*40%*	*34%*	*37%*	**43%o**	*39%*	*31%*	*39%*
Very important (5)	**929**	233	240	204	252	71	79	84	74	74	92	63	76	65	75	99	77
	31%	*30%*	*31%*	*28%*	*34%*	*26%*	*32%*	*32%*	*29%*	*32%*	*32%*	*28%*	*32%*	*25%*	*32%*	**38%em**	*33%*
Don't know	**26**	7	6	4	9	-	2	4	3	1	2	1	3	-	-	-	9
	1%	*1%*	*1%*	*1%*	*1%*	*-*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*-*	*-*	*-*	**4%emno**
NET Not at all important/ Not very important	**300**	93	66	66	75	39	25	29	29	19	18	19	19	29	24	30	20
	10%	*12%*	*9%*	*9%*	*10%*	**14%j**	*10%*	*11%*	*11%*	*8%*	*6%*	*8%*	*8%*	*11%*	*10%*	*11%*	*9%*
NET Important / Very important	**2085**	538	545	484	518	174	178	187	177	162	207	141	165	179	167	181	170
	69%	*68%*	*71%*	*66%*	*70%*	*63%*	*72%*	*70%*	*69%*	*70%*	*72%*	*62%*	*68%*	*68%*	*71%*	*68%*	*72%*
Mean	**3.88**	3.84	3.92	3.83	3.94	3.71	3.93	3.91	3.86	3.91	**3.97e**	3.79	3.93	3.79	3.92	3.93	**3.97e**
Std Dev.	**1.00**	1.04	0.98	0.98	1.01	1.08	1.01	1.01	1.00	1.02	0.93	1.00	0.95	1.00	0.98	1.05	1.00
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.07	0.06	0.07	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3129	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	3026	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	1662	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	137	-	137	71	66	4	11	12	26	35	30	19	15	38	84	49	134	2	144
	5%	-	5%	5%	4%	1%	3%	2%	6%eg	7%efg	10%efg	8%efg	2%	3%	8%lm	9%lm	5%q	1%	5%
Not very important (2)	342	-	342	167	175	33	22	44	44	89	54	57	54	88	200	111	321	21	380
	11%	-	11%	11%	11%	7%	5%	7%	11%f	17%efgh	17%efg	25%efgh	6%	8%	19%lm	21%lm	12%q	6%	12%
Neither important nor unimportant (3)	789	-	789	371	415	75	81	130	137	169	127	70	156	268	366	196	732	54	891
	26%	-	26%	25%	27%	16%	20%	20%	33%efg	33%efg	40%efg	31%efg	18%	25%l	35%lm	36%lm	27%q	16%	28%
Important (4)	939	-	939	495	445	180	162	220	122	129	72	55	341	343	256	126	812	123	950
	31%	-	31%	33%	29%	38%ijk	39%hijk	33%ij	29%	25%	23%	24%	38%mno	32%no	24%	23%	30%	37%	30%
Very important (5)	788	-	788	371	414	179	128	255	81	87	31	27	307	336	145	58	652	128	735
	26%	-	26%	25%	27%	38%hijk	31%hijk	38%hijk	19%j	17%	10%	12%	35%no	31%no	14%	11%	24%	38%p	23%
Don't know	32	-	32	13	19	7	8	5	6	6	*	-	14	11	6	*	25	7	29
	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	*	-	2%o	1%	1%	*	1%	2%	1%
NET Not at all important/ Not very important	479	-	479	237	241	36	33	56	70	124	84	76	70	126	284	160	455	23	524
	16%	-	16%	16%	16%	8%	8%	8%	17%efg	24%efgh	27%efgh	33%efghi	8%	12%l	27%lm	30%lm	17%q	7%	17%
NET Important / Very important	1727	-	1727	865	859	359	289	475	203	216	103	81	648	678	400	184	1464	251	1685
	57%	-	57%	58%	56%	75%hijk	70%hijk	71%hijk	49%jk	42%	33%	36%	73%mno	63%no	38%	34%	55%	75%p	54%
Mean	3.63	-	3.63	3.63	3.64	4.06hijk	3.92hijk	4.00hijk	3.46jk	3.28	3.06	3.06	4.00mno	3.79no	3.17	3.06	3.58	4.08p	3.57
Std Dev.	1.12	-	1.12	1.12	1.13	0.94	0.99	1.01	1.11	1.14	1.09	1.14	0.97	1.08	1.13	1.11	1.13	0.93	1.12
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	137	25	55	31	26	80	57	66	68	20	26	35	36	9	97	20	106
	5%	3%	6%	5%	4%	5%	4%	3%	7%g	6%m	8%m	5%m	5%m	1%	5%m	6%	4%
Not very important (2)	342	87	127	56	73	214	128	192	150	50	40	85	80	64	206	52	277
	11%	12%	13%c	8%	11%	12%	10%	10%	15%g	15%	12%	11%	10%	10%	11%	16%	11%
Neither important nor unimportant (3)	789	180	252	199	158	432	357	478	297	81	87	222	191	142	500	84	659
	26%	24%	26%	30%	25%	25%	27%	24%	31%g	25%	25%	29%	24%	23%	27%	25%	26%
Important (4)	939	229	300	201	210	529	410	661	267	87	110	221	257	205	589	88	800
	31%	31%	30%	30%	33%	31%	32%	33%h	28%	27%	32%	29%	33%	33%	31%	27%	31%
Very important (5)	788	211	240	174	162	451	337	586	181	86	73	191	208	190	472	86	670
	26%	29%	24%	26%	26%	26%	26%	29%h	19%	26%	22%	25%	27%	31%jn	25%	26%	26%
Don't know	32	8	12	5	6	20	11	24	6	2	4	6	9	7	19	2	26
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	479	112	182	87	98	294	185	258	218	69	66	120	117	73	303	72	384
	16%	15%	18%c	13%	16%	17%	14%	13%	22%g	21%m	20%m	16%	15%	12%	16%	22%p	15%
NET Important / Very important	1727	440	540	375	372	980	747	1247	448	173	184	412	465	395	1061	174	1470
	57%	59%	55%	56%	59%	57%	57%	62%h	46%	53%	54%	54%	59%	64%ijkn	56%	52%	58%
Mean	3.63	3.70	3.56	3.65	3.65	3.62	3.65	3.76h	3.36	3.52	3.49	3.60	3.67	3.82ijkn	3.61	3.51	3.66
Std Dev.	1.12	1.11	1.16	1.10	1.11	1.14	1.10	1.08	1.16	1.21	1.18	1.12	1.12	1.03	1.13	1.20	1.11
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	137	105	32	9	112	11	12	2	2	11	9	9	11	18	11	29	12	3	8
	5%	*4%*	**7%a**	*5%*	*4%*	*4%*	**8%dg**	*2%*	*2%*	*3%*	*4%*	*5%*	*4%*	*6%*	*3%*	*7%*	*5%*	*7%*	*4%*
Not very important (2)	342	271	71	20	276	39	18	9	17	32	20	26	39	30	29	49	34	8	32
	11%	*11%*	**16%a**	*12%*	*11%*	*15%*	*12%*	*9%*	**14%n**	*10%*	*8%*	**14%n**	**14%n**	*11%*	*7%*	*12%*	**15%n**	**19%jn**	**14%n**
Neither important nor unimportant (3)	789	652	137	46	630	84	43	32	26	77	74	47	78	74	80	98	75	8	76
	26%	*25%*	*30%*	*28%*	*25%*	**31%d**	*28%*	**33%d**	*21%*	*24%*	**31%n**	*25%*	**28%n**	*26%*	*19%*	*24%*	**33%hn**	*21%*	**33%hino**
Important (4)	939	821	118	45	791	74	44	29	37	102	69	64	78	89	160	128	64	12	62
	31%	**32%b**	*26%*	*28%*	*32%*	*28%*	*29%*	*30%*	*29%*	*31%*	*29%*	*34%*	*28%*	*31%*	**37%r**	*31%*	*28%*	*30%*	*27%*
Very important (5)	788	697	91	40	673	58	32	24	42	100	67	43	70	71	144	92	44	9	49
	26%	**27%b**	*20%*	*25%*	*27%*	*22%*	*21%*	*25%*	**34%opr**	**31%pr**	*28%*	*23%*	*25%*	*25%*	**34%opr**	*23%*	*19%*	*23%*	*22%*
Don't know	32	25	7	3	28	1	2	1	1	5	2	-	1	2	5	12	-	*	1
	1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*3%*	-	*	*
NET Not at all important/ Not very important	479	377	103	29	388	51	30	11	20	43	29	35	50	48	40	78	46	10	40
	16%	*15%*	**23%a**	*18%*	*15%*	**19%g**	**20%g**	*11%*	*16%*	*13%*	*12%*	**18%n**	**18%n**	*17%*	*9%*	**19%n**	**20%n**	**26%jn**	**18%n**
NET Important / Very important	1727	1518	209	86	1465	133	76	53	79	202	136	108	148	160	304	221	108	22	111
	57%	**59%b**	*46%*	*52%*	**58%ef**	*49%*	*50%*	*55%*	**63%pr**	**62%pr**	*57%*	*57%*	*53%*	*56%*	**71%jklmopqr**	*54%*	*47%*	*53%*	*49%*
Mean	3.63	3.68b	3.37	3.55	3.66ef	3.48	3.44	3.67ef	3.80opr	3.77pr	3.69p	3.57	3.57	3.59	3.93jklmopqr	3.52	3.41	3.44	3.49
Std Dev.	1.12	1.11	1.18	1.16	1.12	1.11	1.19	1.02	1.11	1.10	1.08	1.12	1.13	1.16	1.02	1.18	1.11	1.24	1.09
Std Error	0.02	0.03	0.03	0.05	0.03	0.04	0.05	0.05	0.09	0.09	0.09	0.10	0.08	0.09	0.07	0.09	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	137	83	31	15	6	4	113	9	87	37	9	5	-	123	5
		5%	**7%b**	*3%*	*4%*	*3%*	*5%*	**5%b**	*4%*	**7%ij**	*3%*	*2%*	*4%*	-	**5%l**	*3%*
Not very important	(2)	342	172	110	29	24	7	282	32	149	144	32	17	*	293	18
		11%	**15%bc**	*9%*	*7%*	*13%*	*11%*	**12%c**	*12%*	*12%*	*12%*	*8%*	*14%*	*1%*	*12%*	*12%*
Neither important nor unimportant	(3)	789	265	323	129	43	19	588	62	289	323	133	31	4	612	36
		26%	*23%*	**28%a**	**32%af**	*22%*	*27%*	*25%*	*23%*	*23%*	*26%*	**35%him**	*26%*	*15%*	*25%*	*24%*
Important	(4)	939	307	416	135	60	19	723	79	337	425	131	36	8	762	45
		31%	*26%*	**36%af**	**33%a**	*31%*	*27%*	**31%a**	*30%*	*27%*	**34%h**	*34%*	*30%*	*29%*	*31%*	*30%*
Very important	(5)	788	346	264	99	56	19	610	75	367	301	75	30	13	669	43
		26%	**29%b**	*23%*	*24%*	*29%*	*27%*	*26%*	*28%*	**30%ij**	*24%*	*20%*	*24%*	*46%*	**27%j**	*28%*
Don't know		32	4	18	1	5	2	22	7	6	14	4	3	3	20	6
		1%	*	**2%a**	*	**3%ac**	**3%ac**	*1%*	**3%ac**	*1%*	*1%*	*1%*	*2%*	*9%*	*1%*	**4%him**
NET Not at all important/ Not very important		479	255	140	43	30	11	395	41	236	181	40	22	*	416	22
		16%	**22%bcf**	*12%*	*11%*	*16%*	*16%*	**17%bc**	*16%*	**19%ij**	*15%*	*11%*	*18%*	*1%*	**17%j**	*15%*
NET Important / Very important		1727	653	681	234	116	38	1333	154	704	726	206	66	21	1431	87
		57%	*55%*	*59%*	*57%*	*60%*	*54%*	*57%*	*58%*	*57%*	*58%*	*54%*	*54%*	*75%*	*58%*	*58%*
Mean		3.63	3.56	3.68	3.68	3.72	3.61	3.62	3.69	3.61	3.66	3.61	3.57	4.32	3.63	3.71
Std Dev.		1.12	1.25	1.02	1.03	1.12	1.16	1.14	1.13	1.23	1.06	0.97	1.13	0.79	1.15	1.12
Std Error		0.02	0.04	0.03	0.05	0.08	0.14	0.02	0.07	0.03	0.03	0.05	0.10	0.15	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	137	13	122	2	51	82	5	135	2	*	-	137	-
		5%	5%	4%	5%	6%	4%	2%	5%	3%	1%	-	5%	-
Not very important	(2)	342	8	331	3	84	248	11	335	4	3	-	342	-
		11%	3%	12%a	6%	9%	13%df	6%	11%	8%	23%	-	11%	-
Neither important nor unimportant	(3)	789	42	732	15	206	539	44	769	11	*	-	780	9
		26%	17%	27%a	30%	23%	28%d	23%	26%	21%	3%	-	26%	44%
Important	(4)	939	81	843	14	276	604	59	916	16	4	*	935	4
		31%	33%	31%	29%	31%	31%	31%	31%	31%	30%	7%	31%	18%
Very important	(5)	788	103	671	14	278	438	72	756	18	6	1	780	7
		26%	41%b	25%	28%	31%e	23%	37%e	26%	35%	44%	93%	26%	33%
Don't know		32	1	29	1	8	21	3	30	1	-	-	31	1
		1%	*	1%	2%	1%	1%	1%	1%	2%	-	-	1%	5%
NET Not at all important/ Not very important		479	21	453	5	134	330	15	471	6	3	-	479	-
		16%	9%	17%a	11%	15%f	17%f	8%	16%	11%	23%	-	16%	-
NET Important / Very important		1727	184	1514	28	554	1043	131	1672	34	10	1	1715	10
		57%	74%b	56%	57%	61%e	54%	68%e	57%	66%	74%	100%	57%	51%
Mean		3.63	4.02b	3.60	3.71	3.72e	3.56	3.96de	3.63	3.89	3.94	4.93	3.63	3.88
Std Dev.		1.12	1.09	1.12	1.11	1.16	1.11	1.03	1.12	1.10	1.25	-	1.12	0.92
Std Error		0.02	0.07	0.02	0.15	0.04	0.03	0.07	0.02	0.17	0.30	-	0.02	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base		**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base		**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important	(1)	**137**	32	44	25	36	16	5	11	14	14	16	9	2	13	16	9	11
		5%	*4%*	*6%*	*3%*	*5%*	**6%l**	*2%*	*4%*	**5%l**	**6%l**	**6%l**	*4%*	*1%*	**5%l**	**7%fl**	*3%*	*5%*
Not very important	(2)	**342**	106	89	76	71	36	31	39	47	21	21	31	17	28	24	29	19
		11%	*13%*	*12%*	*10%*	*10%*	*13%*	*12%*	**15%jl**	**18%jlp**	*9%*	*7%*	*14%*	*7%*	*11%*	*10%*	*11%*	*8%*
Neither important nor unimportant	(3)	**789**	223	209	192	165	88	66	69	89	63	58	51	61	79	52	70	43
		26%	**28%d**	*27%*	*26%*	*22%*	**32%jp**	*27%*	*26%*	**35%jknp**	*27%*	*20%*	*23%*	*25%*	**30%p**	*22%*	*27%*	*18%*
Important	(4)	**939**	238	224	223	254	76	82	80	59	66	99	63	87	73	82	82	90
		31%	*30%*	*29%*	*30%*	*34%*	*28%*	*33%*	*30%*	*23%*	*29%*	**35%h**	*28%*	**36%h**	*28%*	**35%h**	*31%*	**38%h**
Very important	(5)	**788**	176	198	209	204	56	57	63	48	63	87	69	71	70	61	74	69
		26%	*22%*	*26%*	**29%a**	*28%*	*20%*	*23%*	*24%*	*19%*	*27%*	**31%eh**	**30%h**	**29%h**	*26%*	*26%*	*28%*	**29%h**
Don't know		**32**	11	7	8	6	2	5	4	-	3	3	4	3	*	-	-	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*	-	-	*2%*
NET Not at all important/ Not very important		**479**	138	134	101	107	52	36	50	60	36	37	40	19	42	40	38	30
		16%	*18%*	*17%*	*14%*	*15%*	**19%l**	*15%*	**19%l**	**24%jlop**	*15%*	*13%*	**18%l**	*8%*	*16%*	**17%l**	*14%*	*12%*
NET Important / Very important		**1727**	415	422	432	458	132	140	143	107	129	187	132	158	142	142	157	159
		57%	*53%*	*55%*	*59%*	**62%ab**	*48%*	**57%h**	**54%h**	*42%*	**56%h**	**65%egh**	**58%h**	**66%eh**	**54%h**	**61%eh**	**59%h**	**67%eghm**
Mean		**3.63**	3.54	3.58	**3.71a**	**3.71a**	3.44	**3.64h**	3.56	3.31	**3.62h**	**3.78eh**	**3.67h**	**3.88eghm**	**3.60h**	**3.63h**	**3.70h**	**3.81eh**
Std Dev.		**1.12**	1.11	1.16	1.09	1.12	1.13	1.05	1.13	1.13	1.17	1.14	1.17	0.95	1.14	1.17	1.09	1.10
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.08	0.07	0.08	0.06	0.07	0.07	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**22**	-	22	8	13	5	6	-	4	3	1	2	12	4	6	3	19	1	22
	1%	-	*1%*	*1%*	*1%*	**1%g**	**2%g**	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**87**	-	87	51	36	22	6	14	13	13	9	11	28	26	32	20	75	11	77
	3%	-	*3%*	*3%*	*2%*	**5%f**	*1%*	*2%*	*3%*	*2%*	*3%*	**5%f**	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*
Neither important nor unimportant (3)	**378**	-	378	194	182	56	36	56	52	68	60	51	92	107	179	111	344	32	410
	12%	-	*12%*	*13%*	*12%*	*12%*	*9%*	*8%*	*12%*	**13%g**	**19%efg**	**23%efghi**	*10%*	*10%*	**17%lm**	**21%lm**	*13%*	*10%*	*13%*
Important (4)	**1304**	-	1304	655	647	184	158	261	189	256	152	104	342	450	512	256	1181	118	1390
	43%	-	*43%*	*44%*	*42%*	*39%*	*38%*	*39%*	*45%*	**50%efg**	*48%*	*46%*	*39%*	*42%*	**48%lm**	**47%l**	**44%q**	*35%*	*44%*
Very important (5)	**1210**	-	1210	560	647	204	201	329	149	175	92	59	405	478	326	151	1041	162	1207
	40%	-	*40%*	*38%*	*42%*	**43%ijk**	**49%hijk**	**49%hijk**	*36%*	*34%*	*29%*	*26%*	**46%no**	**44%no**	*31%*	*28%*	*39%*	**48%p**	*39%*
Don't know	**26**	-	26	18	8	4	4	7	9	1	*	-	9	17	1	*	16	10	23
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*	*	-	*1%*	**2%no**	*	*	*1%*	**3%p**	*1%*
NET Not at all important/ Not very important	**108**	-	108	59	49	27	12	14	17	15	10	13	40	31	38	23	94	12	99
	4%	-	*4%*	*4%*	*3%*	**6%g**	*3%*	*2%*	*4%*	*3%*	*3%*	**6%g**	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*
NET Important / Very important	**2513**	-	2513	1215	1294	389	358	590	338	431	244	163	747	928	838	407	2222	280	2597
	83%	-	*83%*	*82%*	*84%*	**82%k**	**87%jk**	**89%ehjk**	**81%k**	**84%k**	*78%*	*72%*	**84%no**	**86%no**	*79%*	*75%*	*83%*	*84%*	*83%*
Mean	**4.20**	-	4.20	4.16	4.23	**4.19k**	**4.33hijk**	**4.37ehijk**	**4.15k**	**4.14k**	4.03	3.91	**4.25no**	**4.29no**	4.06	3.98	4.18	**4.32p**	4.19
Std Dev.	**0.82**	-	0.82	0.82	0.81	0.90	0.82	0.73	0.83	0.77	0.79	0.87	0.87	0.78	0.80	0.83	0.81	0.82	0.81
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.03	0.02	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**22**	4	11	3	4	15	7	14	7	4	3	5	4	*	13	4	13
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
Not very important (2)	**87**	24	22	19	22	46	40	54	32	10	18	14	18	18	50	14	69
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**5%kln**	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*
Neither important nor unimportant (3)	**378**	79	121	90	88	200	178	215	156	53	47	97	84	67	228	53	302
	12%	*11%*	*12%*	*14%*	*14%*	*12%*	*14%*	*11%*	**16%g**	*16%*	*14%*	*13%*	*11%*	*11%*	*12%*	*16%*	*12%*
Important (4)	**1304**	291	463	291	259	754	550	873	407	129	154	322	366	246	841	129	1101
	43%	*39%*	**47%a**	*44%*	*41%*	*44%*	*42%*	*44%*	*42%*	*39%*	*45%*	*42%*	*47%*	*40%*	*45%*	*39%*	*43%*
Very important (5)	**1210**	336	360	257	256	697	513	829	362	126	116	319	308	280	743	127	1038
	40%	**45%b**	*37%*	*39%*	*40%*	*40%*	*39%*	*41%*	*37%*	*39%*	*34%*	*42%*	*39%*	**45%j**	*39%*	*38%*	*41%*
Don't know	**26**	6	9	6	6	14	12	21	4	5	2	3	3	6	8	5	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important	**108**	28	33	21	26	61	47	68	40	14	22	19	22	18	63	18	81
	4%	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	**6%kln**	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*
NET Important / Very important	**2513**	627	824	548	515	1450	1063	1702	769	255	270	641	674	526	1584	256	2140
	83%	*85%*	*84%*	*82%*	*81%*	*84%*	*82%*	**85%h**	*79%*	*78%*	*79%*	*84%*	**86%ij**	**85%i**	**84%i**	*77%*	**84%o**
Mean	**4.20**	4.27	4.17	4.18	4.18	4.21	4.18	**4.23h**	4.12	4.13	4.07	**4.24j**	**4.23j**	**4.29ij**	**4.20j**	4.11	4.22
Std Dev.	**0.82**	0.82	0.81	0.80	0.85	0.82	0.82	0.80	0.85	0.88	0.89	0.79	0.77	0.78	0.80	0.90	0.80
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	22	18	4	1	20	2	*	-	*	-	1	2	6	2	8	-	1	1	1
	1%	1%	1%	1%	1%	1%	*	-	*	-	*	1%	2%o	1%	2%	-	*	2%lo	*
Not very important (2)	87	72	14	5	69	9	6	2	5	9	9	4	4	4	15	14	4	*	9
	3%	3%	3%	3%	3%	3%	4%	2%	4%	3%	4%	2%	2%	1%	4%	3%	2%	*	4%
Neither important nor unimportant (3)	378	305	73	20	309	39	19	11	12	35	29	28	32	37	34	59	43	3	36
	12%	12%	16%a	12%	12%	15%	13%	12%	9%	11%	12%	15%	11%	13%	8%	14%	19%hn	9%	16%n
Important (4)	1304	1110	193	70	1075	112	72	45	54	118	118	83	125	120	172	174	113	18	95
	43%	43%	43%	42%	43%	42%	48%	46%	43%	36%	49%l	44%	45%	42%	40%	43%	49%l	43%	42%
Very important (5)	1210	1043	167	67	1015	105	52	38	54	160	83	73	106	120	190	162	67	19	87
	40%	41%	37%	41%	40%	39%	34%	39%	43%p	49%jpr	34%	39%	38%	42%p	44%p	40%	29%	46%p	38%
Don't know	26	24	3	1	24	1	1	1	1	5	-	-	4	1	11	-	1	*	1
	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	-	-	1%	*	3%o	-	*	*	*
NET Not at all important/ Not very important	108	90	18	6	89	11	6	2	5	9	10	6	10	6	23	14	5	1	10
	4%	4%	4%	4%	4%	4%	4%	2%	4%	3%	4%	3%	4%	2%	5%	3%	2%	2%	4%
NET Important / Very important	2513	2153	361	137	2089	217	124	83	107	277	201	156	231	240	362	337	180	36	181
	83%	84%	79%	83%	83%	81%	82%	85%	85%	85%	84%	82%	83%	84%	84%	82%	79%	89%	80%
Mean	4.20	4.21	4.12	4.21	4.20	4.16	4.13	4.23	4.25p	4.33jpr	4.13	4.17	4.18	4.24	4.24	4.19	4.06	4.31p	4.13
Std Dev.	0.82	0.81	0.85	0.83	0.82	0.84	0.80	0.75	0.81	0.79	0.80	0.82	0.85	0.79	0.89	0.80	0.77	0.80	0.85
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	22	7	5	4	1	5	11	6	9	8	3	1	1	16	2
		1%	*1%*	*	*1%*	*1%*	**7%abcdf**	*	**2%abf**	*1%*	*1%*	*1%*	*1%*	*5%*	*1%*	*2%*
Not very important	(2)	87	24	27	15	15	5	51	21	25	30	19	14	-	55	14
		3%	*2%*	*2%*	*4%*	**8%abf**	**8%abf**	*2%*	**8%abf**	*2%*	*2%*	**5%hm**	**11%him**	-	*2%*	**9%him**
Neither important nor unimportant	(3)	378	133	130	79	25	6	263	30	116	161	69	26	2	276	28
		12%	*11%*	*11%*	**19%abfg**	*13%*	*8%*	*11%*	*11%*	*9%*	**13%h**	**18%hm**	**21%him**	*7%*	*11%*	**18%hm**
Important	(4)	1304	489	527	172	87	25	1016	111	485	592	168	44	11	1077	55
		43%	*42%*	*45%*	*42%*	*45%*	*35%*	*43%*	*42%*	*39%*	**48%hn**	*44%*	*36%*	*38%*	*43%*	*36%*
Very important	(5)	1210	516	463	132	66	27	979	93	600	440	118	38	12	1041	50
		40%	**44%cd**	**40%c**	*32%*	*34%*	*39%*	**42%c**	*35%*	**49%ijkmn**	*35%*	*31%*	*31%*	*43%*	**42%ij**	*33%*
Don't know		26	7	10	5	1	2	17	3	1	14	8	-	2	15	2
		1%	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*	*	**1%h**	**2%hm**	-	*7%*	*1%*	**1%h**
NET Not at all important/ Not very important		108	31	32	19	16	10	63	27	34	37	21	15	1	71	16
		4%	*3%*	*3%*	*5%*	**8%abf**	**15%abcf**	*3%*	**10%abcf**	*3%*	*3%*	**6%hm**	**12%him**	*5%*	*3%*	**11%him**
NET Important / Very important		2513	1005	990	304	152	52	1995	204	1085	1032	285	82	23	2117	105
		83%	**85%cg**	**85%cg**	*75%*	*79%*	*74%*	**85%cg**	*77%*	**88%ijkn**	**83%jkn**	*75%*	*67%*	*81%*	**85%jkn**	*70%*
Mean		4.20	4.27cdeg	4.23cdeg	4.03	4.04	3.93	4.25cdeg	4.01	4.33ijkmn	4.16jkn	4.01	3.85	4.23	4.25ijkn	3.92
Std Dev.		0.82	0.79	0.77	0.88	0.91	1.22	0.78	1.00	0.79	0.78	0.87	1.01	1.01	0.79	1.02
Std Error		0.01	0.02	0.02	0.04	0.06	0.14	0.02	0.06	0.02	0.02	0.05	0.09	0.18	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	22	-	20	2	8	10	3	21	*	-	-	22	-
		1%	-	1%	4%a	1%	1%	2%	1%	1%	-	-	1%	-
Not very important	(2)	87	3	83	1	26	55	6	84	2	-	-	87	-
		3%	1%	3%	1%	3%	3%	3%	3%	5%	-	-	3%	-
Neither important nor unimportant	(3)	378	21	351	6	92	262	24	356	10	1	1	368	10
		12%	9%	13%	13%	10%	14%	13%	12%	20%	7%	100%	12%	46%
Important	(4)	1304	85	1202	17	362	871	71	1278	17	4	-	1299	5
		43%	34%	44%a	34%	40%	45%	37%	43%	34%	27%	-	43%	23%
Very important	(5)	1210	138	1047	24	402	724	84	1181	18	6	-	1205	5
		40%	56%b	38%	49%	45%e	37%	44%	40%	35%	44%	-	40%	25%
Don't know		26	1	26	-	11	11	4	20	3	3	-	25	1
		1%	*	1%	-	1%	1%	2%	1%	5%	22%	-	1%	5%
NET Not at all important/ Not very important		108	3	103	2	34	65	9	105	3	-	-	108	-
		4%	1%	4%	5%	4%	3%	5%	4%	6%	-	-	4%	-
NET Important / Very important		2513	224	2249	41	764	1595	155	2459	35	9	-	2504	10
		83%	90%b	82%	83%	85%	83%	80%	84%	69%	71%	-	83%	48%
Mean		4.20	4.45b	4.17	4.23	4.26e	4.17	4.21	4.20	4.03	4.47	3.00	4.20	3.78
Std Dev.		0.82	0.70	0.82	0.98	0.83	0.80	0.90	0.82	0.94	0.69	-	0.82	0.86
Std Error		0.01	0.04	0.02	0.13	0.03	0.02	0.06	0.01	0.15	0.17	-	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**22**	3	8	6	5	2	-	1	2	*	6	2	1	3	-	-	5
	1%	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*	*2%*	*1%*	*	*1%*	-	-	*2%*
Not very important (2)	**87**	20	24	20	23	6	7	7	10	3	11	6	8	6	3	14	7
	3%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*1%*	*4%*	*3%*	*3%*	*2%*	*1%*	*5%*	*3%*
Neither important nor unimportant (3)	**378**	98	108	84	88	39	37	23	32	34	42	27	27	30	27	36	25
	12%	*13%*	*14%*	*11%*	*12%*	*14%*	*15%*	*9%*	*13%*	*15%*	*15%*	*12%*	*11%*	*11%*	*12%*	*14%*	*11%*
Important (4)	**1304**	353	326	328	297	112	114	127	114	90	122	100	112	116	100	111	86
	43%	*45%*	*42%*	*45%*	*40%*	*41%*	*46%*	***48%p***	*45%*	*39%*	*43%*	*44%*	*46%*	*44%*	*43%*	*42%*	*36%*
Very important (5)	**1210**	306	299	287	318	113	86	107	93	100	106	89	90	108	102	104	112
	40%	*39%*	*39%*	*39%*	*43%*	*41%*	*35%*	*40%*	*36%*	*44%*	*37%*	*39%*	*37%*	*41%*	*44%*	*39%*	***47%f***
Don't know	**26**	8	7	7	5	3	3	1	4	3	*	4	3	1	2	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*	*2%*	*1%*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**108**	22	32	26	28	9	7	7	12	3	17	8	9	9	3	14	12
	4%	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*3%*	*5%*	*1%*	***6%n***	*3%*	*4%*	*3%*	*1%*	*5%*	*5%*
NET Important / Very important	**2513**	659	625	615	614	225	200	234	207	190	227	189	202	224	202	215	198
	83%	*84%*	*81%*	*84%*	*84%*	*82%*	*81%*	***88%j***	*81%*	*83%*	*80%*	*83%*	*84%*	*85%*	*86%*	*81%*	*83%*
Mean	**4.20**	4.21	4.16	4.20	4.23	4.20	4.15	4.26	4.14	4.26	4.09	4.20	4.19	4.22	**4.30j**	4.15	4.25
Std Dev.	**0.82**	0.78	0.85	0.81	0.83	0.83	0.77	0.74	0.85	0.77	0.92	0.81	0.79	0.82	0.72	0.84	0.92
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**49**	-	49	23	26	10	6	*	8	15	6	5	15	8	26	11	47	1	57
	2%	-	*2%*	*2%*	*2%*	**2%g**	**1%g**	*	**2%g**	**3%g**	**2%g**	**2%g**	*2%*	*1%*	**2%m**	*2%*	*2%*	*	*2%*
Not very important (2)	**107**	-	107	47	61	23	10	8	20	19	12	15	33	28	46	27	98	9	121
	4%	-	*4%*	*3%*	*4%*	**5%g**	*2%*	*1%*	**5%g**	**4%g**	**4%g**	**7%fg**	*4%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*
Neither important nor unimportant (3)	**433**	-	433	228	203	75	52	72	50	76	68	40	127	122	184	108	391	41	487
	14%	-	*14%*	*15%*	*13%*	*16%*	*13%*	*11%*	*12%*	*15%*	**22%fgh**	**17%g**	*14%*	*11%*	**17%m**	**20%lm**	*15%*	*12%*	*16%*
Important (4)	**1163**	-	1163	598	565	195	145	268	147	205	112	92	340	415	408	204	1032	127	1207
	38%	-	*38%*	*40%*	*37%*	*41%*	*35%*	*40%*	*35%*	*40%*	*36%*	*41%*	*38%*	*38%*	*39%*	*38%*	*39%*	*38%*	*39%*
Very important (5)	**1234**	-	1234	570	661	163	193	314	178	198	113	74	357	492	385	187	1077	149	1222
	41%	-	*41%*	*38%*	**43%c**	*34%*	**47%eijk**	**47%eijk**	*43%*	*38%*	*36%*	*32%*	*40%*	**45%no**	*36%*	*35%*	*40%*	*44%*	*39%*
Don't know	**39**	-	39	21	18	10	5	5	12	3	2	2	15	18	7	4	30	8	35
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%gi**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**157**	-	157	70	87	33	16	8	28	34	18	20	49	36	72	38	145	10	178
	5%	-	*5%*	*5%*	*6%*	**7%g**	**4%g**	*1%*	**7%g**	**7%g**	**6%g**	**9%fg**	*6%*	*3%*	**7%m**	**7%m**	*5%*	*3%*	*6%*
NET Important / Very important	**2397**	-	2397	1168	1226	358	338	582	325	403	225	166	697	907	794	391	2109	276	2429
	79%	-	*79%*	*79%*	*80%*	*75%*	**82%jk**	**87%ehijk**	*78%*	*78%*	*72%*	*73%*	*78%*	**84%lno**	*75%*	*72%*	*79%*	*82%*	*78%*
Mean	**4.15**	-	4.15	4.12	4.17	4.03	**4.26eijk**	**4.34ehijk**	4.16	4.08	4.01	3.95	**4.13o**	**4.27lno**	4.03	3.98	4.13	4.26	4.10
Std Dev.	**0.91**	-	0.91	0.89	0.93	0.95	0.87	0.72	0.96	0.97	0.96	0.99	0.92	0.82	0.97	0.97	0.92	0.80	0.93
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.04	0.03	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base		3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base		1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important	(1)	49	8	13	14	15	21	29	22	27	13	7	10	9	2	26	13	29
		2%	1%	1%	2%	2%	1%	2%	1%	3%g	4%klmn	2%	1%	1%	*	1%	4%p	1%
Not very important	(2)	107	11	41	22	34	51	56	56	47	20	20	27	26	7	74	20	81
		4%	1%	4%a	3%	5%a	3%	4%	3%	5%g	6%m	6%m	4%m	3%	1%	4%m	6%p	3%
Neither important nor unimportant	(3)	433	88	121	128	97	209	225	259	162	55	57	110	97	67	264	60	342
		14%	12%	12%	19%ab	15%	12%	17%e	13%	17%g	17%	17%	14%	12%	11%	14%	18%	13%
Important	(4)	1163	295	393	243	233	688	475	795	356	121	144	268	304	254	715	122	982
		38%	40%	40%	36%	37%	40%	37%	40%	37%	37%	42%	35%	39%	41%	38%	37%	39%
Very important	(5)	1234	326	408	254	246	734	500	846	368	102	113	341	343	277	797	102	1087
		41%	44%	41%	38%	39%	43%	38%	42%	38%	31%	33%	45%lj	44%lj	45%lj	42%lj	31%	43%o
Don't know		39	13	11	5	11	24	15	28	8	15	*	4	3	9	8	15	19
		1%	2%	1%	1%	2%	1%	1%	1%	1%	5%jklmn	*	1%	*	2%n	*	4%p	1%
NET Not at all important/ Not very important		157	19	53	37	49	72	85	79	74	33	27	37	35	10	100	33	109
		5%	3%	5%a	5%a	8%a	4%	7%e	4%	8%g	10%klmn	8%m	5%m	5%m	2%	5%m	10%p	4%
NET Important / Very important		2397	621	801	497	479	1422	976	1641	724	223	257	608	646	531	1512	224	2068
		79%	84%cd	81%cd	75%	75%	82%f	75%	82%h	75%	68%	75%	80%l	83%lj	86%ljkn	80%l	67%	81%o
Mean		4.15	4.27cd	4.17	4.06	4.06	4.21f	4.06	4.21h	4.03	3.89	3.99	4.19lj	4.21lj	4.31ljn	4.16lj	3.88	4.20o
Std Dev.		0.91	0.81	0.89	0.95	0.99	0.86	0.97	0.86	1.00	1.07	0.96	0.91	0.87	0.74	0.91	1.06	0.87
Std Error		0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	49	37	13	4	40	7	2	1	2	4	4	5	4	3	5	12	2	1	6
	2%	1%	3%	3%	2%	3%	1%	1%	2%	1%	2%	2%	1%	1%	1%	3%	1%	3%	3%
Not very important (2)	107	86	21	6	85	10	7	5	3	9	9	14	8	8	4	18	13	2	9
	4%	3%	5%	4%	3%	4%	5%	5%	2%	3%	4%	7%hn	3%	3%	1%	4%	6%n	4%	4%n
Neither important nor unimportant (3)	433	359	74	28	350	47	20	15	13	42	24	30	41	44	56	68	33	4	43
	14%	14%	16%	17%	14%	18%	14%	15%	10%	13%	10%	16%	15%	15%	13%	17%	14%	10%	19%hj
Important (4)	1163	1017	146	44	961	110	51	41	52	112	106	60	107	105	180	147	92	20	90
	38%	40%bc	32%	27%	38%	41%	34%	43%f	42%	34%	44%k	32%	39%	37%	42%	36%	40%	50%k	39%
Very important (5)	1234	1035	199	81	1041	93	66	35	55	151	97	79	113	122	170	163	90	14	79
	41%	40%	44%	49%	41%e	35%	43%e	36%	44%	46%r	40%	42%	41%	43%	40%	40%	39%	33%	35%
Don't know	39	38	2	2	33	1	5	1	1	8	-	2	3	2	15	2	-	*	1
	1%	1%	*	1%	1%	*	3%de	1%	1%	2%	-	1%	1%	1%	4%jopr	*	-	*	*
NET Not at all important/ Not very important	157	123	34	10	125	17	9	5	4	13	13	19	11	11	9	29	15	3	14
	5%	5%	7%	6%	5%	6%	6%	5%	4%	4%	5%	10%in	4%	4%	2%	7%n	7%n	7%n	6%n
NET Important / Very important	2397	2052	345	124	2002	203	117	76	108	264	204	139	220	226	350	311	181	34	169
	79%	80%	76%	76%	80%	76%	77%	78%	86%kor	81%	85%kr	73%	80%	80%	81%	76%	79%	83%	74%
Mean	4.15	4.16	4.10	4.17	4.16e	4.01	4.17	4.09	4.25r	4.25r	4.18	4.03	4.17	4.19	4.22r	4.06	4.10	4.06	4.00
Std Dev.	0.91	0.89	1.02	1.02	0.90	0.96	0.95	0.87	0.84	0.88	0.88	1.05	0.88	0.87	0.80	1.00	0.92	0.94	0.96
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.09	0.07	0.07	0.06	0.08	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	49	20	14	8	5	3	34	8	19	17	6	2	6	36	8
	2%	2%	1%	2%	2%	4%	1%	3%	2%	1%	1%	2%	21%	1%	5%hijm
Not very important (2)	107	43	41	11	13	-	84	13	41	35	20	11	1	76	11
	4%	4%	4%	3%	7%	-	4%	5%	3%	3%	5%	9%him	2%	3%	8%him
Neither important nor unimportant (3)	433	139	141	103	41	4	280	44	142	168	95	20	3	310	23
	14%	12%	12%	25%abef	21%abef	5%	12%	17%	11%	14%	25%him	16%	10%	13%	15%
Important (4)	1163	418	487	143	79	30	905	109	399	556	153	44	5	956	50
	38%	35%	42%a	35%	41%	44%	39%	41%	32%	45%hmn	40%h	36%	19%	39%h	33%
Very important (5)	1234	544	471	135	54	26	1015	80	625	454	104	42	9	1078	51
	41%	46%bcdg	41%dg	33%	28%	37%	43%cdg	30%	51%ijkmn	36%j	27%	35%	30%	43%ij	34%
Don't know	39	14	6	7	4	7	20	11	9	14	6	3	5	23	8
	1%	1%	1%	2%	2%	10%abcdf	1%	4%abf	1%	1%	2%	3%	18%	1%	5%him
NET Not at all important/ Not very important	157	63	55	19	17	3	118	20	60	52	25	13	6	112	20
	5%	5%	5%	5%	9%	4%	5%	8%	5%	4%	7%	11%him	23%	5%	13%him
NET Important / Very important	2397	961	958	278	132	56	1920	188	1024	1010	257	87	14	2034	101
	79%	82%cdg	83%cdg	68%	68%	81%	82%cdg	72%	83%jkn	81%jkn	67%	71%	50%	82%jkn	67%
Mean	4.15	4.22cdg	4.18cdg	3.97	3.86	4.22	4.20cdg	3.95	4.28ijkn	4.13jn	3.88	3.95	3.44	4.21jkn	3.87
Std Dev.	0.91	0.92	0.87	0.94	0.99	0.92	0.89	0.98	0.91	0.85	0.92	1.03	1.63	0.88	1.16
Std Error	0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.02	0.02	0.05	0.09	0.30	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**49**	7	41	2	22	25	3	49	1	*	-	49	-
		2%	*3%*	*1%*	*4%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	-
Not very important	(2)	**107**	7	100	1	32	68	7	99	7	-	-	106	1
		4%	*3%*	*4%*	*2%*	*4%*	*4%*	*4%*	*3%*	*13%*	-	-	*4%*	*7%*
Neither important nor unimportant	(3)	**433**	29	397	7	121	280	32	414	6	2	1	423	9
		14%	*12%*	*15%*	*15%*	*13%*	*14%*	*17%*	*14%*	*12%*	*15%*	*100%*	*14%*	*46%*
Important	(4)	**1163**	71	1067	26	316	777	70	1138	19	4	-	1160	3
		38%	*28%*	**39%a**	**52%a**	*35%*	*40%*	*36%*	*39%*	*36%*	*29%*	-	*39%*	*13%*
Very important	(5)	**1234**	133	1087	14	391	766	76	1208	18	4	-	1230	4
		41%	**54%bc**	*40%*	*28%*	*43%*	*40%*	*40%*	*41%*	*35%*	*28%*	-	*41%*	*21%*
Don't know		**39**	3	37	-	18	17	5	32	1	4	-	37	3
		1%	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*27%*	-	*1%*	*13%*
NET Not at all important/ Not very important		**157**	13	141	3	54	93	10	148	7	*	-	156	1
		5%	*5%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*15%*	*1%*	-	*5%*	*7%*
NET Important / Very important		**2397**	204	2154	40	708	1543	146	2346	37	8	-	2390	7
		79%	*82%*	*79%*	*79%*	*79%*	*80%*	*76%*	*80%*	*72%*	*57%*	-	*80%*	*34%*
Mean		**4.15**	4.29	4.14	3.98	4.16	4.14	4.12	4.15	3.93	4.13	3.00	4.15	3.56
Std Dev.		**0.91**	0.97	0.90	0.93	0.96	0.89	0.92	0.91	1.07	0.89	-	0.91	0.96
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.07	0.02	0.17	0.23	-	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**49**	10	15	11	13	2	1	6	3	3	9	4	3	4	6	3	3
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*
Not very important (2)	**107**	36	24	29	18	8	19	8	8	7	9	15	7	7	6	7	6
	4%	*5%*	*3%*	*4%*	*2%*	*3%*	**8%mnp**	*3%*	*3%*	*3%*	*3%*	*7%*	*3%*	*3%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**433**	116	99	109	110	46	35	35	33	25	41	36	39	33	27	44	38
	14%	*15%*	*13%*	*15%*	*15%*	*17%*	*14%*	*13%*	*13%*	*11%*	*14%*	*16%*	*16%*	*13%*	*12%*	*17%*	*16%*
Important (4)	**1163**	292	322	244	306	93	94	105	107	93	122	68	82	93	101	115	89
	38%	*37%*	**42%c**	*33%*	**42%c**	*34%*	*38%*	*40%*	**42%k**	*40%*	**43%k**	*30%*	*34%*	*35%*	**43%k**	**43%k**	*38%*
Very important (5)	**1234**	318	303	335	277	119	95	104	100	98	105	104	105	126	91	91	95
	41%	*40%*	*39%*	**46%d**	*38%*	*43%*	*39%*	*39%*	*39%*	*43%*	*37%*	*46%*	*44%*	**48%o**	*39%*	*34%*	*40%*
Don't know	**39**	15	8	4	12	6	2	7	4	4	*	1	3	-	2	5	5
	1%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*	*1%*	*1%*	-	*1%*	*2%*	*2%*
NET Not at all important/ Not very important	**157**	46	39	40	32	11	20	15	12	10	18	19	11	10	12	11	9
	5%	*6%*	*5%*	*6%*	*4%*	*4%*	*8%*	*6%*	*5%*	*4%*	*6%*	*8%*	*4%*	*4%*	*5%*	*4%*	*4%*
NET Important / Very important	**2397**	610	625	579	583	212	189	209	207	191	227	172	187	220	193	205	185
	79%	*78%*	*81%*	*79%*	*79%*	*77%*	*77%*	*79%*	*81%*	*83%*	*79%*	*75%*	*78%*	*83%*	*82%*	*78%*	*78%*
Mean	**4.15**	4.13	4.14	4.19	4.13	4.18	4.08	4.13	4.16	4.22	4.07	4.11	4.17	4.26	4.15	4.08	4.15
Std Dev.	**0.91**	0.92	0.90	0.93	0.89	0.89	0.94	0.94	0.87	0.86	0.96	1.01	0.91	0.88	0.91	0.86	0.89
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.06	0.07	0.06	0.05	0.06	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**169**	-	169	99	69	3	4	16	31	44	43	27	7	48	114	70	165	2	201
	6%	-	*6%*	*7%*	*5%*	*1%*	*1%*	*2%*	**8%efg**	**8%efg**	**14%efg**	**12%efg**	*1%*	**4%l**	**11%lm**	**13%lm**	**6%q**	*1%*	*6%*
Not very important (2)	**293**	-	293	143	150	23	30	28	39	91	44	39	53	66	174	83	283	10	320
	10%	-	*10%*	*10%*	*10%*	*5%*	*7%*	*4%*	**9%g**	**18%efgh**	**14%efg**	**17%efgh**	*6%*	*6%*	**17%lm**	**15%lm**	**11%q**	*3%*	*10%*
Neither important nor unimportant (3)	**713**	-	713	339	371	101	67	133	113	131	99	69	167	247	300	168	662	50	803
	24%	-	*24%*	*23%*	*24%*	*21%*	*16%*	*20%*	**27%fg**	**25%f**	**32%efg**	**30%efg**	*19%*	*23%*	**28%lm**	**31%lm**	**25%q**	*15%*	*26%*
Important (4)	**1005**	-	1005	509	497	198	171	251	127	131	68	59	369	379	258	127	868	136	1004
	33%	-	*33%*	*34%*	*32%*	**42%hijk**	**42%hijk**	**38%ijk**	*31%*	*25%*	*22%*	*26%*	**42%mno**	**35%no**	*24%*	*23%*	*32%*	**41%p**	*32%*
Very important (5)	**797**	-	797	368	428	139	132	236	98	110	53	28	270	334	192	81	655	131	746
	26%	-	*26%*	*25%*	*28%*	**29%ijk**	**32%hijk**	**35%hijk**	**24%k**	**21%k**	*17%*	*12%*	**30%no**	**31%no**	*18%*	*15%*	*24%*	**39%p**	*24%*
Don't know	**49**	-	49	30	19	13	7	2	7	8	7	5	21	9	19	11	42	5	55
	2%	-	*2%*	*2%*	*1%*	**3%g**	*2%*	*	*2%*	*2%*	**2%g**	**2%g**	**2%m**	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
NET Not at all important/ Not very important	**462**	-	462	242	219	26	34	44	70	135	87	66	60	114	288	153	448	12	521
	15%	-	*15%*	*16%*	*14%*	*5%*	*8%*	*7%*	**17%efg**	**26%efgh**	**28%efgh**	**29%efgh**	*7%*	**11%l**	**27%lm**	**28%lm**	**17%q**	*4%*	*17%*
NET Important / Very important	**1802**	-	1802	876	924	337	303	488	225	241	121	87	640	713	450	208	1523	267	1750
	60%	-	*60%*	*59%*	*60%*	**71%hijk**	**74%hijk**	**73%hijk**	**54%jk**	*47%*	*39%*	*38%*	**72%mno**	**66%no**	*43%*	*38%*	*57%*	**80%p**	*56%*
Mean	**3.66**	-	3.66	3.62	3.70	**3.96hijk**	**3.98hijk**	**4.00hijk**	**3.54jk**	3.34	3.14	3.10	**3.97mno**	**3.82no**	3.23	3.13	3.59	**4.16p**	3.58
Std Dev.	**1.14**	-	1.14	1.16	1.12	0.88	0.94	0.97	1.18	1.24	1.26	1.20	0.91	1.08	1.24	1.24	1.15	0.84	1.15
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.05	0.04	0.06	0.05	0.06	0.08	0.03	0.03	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 107

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	169	42	65	29	32	107	61	83	80	23	30	38	43	27	111	23	137
	6%	6%	7%	4%	5%	6%	5%	4%	8%g	7%	9%m	5%	5%	4%	6%	7%	5%
Not very important (2)	293	52	118	63	60	170	123	168	124	30	31	91	71	44	193	32	246
	10%	7%	12%a	9%	9%	10%	9%	8%	13%g	9%	9%	12%m	9%	7%	10%	10%	10%
Neither important nor unimportant (3)	713	155	219	173	167	374	340	430	271	87	102	176	172	113	451	90	579
	24%	21%	22%	26%	26%	22%	26%e	21%	28%g	27%m	30%lm	23%	22%	18%	24%m	27%	23%
Important (4)	1005	256	349	218	183	605	401	723	265	90	98	249	272	235	619	91	861
	33%	35%	35%d	33%	29%	35%	31%	36%h	27%	27%	29%	33%	35%	38%ij	33%	27%	34%
Very important (5)	797	231	219	168	179	450	347	575	208	87	75	193	214	193	481	87	682
	26%	31%b	22%	25%	28%b	26%	27%	29%h	21%	27%	22%	25%	27%	31%jn	26%	26%	27%
Don't know	49	4	16	15	14	20	29	28	20	10	5	13	10	5	28	10	33
	2%	1%	2%	2%a	2%a	1%	2%	1%	2%	3%m	1%	2%	1%	1%	2%	3%	1%
NET Not at all important/ Not very important	462	95	183	92	92	278	184	251	204	52	61	129	114	70	304	54	383
	15%	13%	19%a	14%	15%	16%	14%	13%	21%g	16%	18%m	17%m	15%	11%	16%m	16%	15%
NET Important / Very important	1802	487	568	386	361	1055	747	1297	473	176	173	442	486	428	1100	178	1543
	60%	66%bcd	58%	58%	57%	61%	57%	65%h	49%	54%	51%	58%	62%j	69%ijkln	58%j	54%	61%
Mean	3.66	3.79b	3.56	3.66	3.67	3.66	3.67	3.78h	3.42	3.60	3.47	3.63	3.70j	3.86ijkn	3.63	3.58	3.68
Std Dev.	1.14	1.13	1.16	1.10	1.14	1.15	1.12	1.08	1.21	1.19	1.19	1.14	1.13	1.08	1.15	1.19	1.13
Std Error	0.02	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	**169**	113	56	13	132	21	11	5	6	10	10	16	18	22	5	27	19	3	17
		6%	*4%*	**12%a**	*8%*	*5%*	*8%*	*7%*	*5%*	**4%n**	*3%*	*4%*	**8%in**	**7%n**	**8%n**	*1%*	**7%n**	**8%in**	**9%n**	**8%in**
Not very important	(2)	**293**	253	40	13	235	29	19	11	13	31	21	23	22	23	27	47	28	4	25
		10%	*10%*	*9%*	*8%*	*9%*	*11%*	*13%*	*11%*	*11%*	*10%*	*9%*	*12%*	*8%*	*8%*	*6%*	*11%*	*12%*	*9%*	*11%*
Neither important nor unimportant	(3)	**713**	584	130	42	573	68	41	31	19	75	60	40	76	68	66	105	64	7	61
		24%	*23%*	**29%a**	*26%*	*23%*	*25%*	*27%*	**32%d**	*15%*	*23%*	**25%hn**	*21%*	**27%hn**	*24%*	*15%*	**26%hn**	**28%hn**	*17%*	**27%hn**
Important	(4)	**1005**	881	125	52	839	92	44	30	47	97	82	69	81	88	178	131	67	15	77
		33%	**34%b**	*27%*	*32%*	*33%*	*34%*	*29%*	*31%*	*37%*	*30%*	*34%*	*37%*	*29%*	*31%*	**41%ilp**	*32%*	*29%*	*37%*	*34%*
Very important	(5)	**797**	697	100	41	690	57	31	19	39	105	64	40	78	76	147	93	48	11	45
		26%	*27%*	*22%*	*25%*	**27%efg**	*21%*	*20%*	*19%*	**31%r**	**32%kpr**	*27%*	*21%*	*28%*	*27%*	**34%kopr**	*23%*	*21%*	*28%*	*20%*
Don't know		**49**	45	4	3	41	2	5	2	2	9	2	3	2	6	7	7	3	*	2
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	**3%e**	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**462**	366	96	26	367	50	30	16	19	41	32	39	40	45	32	74	46	7	43
		15%	*14%*	**21%a**	*16%*	*15%*	*19%*	**20%d**	*16%*	**15%n**	*12%*	*13%*	**20%n**	**14%n**	**16%n**	*7%*	**18%n**	**20%n**	**17%n**	**19%n**
NET Important / Very important		**1802**	1577	225	93	1530	148	75	49	86	201	146	109	159	165	325	223	116	26	122
		60%	**61%b**	*49%*	*56%*	**61%fg**	*55%*	*50%*	*50%*	**68%opr**	*62%*	*61%*	*57%*	*57%*	*58%*	**76%ijklmopqr**	*55%*	*51%*	*65%*	*54%*
Mean		**3.66**	**3.71b**	3.38	3.59	**3.70efg**	3.51	3.44	3.49	**3.81kopr**	**3.81kopr**	3.71	3.50	3.65	3.63	**4.03ijklmopqr**	3.54	3.44	3.68	3.47
Std Dev.		**1.14**	1.11	1.27	1.18	1.13	1.17	1.18	1.10	1.13	1.09	1.09	1.19	1.16	1.20	0.93	1.16	1.19	1.23	1.16
Std Error		**0.02**	0.03	0.04	0.05	0.03	0.05	0.05	0.05	0.09	0.09	0.09	0.10	0.09	0.10	0.07	0.09	0.10	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	169	100	43	12	9	4	144	13	96	54	7	11	-	150	11
		6%	*9%bc*	*4%*	*3%*	*5%*	*5%*	*6%b*	*5%*	*8%ij*	*4%*	*2%*	*9%j*	-	*6%j*	*7%j*
Not very important	(2)	293	129	99	37	21	5	228	26	138	102	42	11	-	240	11
		10%	*11%*	*9%*	*9%*	*11%*	*8%*	*10%*	*10%*	*11%*	*8%*	*11%*	*9%*	-	*10%*	*8%*
Neither important nor unimportant	(3)	713	253	281	123	43	6	534	50	267	307	109	22	2	574	24
		24%	*22%*	*24%e*	*30%aefg*	*22%*	*9%*	*23%e*	*19%*	*22%*	*25%*	*28%hn*	*18%*	*7%*	*23%*	*16%*
Important	(4)	1005	304	443	160	73	23	747	96	320	482	142	50	9	802	59
		33%	*26%*	*38%af*	*39%af*	*37%a*	*33%*	*32%a*	*36%a*	*26%*	*39%hm*	*37%h*	*41%h*	*33%*	*32%h*	*39%h*
Very important	(5)	797	373	279	69	45	25	652	70	395	281	78	24	15	676	39
		26%	*32%bc*	*24%c*	*17%*	*23%*	*36%c*	*28%c*	*27%c*	*32%ijkm*	*23%*	*20%*	*19%*	*54%*	*27%ij*	*26%*
Don't know		49	17	16	5	2	6	33	9	18	18	5	4	2	36	6
		2%	*1%*	*1%*	*1%*	*1%*	*9%abcdf*	*1%*	*3%*	*1%*	*1%*	*1%*	*3%*	*7%*	*1%*	*4%*
NET Not at all important/ Not very important		462	229	142	49	30	9	371	39	235	156	49	22	-	390	22
		15%	*19%bcf*	*12%*	*12%*	*16%*	*13%*	*16%b*	*15%*	*19%ij*	*13%*	*13%*	*18%*	-	*16%*	*15%*
NET Important / Very important		1802	677	722	229	118	48	1399	166	716	763	221	74	24	1479	98
		60%	*58%*	*62%*	*56%*	*61%*	*69%*	*60%*	*63%*	*58%*	*61%*	*58%*	*60%*	*87%*	*60%*	*65%*
Mean		3.66	3.62	3.71	3.59	3.64	3.95c	3.67	3.72	3.64	3.68	3.64	3.54	4.50	3.66	3.72
Std Dev.		1.14	1.27	1.05	0.98	1.10	1.17	1.17	1.13	1.26	1.05	0.99	1.19	0.64	1.16	1.17
Std Error		0.02	0.04	0.03	0.05	0.08	0.14	0.02	0.07	0.03	0.03	0.05	0.11	0.12	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	169	10	156	3	48	116	5	165	*	*	-	166	3
		6%	4%	6%	7%	5%	6%	3%	6%	1%	1%	-	6%	15%
Not very important	(2)	293	10	282	1	75	212	6	290	3	*	*	293	-
		10%	4%	10%a	3%	8%	11%f	3%	10%	6%	1%	7%	10%	-
Neither important nor unimportant	(3)	713	38	663	12	182	481	50	695	4	2	-	702	12
		24%	15%	24%a	23%	20%	25%d	26%	24%	9%	16%	-	23%	57%
Important	(4)	1005	63	920	22	280	666	59	970	26	5	1	1001	4
		33%	25%	34%a	45%a	31%	34%	30%	33%	50%	37%	93%	33%	18%
Very important	(5)	797	120	665	11	293	436	67	774	15	6	-	796	1
		26%	48%bc	24%	22%	33%e	23%	35%e	26%	30%	45%	-	26%	5%
Don't know		49	7	42	-	22	21	6	46	2	-	-	48	1
		2%	3%	2%	-	2%e	1%	3%	2%	4%	-	-	2%	5%
NET Not at all important/ Not very important		462	19	438	5	123	328	11	455	4	*	*	459	3
		15%	8%	16%a	10%	14%f	17%f	6%	15%	7%	2%	7%	15%	15%
NET Important / Very important		1802	184	1585	33	573	1103	126	1744	41	11	1	1796	5
		60%	74%b	58%	67%	64%e	57%	65%	59%	80%	82%	93%	60%	23%
Mean		3.66	4.14b	3.62	3.73	3.79e	3.57	3.94e	3.66	4.07	4.23	3.87	3.67	2.98
Std Dev.		1.14	1.08	1.14	1.06	1.15	1.13	1.01	1.14	0.87	0.86	-	1.14	1.04
Std Error		0.02	0.07	0.02	0.14	0.04	0.03	0.07	0.02	0.14	0.21	-	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 107

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**169**	45	45	32	46	18	10	17	18	12	16	13	6	14	18	17	11
	6%	*6%*	*6%*	*4%*	*6%*	*7%*	*4%*	*6%*	*7%*	*5%*	*6%*	*6%*	*2%*	*5%*	*8%*	*7%*	*5%*
Not very important (2)	**293**	86	62	76	69	28	22	36	19	18	26	28	21	27	26	22	21
	10%	*11%*	*8%*	*10%*	*9%*	*10%*	*9%*	*14%*	*7%*	*8%*	*9%*	*12%*	*9%*	*10%*	*11%*	*8%*	*9%*
Neither important nor unimportant (3)	**713**	202	192	151	168	70	68	64	79	45	68	47	49	55	47	77	44
	24%	*26%*	*25%*	*21%*	*23%*	*25%*	*28%*	*24%*	**31%lnp**	*19%*	*24%*	*20%*	*21%*	*21%*	*20%*	**29%p**	*19%*
Important (4)	**1005**	240	278	268	220	84	87	69	77	94	106	79	98	91	72	76	71
	33%	*31%*	*36%*	**37%d**	*30%*	*31%*	*35%*	*26%*	*30%*	**41%go**	**37%g**	*35%*	**41%go**	*34%*	*31%*	*29%*	*30%*
Very important (5)	**797**	196	184	199	217	68	56	72	60	59	66	60	61	78	69	69	80
	26%	*25%*	*24%*	*27%*	*30%*	*25%*	*23%*	*27%*	*23%*	*26%*	*23%*	*26%*	*25%*	*30%*	*29%*	*26%*	**34%ij**
Don't know	**49**	17	10	7	15	7	3	7	3	3	4	2	5	*	2	4	9
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	**4%m**
NET Not at all important/ Not very important	**462**	131	108	108	115	47	32	53	37	29	41	41	27	40	44	39	33
	15%	*17%*	*14%*	*15%*	*16%*	*17%*	*13%*	*20%*	*14%*	*13%*	*15%*	*18%*	*11%*	*15%*	*19%*	*15%*	*14%*
NET Important / Very important	**1802**	437	462	467	437	152	143	142	137	154	172	139	159	169	141	144	151
	60%	*55%*	*60%*	**64%a**	*59%*	*55%*	*58%*	*53%*	*53%*	**67%ghc**	*60%*	*61%*	**66%gh**	*64%*	*60%*	*55%*	*64%*
Mean	**3.66**	3.59	3.65	3.72	3.68	3.58	3.64	3.56	3.56	3.75	3.64	3.64	3.79	3.73	3.64	3.60	3.82
Std Dev.	**1.14**	1.15	1.11	1.11	1.18	1.17	1.06	1.22	1.14	1.08	1.11	1.16	1.01	1.14	1.23	1.16	1.16
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.07	0.07	0.08	0.07	0.07	0.07	0.08	0.06	0.07	0.08	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 108

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3129	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	3026	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	1662	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	46	-	46	22	24	8	11	2	16	3	3	1	20	18	8	5	37	7	44
	2%	-	*2%*	*1%*	*2%*	*2%*	*3%g*	*	*4%gi*	*1%*	*1%*	*1%*	*2%n*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	93	-	93	52	41	12	13	9	16	20	11	11	26	25	42	22	93	-	117
	3%	-	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*4%*	*4%g*	*4%*	*5%g*	*3%*	*2%*	*4%*	*4%*	*3%q*	-	*4%*
Neither important nor unimportant (3)	468	-	468	262	203	74	38	72	56	99	76	53	112	128	227	128	429	38	520
	15%	-	*15%*	*18%d*	*13%*	*16%f*	*9%*	*11%*	*14%*	*19%fg*	*24%efgh*	*23%fgh*	*13%*	*12%*	*22%lm*	*24%lm*	*16%*	*11%*	*17%*
Important (4)	1322	-	1322	634	688	202	173	293	185	231	132	105	375	478	468	237	1160	154	1380
	44%	-	*44%*	*43%*	*45%*	*42%*	*42%*	*44%*	*45%*	*45%*	*42%*	*46%*	*42%*	*44%*	*44%*	*44%*	*43%*	*46%*	*44%*
Very important (5)	1045	-	1045	488	553	171	167	282	132	158	86	51	337	413	294	137	910	129	1022
	35%	-	*35%*	*33%*	*36%*	*36%k*	*41%ijk*	*42%hijk*	*32%*	*31%*	*27%*	*22%*	*38%no*	*38%no*	*28%*	*25%*	*34%*	*39%*	*33%*
Don't know	53	-	53	29	24	9	9	9	11	4	5	7	18	19	16	12	46	7	46
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
NET Not at all important/ Not very important	139	-	139	74	65	21	25	11	32	23	15	12	45	43	50	27	130	7	161
	5%	-	*5%*	*5%*	*4%*	*4%g*	*6%g*	*2%*	*8%g*	*5%g*	*5%*	*5%g*	*5%*	*4%*	*5%*	*5%*	*5%*	*2%*	*5%*
NET Important / Very important	2367	-	2367	1122	1241	372	340	575	317	389	218	156	712	892	763	374	2070	283	2402
	78%	-	*78%*	*75%*	*81%c*	*78%k*	*83%ijk*	*86%ehijk*	*76%*	*75%*	*69%*	*69%*	*80%no*	*82%no*	*72%*	*69%*	*77%*	*85%p*	*77%*
Mean	4.09	-	4.09	4.04	4.13c	4.10k	4.17jk	4.28ehijk	3.99	4.02	3.93	3.88	4.13no	4.17no	3.96	3.91	4.07	4.21	4.04
Std Dev.	0.87	-	0.87	0.89	0.86	0.89	0.93	0.74	0.99	0.85	0.88	0.84	0.91	0.85	0.86	0.86	0.88	0.81	0.88
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.05	0.03	0.05	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base		**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base		**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important	(1)	**46**	17	8	8	13	25	21	29	16	9	4	4	15	8	23	9	31
		2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**3%k**	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*
Not very important	(2)	**93**	27	32	12	22	59	34	55	38	7	16	23	22	13	62	9	76
		3%	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*5%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*
Neither important nor unimportant	(3)	**468**	107	141	117	102	248	220	277	181	52	67	128	109	84	305	55	395
		15%	*14%*	*14%*	*18%*	*16%*	*14%*	*17%*	*14%*	**19%g**	*16%*	*20%*	*17%*	*14%*	*14%*	*16%*	*17%*	*16%*
Important	(4)	**1322**	304	464	277	277	768	554	895	401	142	116	330	367	257	813	143	1091
		44%	*41%*	*47%*	*42%*	*44%*	*44%*	*43%*	*45%*	*41%*	*44%*	*34%*	**43%j**	**47%j**	*42%*	**43%j**	*43%*	*43%*
Very important	(5)	**1045**	275	318	238	214	592	453	715	316	109	131	264	257	242	653	109	905
		35%	*37%*	*32%*	*36%*	*34%*	*34%*	*35%*	*36%*	*33%*	*33%*	*38%*	*35%*	*33%*	*39%*	*35%*	*33%*	*36%*
Don't know		**53**	10	23	13	7	33	20	36	16	7	6	11	11	13	28	7	41
		2%	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
NET Not at all important/ Not very important		**139**	44	40	20	35	84	55	84	54	15	20	27	37	21	85	18	107
		5%	*6%*	*4%*	*3%*	*5%*	*5%*	*4%*	*4%*	*6%*	*5%*	*6%*	*4%*	*5%*	*3%*	*5%*	*5%*	*4%*
NET Important / Very important		**2367**	579	781	515	491	1360	1006	1609	717	251	247	594	624	499	1465	252	1996
		78%	*78%*	*79%*	*77%*	*77%*	*79%*	*77%*	**80%h**	*74%*	*77%*	*73%*	*78%*	**80%j**	**81%j**	*78%*	*76%*	*79%*
Mean		**4.09**	4.09	4.09	4.11	4.05	4.09	4.08	**4.12h**	4.01	4.05	4.06	4.10	4.08	4.18	4.08	4.03	4.11
Std Dev.		**0.87**	0.93	0.82	0.85	0.91	0.87	0.88	0.86	0.92	0.91	0.95	0.83	0.87	0.84	0.87	0.93	0.86
Std Error		**0.02**	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	46	40	5	1	38	3	4	*	2	-	3	4	5	5	13	2	4	1	2
		2%	2%	1%	1%	2%	1%	3%g	*	1%	-	1%	2%l	2%	2%	3%l	1%	2%	4%io	1%
Not very important	(2)	93	70	23	4	66	16	7	5	1	3	11	11	10	8	9	6	8	4	12
		3%	3%	5%a	2%	3%	6%d	5%	5%	*	1%	5%	6%hio	4%	3%	2%	1%	4%	10%himno	5%hio
Neither important nor unimportant	(3)	468	383	85	26	373	52	25	17	16	52	42	29	29	34	58	66	47	4	48
		15%	15%	19%	16%	15%	20%d	17%	18%	13%	16%	17%	15%	11%	12%	14%	16%	21%lm	11%	21%himn
Important	(4)	1322	1139	182	61	1094	116	66	46	58	134	90	82	125	133	188	181	103	20	96
		44%	44%	40%	37%	44%	43%	44%	47%	46%	41%	38%	43%	45%	47%	44%	44%	45%	49%	42%
Very important	(5)	1045	893	152	68	895	79	43	28	48	128	87	62	105	100	156	145	65	11	68
		35%	35%	33%	41%	36%ef	29%	28%	29%	38%	39%	36%	33%	38%	35%	36%	35%	28%	27%	30%
Don't know		53	46	7	5	44	2	6	1	1	9	7	3	2	4	7	9	2	*	2
		2%	2%	1%	3%	2%	1%	4%deg	1%	1%	3%	3%	1%	1%	2%	2%	2%	1%	*	1%
NET Not at all important/ Not very important		139	110	29	5	104	19	11	5	2	3	14	15	15	13	22	8	12	5	13
		5%	4%	6%	3%	4%	7%d	7%d	5%	2%	1%	6%l	8%hio	5%l	5%	5%l	2%	5%l	14%hilmnopr	6%io
NET Important / Very important		2367	2032	334	129	1989	195	109	74	106	262	178	144	230	233	343	325	168	31	164
		78%	79%b	74%	78%	79%ef	73%	72%	77%	84%jpr	80%	74%	76%	83%pr	82%r	80%	80%	73%	76%	72%
Mean		4.09	4.10	4.01	4.19	4.11ef	3.95	3.94	4.01	4.21pqr	4.22kpqr	4.06	4.00	4.15	4.12	4.10	4.15pqr	3.96	3.86	3.96
Std Dev.		0.87	0.87	0.92	0.85	0.87	0.91	0.96	0.83	0.78	0.75	0.92	0.96	0.89	0.86	0.92	0.79	0.89	1.05	0.89
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.06	0.06	0.07	0.08	0.07	0.07	0.07	0.06	0.07	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 108

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	46	25	4	6	7	4	29	11	20	18	5	2	1	38	3
		2%	**2%b**	*	*1%*	**3%b**	**6%bf**	*1%*	**4%bf**	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
Not very important	(2)	93	39	31	13	11	*	70	11	32	35	21	5	-	67	5
		3%	*3%*	*3%*	*3%*	*6%*	*	*3%*	*4%*	*3%*	*3%*	**6%hm**	*4%*	-	*3%*	*3%*
Neither important nor unimportant	(3)	468	159	178	91	28	5	337	33	161	174	92	29	5	335	34
		15%	*13%*	*15%*	**22%abefg**	*14%*	*7%*	*14%*	*12%*	*13%*	*14%*	**24%him**	**24%him**	*17%*	*14%*	**23%him**
Important	(4)	1322	452	572	163	96	33	1024	129	454	644	164	48	9	1098	57
		44%	*38%*	**49%acf**	*40%*	**49%a**	*48%*	**44%a**	**49%a**	*37%*	**52%hjkmn**	*43%*	*39%*	*32%*	**44%h**	*38%*
Very important	(5)	1045	480	363	124	48	25	843	74	552	353	90	35	12	905	47
		35%	**41%bcdfg**	*31%*	*31%*	*25%*	*36%*	**36%bd**	*28%*	**45%ijkmn**	*28%*	*23%*	*29%*	*42%*	**37%ij**	*31%*
Don't know		53	21	14	9	5	2	35	7	16	19	10	3	2	36	5
		2%	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*7%*	*1%*	*3%*
NET Not at all important/ Not very important		139	64	34	19	17	4	99	21	52	52	27	7	1	104	8
		5%	**5%b**	*3%*	*5%*	**9%bf**	*6%*	*4%*	**8%bf**	*4%*	*4%*	*7%*	*6%*	*2%*	*4%*	*5%*
NET Important / Very important		2367	932	935	287	144	59	1867	202	1006	997	254	83	21	2003	104
		78%	**79%c**	**80%c**	*71%*	*74%*	*84%*	**80%c**	*77%*	**81%jkn**	**80%jkn**	*66%*	*68%*	*74%*	**81%jkn**	*69%*
Mean		4.09	**4.15cdg**	**4.10cdg**	3.97	3.89	4.12	**4.12cdg**	3.95	**4.22ijkmn**	**4.05ij**	3.84	3.91	4.19	**4.13ijk**	3.96
Std Dev.		0.87	0.93	0.77	0.90	0.97	0.99	0.86	0.98	0.89	0.82	0.91	0.93	0.92	0.86	0.93
Std Error		0.02	0.03	0.02	0.05	0.07	0.12	0.02	0.06	0.02	0.02	0.05	0.08	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base	3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base	1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important (1)	46	4	40	2	24	18	4	39	3	3	-	46	-
	2%	1%	1%	5%	3%e	1%	2%	1%	7%	23%	-	2%	-
Not very important (2)	93	5	89	-	24	67	3	93	-	*	-	93	-
	3%	2%	3%	-	3%	3%	1%	3%	-	*	-	3%	-
Neither important nor unimportant (3)	468	36	423	8	111	324	33	443	8	4	1	455	11
	15%	15%	16%	16%	12%	17%d	17%	15%	16%	33%	100%	15%	56%
Important (4)	1322	69	1233	19	378	873	71	1292	24	2	-	1319	2
	44%	28%	45%a	39%	42%	45%	37%	44%	47%	18%	-	44%	12%
Very important (5)	1045	127	898	20	350	619	77	1022	14	3	-	1039	5
	35%	51%b	33%	40%	39%e	32%	40%	35%	28%	25%	-	35%	27%
Don't know	53	8	45	-	15	32	6	51	1	-	-	52	1
	2%	3%	2%	-	2%	2%	3%	2%	2%	-	-	2%	5%
NET Not at all important/ Not very important	139	8	128	2	47	85	7	132	3	3	-	139	-
	5%	3%	5%	5%	5%	4%	4%	5%	7%	23%	-	5%	-
NET Important / Very important	2367	196	2131	39	727	1492	147	2314	39	6	-	2359	8
	78%	79%	78%	79%	81%	77%	77%	79%	76%	44%	-	78%	39%
Mean	4.09	4.29b	4.07	4.09	4.14	4.06	4.14	4.10	3.92	3.23	3.00	4.09	3.69
Std Dev.	0.87	0.90	0.87	1.00	0.92	0.85	0.91	0.87	1.04	1.49	-	0.87	0.91
Std Error	0.02	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.16	0.36	-	0.02	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 108

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**46**	10	15	12	9	7	2	2	6	2	7	2	9	1	-	-	9
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	**4%no**	*	-	-	**4%mno**
Not very important (2)	**93**	30	15	27	22	11	10	9	5	4	5	7	7	13	4	9	10
	3%	*4%*	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*	*5%*	*2%*	*3%*	*4%*
Neither important nor unimportant (3)	**468**	137	118	110	103	38	41	59	45	31	43	42	34	34	34	40	29
	15%	*17%*	*15%*	*15%*	*14%*	*14%*	*16%*	**22%mp**	*17%*	*13%*	*15%*	*18%*	*14%*	*13%*	*15%*	*15%*	*12%*
Important (4)	**1322**	341	367	298	315	125	110	105	120	116	131	91	96	112	100	123	92
	44%	*43%*	*48%*	*41%*	*43%*	*46%*	*45%*	*40%*	*47%*	*50%*	*46%*	*40%*	*40%*	*42%*	*43%*	*46%*	*39%*
Very important (5)	**1045**	256	246	264	278	92	76	88	79	70	97	78	88	98	96	88	95
	35%	*33%*	*32%*	*36%*	*38%*	*34%*	*31%*	*33%*	*31%*	*30%*	*34%*	*34%*	*37%*	*37%*	*41%*	*33%*	*40%*
Don't know	**53**	14	12	20	8	3	8	3	2	7	3	8	6	6	1	5	2
	2%	*2%*	*2%*	*3%*	*1%*	*1%*	*3%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*	*2%*	*1%*
NET Not at all important/ Not very important	**139**	40	29	39	31	17	12	11	11	7	12	9	16	14	4	9	18
	5%	*5%*	*4%*	*5%*	*4%*	**6%n**	*5%*	*4%*	*4%*	*3%*	*4%*	*4%*	**7%n**	*5%*	*2%*	*3%*	**8%n**
NET Important / Very important	**2367**	597	613	563	594	218	186	193	199	186	228	169	184	210	196	211	187
	78%	*76%*	*79%*	*77%*	*81%*	*79%*	*75%*	*73%*	*78%*	*81%*	*80%*	*74%*	*77%*	*80%*	**84%g**	*80%*	*79%*
Mean	**4.09**	4.04	4.07	4.09	4.14	4.05	4.04	4.02	4.03	4.11	4.08	4.07	4.05	4.14	**4.23fgh**	4.12	4.09
Std Dev.	**0.87**	0.88	0.85	0.91	0.86	0.92	0.86	0.87	0.88	0.78	0.89	0.88	0.99	0.85	0.75	0.79	1.01
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.06	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**35**	-	35	17	18	5	7	2	6	5	8	2	12	8	14	9	29	2	35
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	**2%g**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Not very important (2)	**132**	-	132	72	60	32	10	21	20	17	13	18	43	41	48	31	116	17	139
	4%	-	*4%*	*5%*	*4%*	**7%fg**	*3%*	*3%*	*5%*	*3%*	*4%*	**8%fg**	*5%*	*4%*	*5%*	*6%*	*4%*	*5%*	*4%*
Neither important nor unimportant (3)	**493**	-	493	245	247	65	49	84	71	112	67	45	114	155	224	112	447	45	520
	16%	-	*16%*	*16%*	*16%*	*14%*	*12%*	*13%*	*17%*	**22%efg**	**21%efg**	**20%fg**	*13%*	*14%*	**21%lm**	**21%lm**	*17%*	*13%*	*17%*
Important (4)	**1211**	-	1211	583	628	164	145	267	153	231	138	114	309	419	483	252	1101	108	1283
	40%	-	*40%*	*39%*	*41%*	*34%*	*35%*	*40%*	*37%*	**45%ef**	*44%*	**50%efgh**	*35%*	*39%*	**46%lm**	**47%lm**	**41%q**	*32%*	*41%*
Very important (5)	**1108**	-	1108	550	554	202	190	285	153	147	87	46	391	438	279	133	941	157	1097
	37%	-	*37%*	*37%*	*36%*	**42%ijk**	**46%hijk**	**43%ijk**	**37%ik**	*28%*	*28%*	*20%*	**44%no**	**40%no**	*26%*	*25%*	*35%*	**47%p**	*35%*
Don't know	**47**	-	47	20	27	10	10	8	13	4	*	3	19	21	8	3	41	7	55
	2%	-	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**3%j**	*1%*	*	*1%*	**2%n**	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
NET Not at all important/ Not very important	**167**	-	167	89	78	37	18	24	26	22	21	20	55	49	63	41	145	18	174
	6%	-	*6%*	*6%*	*5%*	**8%g**	*4%*	*4%*	*6%*	*4%*	*7%*	**9%g**	*6%*	*5%*	*6%*	*8%*	*5%*	*6%*	*6%*
NET Important / Very important	**2319**	-	2319	1133	1182	365	335	551	306	377	225	159	700	857	762	384	2043	265	2380
	77%	-	*77%*	*76%*	*77%*	*77%*	**81%ijk**	**83%hijk**	*74%*	*73%*	*72%*	*70%*	**79%no**	**79%no**	*72%*	*71%*	*76%*	*79%*	*76%*
Mean	**4.08**	-	4.08	4.08	4.09	**4.12jk**	**4.24hijk**	**4.23hijk**	**4.06k**	3.97	3.91	3.82	**4.18no**	**4.17no**	3.92	3.87	4.07	**4.22p**	4.06
Std Dev.	**0.90**	-	0.90	0.91	0.89	0.96	0.90	0.82	0.94	0.85	0.93	0.88	0.93	0.87	0.88	0.91	0.89	0.91	0.90
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.03	0.05	0.03	0.05	0.06	0.03	0.03	0.02	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3129	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	3026	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	1662	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	35	9	6	3	18	14	20	15	18	5	1	12	4	3	18	5	21
	1%	1%	1%	*	3%bc	1%	2%	1%	2%g	1%	*	2%	1%	1%	1%	1%	1%
Not very important (2)	132	30	46	29	28	76	56	90	38	28	10	43	28	19	81	28	100
	4%	4%	5%	4%	4%	4%	4%	4%	4%	8%jlmn	3%	6%	4%	3%	4%	8%p	4%
Neither important nor unimportant (3)	493	124	161	110	97	286	208	319	168	42	86	117	119	91	322	47	416
	16%	17%	16%	17%	15%	17%	16%	16%	17%	13%	25%klmn	15%	15%	15%	17%	14%	16%
Important (4)	1211	255	445	276	235	700	511	792	405	113	137	306	334	233	777	114	1030
	40%	34%	45%ad	41%a	37%	41%	39%	39%	42%	35%	40%	40%	43%	38%	41%	34%	41%
Very important (5)	1108	308	314	239	246	623	485	758	327	132	104	277	284	255	665	132	936
	37%	42%b	32%	36%	39%b	36%	37%	38%	34%	41%j	30%	36%	36%	41%j	35%	40%	37%
Don't know	47	14	14	9	11	28	19	33	13	6	2	6	12	16	20	6	36
	2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	2%	3%kn	1%	2%	1%
NET Not at all important/ Not very important	167	39	52	31	45	90	76	105	56	32	11	55	33	22	99	32	121
	6%	5%	5%	5%	7%	5%	6%	5%	6%	10%jlmn	3%	7%m	4%	4%	5%	10%p	5%
NET Important / Very important	2319	563	759	515	481	1322	997	1550	731	245	241	583	618	488	1442	247	1965
	77%	76%	77%	77%	76%	77%	77%	77%	76%	75%	71%	77%	79%j	79%j	77%	74%	77%
Mean	4.08	4.13	4.05	4.10	4.07	4.08	4.08	4.11	4.03	4.07	3.98	4.05	4.12j	4.19jkn	4.07	4.05	4.10
Std Dev.	0.90	0.92	0.85	0.86	0.99	0.89	0.92	0.89	0.92	1.01	0.85	0.94	0.84	0.84	0.89	1.01	0.87
Std Error	0.02	0.03	0.03	0.03	0.04	0.02	0.03	0.02	0.03	0.06	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	**35**	28	7	2	27	4	3	1	1	2	2	1	4	5	6	2	3	*	4
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*2%*
Not very important	(2)	**132**	107	26	4	106	13	8	5	4	8	6	14	10	10	24	16	14	1	11
		4%	*4%*	*6%*	*3%*	*4%*	*5%*	*6%*	*5%*	*4%*	*2%*	*2%*	**8%l**	*4%*	*4%*	*6%*	*4%*	*6%*	*3%*	*5%*
Neither important nor unimportant	(3)	**493**	411	82	32	407	51	23	12	12	55	53	19	36	33	65	93	41	6	45
		16%	*16%*	*18%*	*19%*	*16%*	*19%*	*15%*	*13%*	*10%*	*17%*	**22%hklm**	*10%*	*13%*	*12%*	*15%*	**23%hklm**	*18%*	*14%*	**20%hkm**
Important	(4)	**1211**	1020	191	58	1002	103	64	42	56	125	92	83	115	122	151	153	105	18	85
		40%	*40%*	*42%*	*35%*	*40%*	*38%*	*42%*	*43%*	*45%*	*38%*	*38%*	*44%*	*42%*	*43%*	*35%*	*37%*	*46%*	*44%*	*37%*
Very important	(5)	**1108**	964	144	63	932	94	46	36	49	132	86	71	108	109	172	141	63	15	78
		37%	*37%*	*32%*	*39%*	*37%*	*35%*	*31%*	*37%*	**39%p**	**40%p**	*36%*	*38%*	**39%p**	*38%*	**40%p**	*35%*	*27%*	*38%*	*34%*
Don't know		**47**	43	5	4	37	3	6	1	2	5	1	1	3	4	12	4	4	*	3
		2%	*2%*	*1%*	*2%*	*1%*	*1%*	**4%deg**	*1%*	*2%*	*2%*	*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*	*1%*
NET Not at all important/ Not very important		**167**	134	33	7	133	17	11	6	6	10	8	15	14	15	30	17	16	2	15
		6%	*5%*	*7%*	*4%*	*5%*	*6%*	*7%*	*6%*	*5%*	*3%*	*3%*	*8%*	*5%*	*5%*	*7%*	*4%*	*7%*	*4%*	*7%*
NET Important / Very important		**2319**	1984	335	122	1934	197	110	78	105	257	178	155	223	231	323	294	167	33	164
		77%	*77%*	*74%*	*74%*	*77%*	*73%*	*73%*	*81%*	**84%opr**	*79%*	*74%*	**82%r**	**81%r**	**81%r**	*75%*	*72%*	*73%*	*81%*	*72%*
Mean		**4.08**	**4.10b**	3.98	4.10	4.09	4.02	3.98	4.12	**4.19pr**	**4.17p**	4.06	4.11	**4.15p**	4.14	4.10	4.03	3.94	4.15	3.99
Std Dev.		**0.90**	0.89	0.93	0.92	0.90	0.94	0.95	0.88	0.85	0.84	0.88	0.90	0.89	0.90	0.96	0.88	0.90	0.84	0.96
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	35	12	9	7	5	2	21	7	13	13	6	3	-	26	3
	1%	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
Not very important (2)	132	50	47	19	7	8	98	16	45	56	16	12	3	101	15
	4%	*4%*	*4%*	*5%*	*4%*	**12%abf**	*4%*	*6%*	*4%*	*4%*	*4%*	**10%him**	*11%*	*4%*	**10%hijm**
Neither important nor unimportant (3)	493	174	181	100	27	5	355	32	173	200	87	29	1	372	30
	16%	*15%*	*16%*	**25%abdefg**	*14%*	*7%*	*15%*	*12%*	*14%*	*16%*	**23%him**	**23%hm**	*5%*	*15%*	*20%*
Important (4)	1211	443	526	137	74	24	969	99	442	563	157	36	9	1005	45
	40%	*38%*	**45%ac**	*34%*	*38%*	*35%*	**41%c**	*38%*	*36%*	**45%hkmn**	*41%*	*29%*	*33%*	**41%hkn**	*30%*
Very important (5)	1108	483	381	136	77	28	864	105	549	393	112	40	12	941	52
	37%	**41%bc**	*33%*	*33%*	*40%*	*40%*	*37%*	*40%*	**44%ijkm**	*32%*	*29%*	*33%*	*43%*	**38%ij**	*34%*
Don't know	47	14	17	8	4	2	31	6	14	21	5	3	3	35	6
	2%	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*9%*	*1%*	**4%h**
NET Not at all important/ Not very important	167	63	56	26	12	10	119	22	58	68	22	15	3	126	18
	6%	*5%*	*5%*	*6%*	*6%*	**14%abf**	*5%*	*8%*	*5%*	*5%*	*6%*	**12%him**	*11%*	*5%*	**12%him**
NET Important / Very important	2319	926	907	272	151	53	1833	204	991	955	269	76	21	1946	97
	77%	**79%c**	**78%c**	*67%*	**78%c**	*75%*	**78%c**	**77%c**	**80%jkn**	**77%kn**	*70%*	*62%*	*76%*	**78%jkn**	*64%*
Mean	4.08	**4.15c**	4.07	3.94	4.11	4.02	**4.11c**	4.09	**4.20ijkmn**	**4.04k**	3.93	3.82	4.19	**4.12ijkn**	3.89
Std Dev.	0.90	0.90	0.85	0.97	0.96	1.11	0.88	1.00	0.89	0.87	0.92	1.08	1.00	0.88	1.07
Std Error	0.02	0.03	0.02	0.05	0.07	0.13	0.02	0.06	0.02	0.02	0.05	0.10	0.18	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**35**	2	31	2	14	17	3	33	-	*	-	33	2
		1%	*1%*	*1%*	*4%*	*2%*	*1%*	*2%*	*1%*	-	*	-	*1%*	*8%*
Not very important	(2)	**132**	7	118	7	42	81	9	126	4	2	-	132	-
		4%	*3%*	*4%*	**15%ab**	*5%*	*4%*	*5%*	*4%*	*8%*	*16%*	-	*4%*	-
Neither important nor unimportant	(3)	**493**	23	461	9	102	351	40	480	5	2	*	487	6
		16%	*9%*	**17%a**	*18%*	*11%*	**18%d**	**21%d**	*16%*	*10%*	*14%*	*7%*	*16%*	*32%*
Important	(4)	**1211**	75	1120	15	331	818	62	1177	26	2	1	1205	5
		40%	*30%*	**41%a**	*31%*	*37%*	**42%df**	*32%*	*40%*	*51%*	*15%*	*93%*	*40%*	*23%*
Very important	(5)	**1108**	139	953	16	396	637	76	1083	15	4	-	1102	7
		37%	**56%bc**	*35%*	*32%*	**44%e**	*33%*	*39%*	*37%*	*30%*	*27%*	-	*37%*	*32%*
Don't know		**47**	3	44	-	16	30	2	42	1	4	-	46	1
		2%	*1%*	*2%*	-	*2%*	*2%*	*1%*	*1%*	*2%*	*27%*	-	*2%*	*5%*
NET Not at all important/ Not very important		**167**	9	149	9	56	98	13	159	4	2	-	165	2
		6%	*3%*	*5%*	**19%ab**	*6%*	*5%*	*6%*	*5%*	*8%*	*17%*	-	*5%*	*8%*
NET Important / Very important		**2319**	214	2073	32	727	1454	138	2259	41	6	1	2306	11
		77%	**86%bc**	*76%*	*63%*	**81%ef**	*75%*	*72%*	*77%*	*81%*	*42%*	*93%*	*77%*	*55%*
Mean		**4.08**	**4.39bc**	**4.06c**	3.73	**4.19e**	4.04	4.04	4.09	4.05	3.72	3.93	4.09	3.76
Std Dev.		**0.90**	0.82	0.90	1.18	0.93	0.88	0.98	0.90	0.85	1.26	-	0.90	1.19
Std Error		**0.02**	0.05	0.02	0.16	0.03	0.02	0.07	0.02	0.13	0.33	-	0.02	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base		**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base		**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important	(1)	**35**	2	18	7	7	*	2	*	3	6	9	2	*	5	1	2	4
		1%	*	**2%a**	*1%*	*1%*	*	*1%*	*	*1%*	**3%eg**	**3%eg**	*1%*	*	*2%*	*	*1%*	*2%*
Not very important	(2)	**132**	28	39	42	24	14	7	7	14	9	16	11	11	19	14	4	7
		4%	*4%*	*5%*	*6%*	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	**7%o**	**6%o**	*2%*	*3%*
Neither important nor unimportant	(3)	**493**	145	136	106	106	50	54	41	43	39	53	30	40	36	32	35	38
		16%	*18%*	*18%*	*15%*	*14%*	*18%*	*22%*	*16%*	*17%*	*17%*	*19%*	*13%*	*17%*	*14%*	*14%*	*13%*	*16%*
Important	(4)	**1211**	312	294	299	305	106	94	112	99	82	113	97	88	114	98	117	90
		40%	*40%*	*38%*	*41%*	*42%*	*38%*	*38%*	*42%*	*39%*	*36%*	*40%*	*43%*	*36%*	*43%*	*42%*	*44%*	*38%*
Very important	(5)	**1108**	286	274	263	285	101	84	101	93	87	93	77	97	89	86	106	93
		37%	*36%*	*35%*	*36%*	*39%*	*37%*	*34%*	*38%*	*36%*	*38%*	*33%*	*34%*	*40%*	*34%*	*37%*	*40%*	*39%*
Don't know		**47**	14	11	15	7	5	5	4	4	6	2	9	5	1	2	*	5
		2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	**4%mo**	*2%*	*	*1%*	*	*2%*
NET Not at all important/ Not very important		**167**	30	57	49	31	14	9	7	17	16	25	14	11	24	15	6	11
		6%	*4%*	**7%a**	*7%*	*4%*	*5%*	*4%*	*3%*	*6%*	*7%*	**9%go**	*6%*	*5%*	**9%go**	*6%*	*2%*	*5%*
NET Important / Very important		**2319**	598	568	562	591	207	178	213	192	169	206	175	184	203	185	223	183
		77%	*76%*	*74%*	*77%*	**80%b**	*75%*	*72%*	*80%*	*75%*	*74%*	*72%*	*77%*	*77%*	*77%*	*79%*	**84%fjl**	*77%*
Mean		**4.08**	4.10	4.01	4.07	**4.15b**	4.09	4.04	**4.17j**	4.05	4.05	3.94	4.08	4.14	4.00	4.10	**4.22jm**	4.12
Std Dev.		**0.90**	0.85	0.98	0.91	0.86	0.87	0.87	0.79	0.93	0.99	1.01	0.89	0.87	0.97	0.88	0.78	0.91
Std Error		**0.02**	0.03	0.04	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**20**	-	20	11	10	2	4	3	4	5	-	3	6	7	8	3	18	*	17
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**75**	-	75	40	35	22	13	8	8	10	6	8	35	16	24	13	65	10	67
	2%	-	*2%*	*3%*	*2%*	**5%g**	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	**4%m**	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**356**	-	356	198	155	79	39	42	65	70	35	26	118	107	131	61	314	41	368
	12%	-	*12%*	**13%d**	*10%*	**17%fg**	*10%*	*6%*	**16%g**	**14%g**	*11%*	*11%*	*13%*	*10%*	*12%*	*11%*	*12%*	*12%*	*12%*
Important (4)	**1076**	-	1076	514	561	171	166	238	140	161	126	73	337	379	361	200	962	111	1110
	36%	-	*36%*	*35%*	*37%*	*36%*	**40%l**	*36%*	*34%*	*31%*	*40%*	*32%*	*38%*	*35%*	*34%*	*37%*	*36%*	*33%*	*35%*
Very important (5)	**1459**	-	1459	706	750	191	181	373	188	266	147	113	372	561	525	259	1280	169	1536
	48%	-	*48%*	*47%*	*49%*	*40%*	*44%*	**56%efh**	*45%*	**52%e**	*47%*	*50%*	*42%*	**52%l**	**50%l**	*48%*	*48%*	*50%*	*49%*
Don't know	**41**	-	41	19	22	11	8	2	11	4	*	5	19	13	8	5	37	3	31
	1%	-	*1%*	*1%*	*1%*	**2%g**	**2%g**	*	**3%g**	*1%*	*	**2%g**	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**95**	-	95	50	45	24	17	11	11	15	6	11	41	23	31	17	83	11	84
	3%	-	*3%*	*3%*	*3%*	**5%g**	*4%*	*2%*	*3%*	*3%*	*2%*	**5%g**	**5%m**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
NET Important / Very important	**2535**	-	2535	1220	1312	362	347	612	328	427	273	186	709	940	886	459	2242	280	2646
	84%	-	*84%*	*82%*	*86%*	*76%*	**84%e**	**92%efhijk**	*79%*	**83%e**	**87%e**	*82%*	*80%*	**87%l**	*84%*	*85%*	*84%*	*84%*	*85%*
Mean	**4.30**	-	4.30	4.27	4.33	4.13	4.26	**4.46efhijk**	4.24	**4.32e**	**4.32e**	4.28	4.19	**4.38l**	**4.31l**	4.30	4.30	4.32	4.32
Std Dev.	**0.82**	-	0.82	0.85	0.80	0.89	0.83	0.71	0.85	0.85	0.74	0.90	0.87	0.78	0.83	0.81	0.82	0.82	0.81
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.03	0.02	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**20**	5	1	7	7	7	14	9	10	4	3	4	1	4	9	4	14
	1%	*1%*	*	*1%*	**1%b**	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Not very important (2)	**75**	20	29	12	14	49	26	48	26	9	9	11	17	20	37	9	56
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**356**	75	108	92	80	183	173	247	102	42	39	80	95	61	213	47	282
	12%	*10%*	*11%*	*14%*	*13%*	*11%*	*13%*	*12%*	*10%*	*13%*	*11%*	*11%*	*12%*	*10%*	*11%*	*14%*	*11%*
Important (4)	**1076**	245	366	241	225	610	466	726	330	130	102	268	284	223	654	131	889
	36%	*33%*	*37%*	*36%*	*35%*	*35%*	*36%*	*36%*	*34%*	**40%j**	*30%*	*35%*	*36%*	*36%*	*35%*	*39%*	*35%*
Very important (5)	**1459**	389	465	307	298	854	605	949	490	137	185	383	379	298	947	138	1264
	48%	*53%*	*47%*	*46%*	*47%*	*49%*	*47%*	*47%*	*51%*	*42%*	**54%l**	*50%*	*49%*	*48%*	**50%l**	*41%*	**50%o**
Don't know	**41**	7	16	7	11	23	17	28	12	4	3	14	6	10	22	4	33
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**95**	25	31	19	21	56	40	57	35	13	13	15	18	24	46	13	70
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*2%*	*2%*	*4%*	*2%*	*4%*	*3%*
NET Important / Very important	**2535**	633	831	547	523	1465	1070	1675	820	267	286	652	663	521	1601	269	2154
	84%	*86%*	*84%*	*82%*	*82%*	*85%*	*82%*	*83%*	*85%*	*82%*	*84%*	*86%*	*85%*	*85%*	*85%*	*81%*	*85%*
Mean	**4.30**	4.35	4.30	4.26	4.27	4.33	4.26	4.29	4.32	4.20	4.35	**4.36l**	4.32	4.30	**4.34l**	4.19	**4.33o**
Std Dev.	**0.82**	0.82	0.80	0.84	0.85	0.81	0.85	0.81	0.84	0.86	0.86	0.78	0.78	0.83	0.79	0.87	0.80
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	20	17	3	3	16	3	1	-	1	2	2	-	4	2	4	-	2	1	2
		1%	1%	1%	2%	1%	1%	1%	-	1%	*	1%	-	1%	1%	1%	-	1%	2%ko	1%
Not very important	(2)	75	59	15	3	62	8	3	1	*	4	6	4	8	2	19	13	5	*	8
		2%	2%	3%	2%	2%	3%	2%	1%	*	1%	3%	2%	3%	1%	5%h	3%	2%	*	4%h
Neither important nor unimportant	(3)	356	298	58	17	282	47	17	10	9	36	19	26	38	33	45	42	34	5	42
		12%	12%	13%	11%	11%	18%dg	11%	10%	7%	11%	8%	14%	14%	12%	11%	10%	15%h	13%	18%hijno
Important	(4)	1076	952	124	41	889	90	60	37	59	109	86	54	81	95	154	152	99	12	78
		36%	37%bc	27%	25%	35%	33%	40%	38%	47%ijklmnqr	33%	36%	29%	29%	34%	36%	37%	43%kl	29%	34%
Very important	(5)	1459	1208	251	97	1223	119	68	49	55	171	123	103	144	147	197	192	90	22	97
		48%	47%	55%a	59%a	49%	44%	45%	50%	44%	52%p	51%	55%pr	52%p	52%p	46%	47%	39%	53%	43%
Don't know		41	38	3	3	37	1	2	1	1	5	4	2	2	5	11	9	-	1	1
		1%	1%	1%	2%	1%	*	1%	1%	1%	1%	2%	1%	1%	2%	3%	2%	-	2%p	*
NET Not at all important/ Not very important		95	77	19	6	79	11	4	1	1	6	9	4	12	4	23	13	7	1	10
		3%	3%	4%	4%	3%	4%g	3%	1%	1%	2%	4%	2%	4%	1%	5%	3%	3%	3%	4%
NET Important / Very important		2535	2160	375	138	2113	208	128	86	114	281	208	158	225	242	350	345	189	33	175
		84%	84%	83%	84%	84%e	78%	85%e	88%e	91%lnpr	86%r	87%r	83%	82%	85%r	82%	84%	82%	82%	77%
Mean		4.30	4.29	4.34	4.39	4.31e	4.17	4.28	4.38e	4.34r	4.38pr	4.35r	4.37r	4.29	4.37pr	4.24	4.31	4.18	4.33	4.15
Std Dev.		0.82	0.82	0.88	0.90	0.82	0.91	0.81	0.71	0.70	0.77	0.82	0.80	0.91	0.77	0.89	0.79	0.82	0.91	0.91
Std Error		0.01	0.02	0.03	0.04	0.02	0.03	0.03	0.03	0.06	0.06	0.07	0.07	0.07	0.06	0.07	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3129**	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	**1662**	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	**20**	8	2	7	3	2	9	4	4	8	4	5	-	12	5
	1%	*1%*	*	**2%bf**	**1%b**	**3%bf**	*	**2%bf**	*	*1%*	*1%*	**4%him**	-	*	**3%him**
Not very important (2)	**75**	32	15	9	14	5	46	19	26	27	15	6	-	54	6
	2%	*3%*	*1%*	*2%*	**7%abcf**	**7%bf**	*2%*	**7%abcf**	*2%*	*2%*	*4%*	*5%*	-	*2%*	*4%*
Neither important nor unimportant (3)	**356**	97	143	72	31	4	240	34	91	160	76	16	6	251	22
	12%	*8%*	**12%a**	**18%abf**	**16%a**	*5%*	*10%*	*13%*	*7%*	**13%h**	**20%him**	*13%*	*21%*	**10%h**	**15%h**
Important (4)	**1076**	371	443	160	74	24	815	98	411	480	136	37	10	891	46
	36%	*32%*	**38%a**	**39%a**	*38%*	*34%*	*35%*	*37%*	*33%*	**39%h**	*35%*	*30%*	*35%*	*36%*	*31%*
Very important (5)	**1459**	655	545	157	65	33	1200	97	687	555	148	57	10	1241	68
	48%	**56%bcdg**	**47%cdg**	*39%*	*33%*	*47%*	**51%cdg**	*37%*	**56%ijm**	*45%*	*39%*	*47%*	*37%*	**50%ij**	*45%*
Don't know	**41**	14	13	2	7	3	27	10	16	15	4	2	2	31	4
	1%	*1%*	*1%*	*	**4%bcf**	**4%c**	*1%*	**4%abcf**	*1%*	*1%*	*1%*	*1%*	*7%*	*1%*	*2%*
NET Not at all important/ Not very important	**95**	39	17	16	17	7	56	24	30	35	19	11	-	66	11
	3%	**3%b**	*1%*	**4%b**	**9%abf**	**10%abf**	*2%*	**9%abcf**	*2%*	*3%*	*5%*	**9%him**	-	*3%*	**7%him**
NET Important / Very important	**2535**	1026	989	317	139	57	2015	196	1098	1034	284	94	20	2132	114
	84%	**87%cdg**	**85%cdg**	*78%*	*72%*	*81%*	**86%cdg**	*74%*	**89%ijkn**	**83%ij**	*74%*	*77%*	*72%*	**86%jkn**	*76%*
Mean	**4.30**	**4.41bcdg**	**4.32cdg**	4.12	3.99	4.21	**4.36cdg**	4.04	**4.44ijkmn**	**4.26ij**	4.08	4.12	4.17	**4.35ijkn**	4.13
Std Dev.	**0.82**	0.81	0.75	0.89	0.98	1.03	0.78	0.99	0.75	0.81	0.91	1.08	0.79	0.79	1.03
Std Error	**0.01**	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.02	0.02	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**20**	2	17	2	11	5	4	18	*	2	-	20	-
		1%	*1%*	*1%*	**4%b**	**1%e**	*	**2%e**	*1%*	*1%*	*14%*	-	*1%*	-
Not very important	(2)	**75**	5	68	2	18	49	8	70	5	-	-	75	-
		2%	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*9%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**356**	17	335	3	99	236	21	333	11	2	1	345	9
		12%	*7%*	*12%*	*6%*	*11%*	*12%*	*11%*	*11%*	*21%*	*12%*	*93%*	*11%*	*44%*
Important	(4)	**1076**	84	971	20	299	713	64	1047	23	2	*	1072	4
		36%	*34%*	*36%*	*40%*	*33%*	*37%*	*33%*	*36%*	*44%*	*15%*	*7%*	*36%*	*20%*
Very important	(5)	**1459**	138	1298	23	460	908	91	1436	12	5	-	1453	6
		48%	*55%*	*48%*	*47%*	*51%*	*47%*	*47%*	*49%*	*23%*	*37%*	-	*48%*	*31%*
Don't know		**41**	2	38	-	16	21	4	36	1	3	-	39	1
		1%	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*22%*	-	*1%*	*5%*
NET Not at all important/ Not very important		**95**	7	85	3	28	55	12	88	5	2	-	95	-
		3%	*3%*	*3%*	*7%*	*3%*	*3%*	**6%e**	*3%*	*10%*	*14%*	-	*3%*	-
NET Important / Very important		**2535**	222	2269	43	759	1621	156	2483	35	7	*	2525	10
		84%	*89%*	*83%*	*87%*	*84%*	*84%*	*81%*	*84%*	*67%*	*52%*	*7%*	*84%*	*51%*
Mean		**4.30**	4.43	4.29	4.24	4.33	4.29	4.22	4.31	3.81	3.79	3.07	4.30	3.86
Std Dev.		**0.82**	0.77	0.83	0.97	0.84	0.80	0.96	0.82	0.94	1.54	-	0.82	0.90
Std Error		**0.01**	0.05	0.02	0.13	0.03	0.02	0.07	0.01	0.15	0.39	-	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**20**	7	5	3	5	3	2	2	2	-	3	3	-	-	-	3	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	-	-	*1%*	*1%*
Not very important (2)	**75**	15	20	13	27	6	5	4	5	6	8	4	6	3	7	7	13
	2%	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	**6%gm**
Neither important nor unimportant (3)	**356**	94	81	98	83	34	30	31	33	26	21	29	37	33	20	31	32
	12%	*12%*	*10%*	*13%*	*11%*	*12%*	*12%*	*12%*	*13%*	*11%*	*7%*	*13%*	**15%j**	*12%*	*9%*	*12%*	*13%*
Important (4)	**1076**	277	281	270	248	89	91	98	89	78	114	80	90	100	69	101	78
	36%	*35%*	*36%*	*37%*	*34%*	*32%*	*37%*	*37%*	*35%*	*34%*	*40%*	*35%*	*38%*	*38%*	*29%*	*38%*	*33%*
Very important (5)	**1459**	381	376	336	366	144	115	123	123	116	137	106	103	126	138	119	109
	48%	*48%*	*49%*	*46%*	*50%*	*52%*	*46%*	*46%*	*48%*	*50%*	*48%*	*46%*	*43%*	*48%*	**59%fgklop**	*45%*	*46%*
Don't know	**41**	13	10	12	6	*	5	8	3	4	3	6	4	2	-	3	3
	1%	*2%*	*1%*	*2%*	*1%*	*	*2%*	**3%en**	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	-	*1%*	*1%*
NET Not at all important/ Not very important	**95**	22	25	16	33	9	7	6	7	6	11	7	6	3	7	11	15
	3%	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*1%*	*3%*	*4%*	**6%m**
NET Important / Very important	**2535**	659	657	606	614	232	205	221	212	194	251	186	194	226	207	220	187
	84%	*84%*	*85%*	*83%*	*83%*	*84%*	*83%*	*83%*	*83%*	*84%*	**88%p**	*82%*	*81%*	*86%*	**88%p**	*83%*	*79%*
Mean	**4.30**	4.31	4.32	4.28	4.29	4.32	4.29	4.30	4.29	4.34	4.32	4.27	4.23	4.34	**4.44lop**	4.24	4.19
Std Dev.	**0.82**	0.82	0.81	0.80	0.87	0.85	0.81	0.81	0.83	0.79	0.82	0.86	0.81	0.73	0.78	0.86	0.94
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base		**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base		**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important	(1)	**13**	-	13	9	5	6	4	-	*	2	1	1	10	*	3	2	9	2	14
		*	-	*	1%	*	1%g	1%	-	*	*	*	*	1%m	*	*	*	*	1%	*
Not very important	(2)	**50**	-	50	33	17	18	7	6	3	5	6	4	26	9	16	10	41	9	54
		2%	-	2%	2%	1%	4%ghi	2%	1%	1%	1%	2%	2%	3%m	1%	1%	2%	2%	3%	2%
Neither important nor unimportant	(3)	**266**	-	266	152	114	57	41	41	34	51	20	22	98	75	93	42	239	24	242
		9%	-	9%	10%d	7%	12%g	10%	6%	8%	10%	7%	10%	11%m	7%	9%	8%	9%	7%	8%
Important	(4)	**1099**	-	1099	573	522	158	154	239	159	173	124	92	312	398	388	216	969	128	1135
		36%	-	36%	39%	34%	33%	38%	36%	38%	34%	40%	40%	35%	37%	37%	40%	36%	38%	36%
Very important	(5)	**1572**	-	1572	712	857	225	202	375	217	282	162	109	428	592	552	270	1401	161	1662
		52%	-	52%	48%	56%c	47%	49%	56%e	52%	55%	51%	48%	48%	55%l	52%	50%	52%	48%	53%
Don't know		**26**	-	26	8	19	12	3	6	2	3	1	-	15	8	4	1	17	10	22
		1%	-	1%	1%	1%	2%	1%	1%	*	1%	*	-	2%n	1%	*	*	1%	3%p	1%
NET Not at all important/ Not very important		**63**	-	63	42	22	25	11	6	3	7	7	5	35	9	19	12	50	11	68
		2%	-	2%	3%d	1%	5%ghi	3%	1%	1%	1%	2%	2%	4%mn	1%	2%	2%	2%	3%	2%
NET Important / Very important		**2671**	-	2671	1285	1379	383	357	614	377	455	286	200	740	990	941	486	2369	290	2797
		88%	-	88%	86%	90%c	80%	87%	92%ef	91%e	88%e	91%e	88%	83%	92%l	89%l	90%l	89%	86%	89%
Mean		**4.39**	-	4.39	4.32	4.46c	4.24	4.33	4.49efk	4.43e	4.42e	4.41	4.33	4.29	4.46l	4.40l	4.38	4.40	4.34	4.41
Std Dev.		**0.75**	-	0.75	0.79	0.71	0.91	0.80	0.66	0.67	0.74	0.71	0.76	0.86	0.66	0.74	0.74	0.74	0.79	0.75
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**13**	1	5	1	7	5	8	7	6	2	1	5	4	-	10	2	10
	*	*	*	*	1%	*	1%	*	1%	1%	*	1%	1%	-	1%	1%	*
Not very important (2)	**50**	14	13	9	14	27	23	29	19	9	6	9	10	13	24	11	37
	2%	2%	1%	1%	2%	2%	2%	1%	2%	3%	2%	1%	1%	2%	1%	3%	1%
Neither important nor unimportant (3)	**266**	49	71	69	77	120	146	167	92	34	42	58	63	45	163	34	211
	9%	7%	7%	10%	12%ab	7%	11%e	8%	10%	10%	12%km	8%	8%	7%	9%	10%	8%
Important (4)	**1099**	284	387	235	192	672	427	758	325	103	123	244	301	246	668	106	932
	36%	38%d	39%d	35%	30%	39%f	33%	38%	34%	32%	36%	32%	38%	40%k	35%	32%	37%
Very important (5)	**1572**	391	498	344	340	889	683	1025	521	177	165	436	396	312	997	177	1328
	52%	53%	51%	52%	54%	51%	53%	51%	54%	54%	49%	57%j	51%	51%	53%	53%	52%
Don't know	**26**	2	11	7	6	13	13	21	4	2	3	9	8	1	20	2	21
	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	**63**	14	18	11	20	32	31	36	25	11	7	14	14	13	34	13	47
	2%	2%	2%	2%	3%	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	4%	2%
NET Important / Very important	**2671**	675	885	579	531	1560	1110	1783	846	280	289	679	697	558	1665	282	2260
	88%	91%d	90%d	87%	84%	90%f	85%	89%	87%	86%	85%	89%	89%	90%j	88%	85%	89%
Mean	**4.39**	4.42	4.40	4.38	4.34	4.41	4.36	4.39	4.39	4.37	4.32	4.46j	4.39	4.39	4.41	4.35	4.40
Std Dev.	**0.75**	0.71	0.72	0.74	0.85	0.72	0.80	0.73	0.79	0.83	0.78	0.74	0.74	0.71	0.75	0.85	0.74
Std Error	**0.01**	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 111

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	13	12	1	-	11	1	1	*	2	2	-	-	3	-	3	-	1	-	1
		*	*	*	-	*	*	*	*	1%o	1%	-	-	1%	-	1%	-	*	-	1%
Not very important	(2)	50	41	9	3	41	6	1	3	2	6	4	3	4	4	11	1	5	*	5
		2%	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%	2%	1%	1%	3%	*	2%	1%	2%
Neither important nor unimportant	(3)	266	235	31	9	233	21	8	5	8	32	20	6	24	41	34	52	15	5	17
		9%	9%	7%	5%	9%fg	8%	5%	5%	7%	10%k	8%	3%	9%	14%hkpr	8%	13%k	6%	11%k	7%
Important	(4)	1099	932	167	53	904	99	57	39	33	117	94	58	93	85	180	153	92	16	83
		36%	36%	37%	32%	36%	37%	38%	40%	26%	36%	39%h	31%	34%	30%	42%hm	37%h	40%h	40%	36%h
Very important	(5)	1572	1326	246	99	1299	141	82	50	80	161	121	122	151	153	195	200	117	20	122
		52%	52%	54%	60%	52%	53%	55%	51%	64%ijnopr	49%	50%	64%ijnopqr	54%	54%	45%	49%	51%	48%	53%
Don't know		26	25	1	1	23	*	3	1	1	9	1	-	2	1	7	2	-	*	*
		1%	1%	*	1%	1%	*	2%e	1%	1%	3%r	1%	-	1%	*	2%	1%	-	*	*
NET Not at all important/ Not very important		63	53	10	3	51	7	2	3	3	8	4	3	7	4	14	1	6	*	7
		2%	2%	2%	2%	2%	3%	1%	3%	3%o	2%	2%	2%	2%	1%	3%o	*	3%	1%	3%o
NET Important / Very important		2671	2258	412	152	2203	240	139	89	113	278	215	180	243	238	374	354	209	36	204
		88%	88%	91%	92%	88%	89%	92%	91%	90%	85%	89%	95%lmno	88%	84%	87%	86%	91%	88%	90%
Mean		4.39	4.38	4.43	4.51	4.38	4.39	4.47	4.40	4.51n	4.35	4.38	4.57ijmnopr	4.40	4.37	4.30	4.36	4.39	4.36	4.40
Std Dev.		0.75	0.76	0.72	0.69	0.76	0.76	0.68	0.74	0.79	0.79	0.72	0.65	0.79	0.78	0.79	0.71	0.74	0.71	0.77
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	13	5	4	1	*	3	9	3	6	5	2	-	1	11	1
		*	*	*	*	*	5%abcdf	*	1%	*	*	*	-	2%	*	*
Not very important	(2)	50	19	16	9	5	1	35	6	14	23	7	3	3	37	6
		2%	2%	1%	2%	3%	1%	2%	2%	1%	2%	2%	3%	9%	1%	4%h
Neither important nor unimportant	(3)	266	65	71	90	24	7	137	31	52	109	83	15	*	160	15
		9%	6%	6%	22%abdfg	12%abf	11%	6%	12%abf	4%	9%h	22%himn	12%h	1%	6%h	10%h
Important	(4)	1099	393	466	149	62	27	858	89	375	513	155	44	13	887	56
		36%	33%	40%a	37%	32%	38%	37%	34%	30%	41%hm	40%h	35%	44%	36%h	37%
Very important	(5)	1572	689	596	154	98	29	1285	127	782	584	132	61	10	1365	71
		52%	59%bceg	51%c	38%	51%c	41%	55%c	48%	63%ijkmn	47%j	35%	50%j	36%	55%ij	47%j
Don't know		26	6	8	3	4	3	14	7	7	12	4	-	2	19	2
		1%	*	1%	1%	2%af	4%abf	1%	3%abf	1%	1%	1%	-	7%	1%	1%
NET Not at all important/ Not very important		63	24	20	10	5	4	44	9	20	27	9	3	3	47	7
		2%	2%	2%	2%	3%	6%	2%	4%	2%	2%	2%	3%	12%	2%	5%
NET Important / Very important		2671	1082	1062	303	160	55	2143	215	1156	1096	287	105	23	2252	127
		88%	92%cdeg	91%cdeg	75%	83%	79%	92%cdeg	82%	94%ijkmn	88%j	75%	85%	80%	91%ijn	84%
Mean		4.39	4.49cdeg	4.42ce	4.11	4.33c	4.15	4.45ceg	4.28	4.56ijkmn	4.34j	4.08	4.32j	4.09	4.45ijn	4.28j
Std Dev.		0.75	0.71	0.70	0.84	0.81	1.01	0.71	0.87	0.68	0.74	0.83	0.79	1.03	0.72	0.84
Std Error		0.01	0.02	0.02	0.04	0.06	0.12	0.01	0.05	0.02	0.02	0.04	0.07	0.19	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	13	2	11	1	6	5	2	13	*	-	-	13	-
		*	1%	*	1%	1%	*	1%	*	1%	-	-	*	-
Not very important	(2)	50	5	44	1	16	32	2	46	3	1	-	50	-
		2%	2%	2%	2%	2%	2%	1%	2%	6%	8%	-	2%	-
Neither important nor unimportant	(3)	266	16	243	7	65	166	35	249	5	1	-	255	11
		9%	6%	9%	14%	7%	9%	18%de	8%	10%	9%	-	9%	52%
Important	(4)	1099	69	1008	21	279	754	65	1069	26	2	*	1097	2
		36%	28%	37%a	43%	31%	39%d	34%	36%	51%	14%	7%	37%	9%
Very important	(5)	1572	154	1398	20	518	968	85	1541	13	9	1	1564	7
		52%	62%bc	51%	40%	57%ef	50%	44%	52%	26%	69%	93%	52%	34%
Don't know		26	3	24	-	16	7	3	22	3	-	-	25	1
		1%	1%	1%	-	2%e	*	2%	1%	6%	-	-	1%	5%
NET Not at all important/ Not very important		63	7	55	2	22	36	4	59	3	1	-	63	-
		2%	3%	2%	3%	2%	2%	2%	2%	7%	8%	-	2%	-
NET Important / Very important		2671	223	2406	41	797	1723	151	2610	40	11	1	2661	9
		88%	90%	88%	83%	88%f	89%f	78%	89%	77%	83%	100%	89%	43%
Mean		4.39	4.50c	4.38	4.19	4.45f	4.38f	4.21	4.40	4.02	4.45	4.93	4.39	3.81
Std Dev.		0.75	0.77	0.75	0.84	0.77	0.73	0.86	0.75	0.86	0.99	-	0.75	0.96
Std Error		0.01	0.05	0.01	0.11	0.02	0.02	0.06	0.01	0.14	0.24	-	0.01	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**13**	1	4	4	4	-	*	1	2	-	2	*	-	3	-	-	4
	*	*	1%	*	1%	-	*	*	1%	-	1%	*	-	1%	-	-	2%
Not very important (2)	**50**	8	14	16	11	1	5	2	7	3	5	7	6	4	4	6	1
	2%	1%	2%	2%	2%	*	2%	1%	3%	1%	2%	3%	3%	1%	2%	2%	1%
Neither important nor unimportant (3)	**266**	72	61	67	65	23	27	21	17	17	28	24	20	24	16	30	19
	9%	9%	8%	9%	9%	8%	11%	8%	6%	7%	10%	10%	8%	9%	7%	11%	8%
Important (4)	**1099**	273	291	271	264	97	87	89	98	81	112	82	105	85	94	86	84
	36%	35%	38%	37%	36%	35%	35%	33%	38%	35%	39%	36%	44%	32%	40%	32%	35%
Very important (5)	**1572**	428	395	370	379	154	125	149	130	127	138	114	107	149	119	141	120
	52%	54%	51%	51%	52%	56%	51%	56%	51%	55%	48%	50%	45%	56%	51%	53%	50%
Don't know	**26**	6	6	3	12	-	2	4	3	3	*	1	2	*	2	1	8
	1%	1%	1%	*	2%	-	1%	1%	1%	1%	*	*	1%	*	1%	1%	4%efm
NET Not at all important/ Not very important	**63**	9	19	20	15	1	5	3	8	3	7	7	6	7	4	6	5
	2%	1%	2%	3%	2%	*	2%	1%	3%	1%	3%	3%	3%	2%	2%	2%	2%
NET Important / Very important	**2671**	700	686	641	643	251	212	237	228	208	250	196	212	233	212	227	204
	88%	89%	89%	88%	87%	91%	86%	89%	89%	90%	88%	86%	88%	88%	91%	86%	86%
Mean	**4.39**	4.43	4.38	4.36	4.39	4.47	4.36	4.45	4.38	4.46	4.33	4.33	4.32	4.41	4.41	4.37	4.37
Std Dev.	**0.75**	0.72	0.76	0.78	0.76	0.66	0.76	0.72	0.78	0.69	0.79	0.80	0.73	0.80	0.69	0.78	0.81
Std Error	**0.01**	0.02	0.03	0.03	0.03	0.04	0.05	0.04	0.05	0.04	0.05	0.05	0.05	0.05	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3129	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	3026	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	1662	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	14	-	14	6	8	1	6	3	*	4	-	-	7	3	4	-	11	1	11
	*	-	*	*	1%	*	1%	*	*	1%	-	-	1%	*	*	-	*	*	*
Not very important (2)	51	-	51	29	21	16	5	9	8	6	4	4	20	17	14	8	41	9	51
	2%	-	2%	2%	1%	3%	1%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	3%	2%
Neither important nor unimportant (3)	349	-	349	199	150	64	17	49	51	82	45	41	81	100	168	86	335	14	339
	12%	-	12%	13%d	10%	14%fg	4%	7%	12%f	16%fg	14%fg	18%fg	9%	9%	16%lm	16%lm	13%q	4%	11%
Important (4)	1039	-	1039	536	502	141	155	214	152	176	115	87	296	366	377	201	916	121	1096
	34%	-	34%	36%	33%	30%	38%	32%	37%	34%	37%	38%	33%	34%	36%	37%	34%	36%	35%
Very important (5)	1552	-	1552	705	843	248	224	389	199	247	150	94	472	589	491	244	1358	183	1609
	51%	-	51%	47%	55%c	52%k	54%k	58%hijk	48%	48%	48%	41%	53%no	54%no	47%	45%	51%	55%	51%
Don't know	21	-	21	11	10	6	5	2	5	-	*	2	12	7	2	2	15	6	23
	1%	-	1%	1%	1%	1%	1%	*	1%	-	*	1%	1%n	1%	*	*	1%	2%	1%
NET Not at all important/ Not very important	65	-	65	35	29	17	10	12	9	10	4	4	27	20	18	8	52	11	62
	2%	-	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	3%	2%	2%	1%	2%	3%	2%
NET Important / Very important	2592	-	2592	1241	1344	389	379	604	351	423	265	181	768	955	869	446	2274	305	2705
	86%	-	86%	83%	88%c	82%	92%ehijk	91%ehijk	85%	82%	84%	80%	87%	88%no	82%	82%	85%	91%p	86%
Mean	4.35	-	4.35	4.29	4.41c	4.32	4.44ik	4.47ehijk	4.32	4.27	4.31	4.20	4.38n	4.41no	4.27	4.27	4.34	4.45	4.37
Std Dev.	0.79	-	0.79	0.80	0.77	0.85	0.75	0.73	0.77	0.83	0.76	0.79	0.81	0.75	0.80	0.77	0.79	0.74	0.77
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base		**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base		**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important	(1)	**14**	-	4	7	3	4	10	12	2	6	*	3	2	-	5	6	5
		*	-	*	1%a	*	*	1%	1%	*	2%lmn	*	*	*	-	*	2%p	*
Not very important	(2)	**51**	17	11	9	13	28	23	37	14	5	9	7	14	13	30	8	42
		2%	2%	1%	1%	2%	2%	2%	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%
Neither important nor unimportant	(3)	**349**	74	120	83	72	194	155	219	124	38	48	90	87	54	225	41	283
		12%	10%	12%	13%	11%	11%	12%	11%	13%	12%	14%	12%	11%	9%	12%	12%	11%
Important	(4)	**1039**	252	357	243	188	609	431	700	325	111	111	241	278	227	630	112	871
		34%	34%	36%d	36%	30%	35%	33%	35%	34%	34%	33%	32%	36%	37%	33%	34%	34%
Very important	(5)	**1552**	392	486	321	354	878	674	1023	502	163	170	417	396	320	984	163	1324
		51%	53%	49%	48%	56%c	51%	52%	51%	52%	50%	50%	55%	51%	52%	52%	49%	52%
Don't know		**21**	7	6	2	5	13	8	17	3	2	3	2	4	4	9	2	13
		1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%
NET Not at all important/ Not very important		**65**	17	16	16	16	32	32	49	16	11	9	10	16	13	35	13	47
		2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	3%	1%	2%	2%	2%	4%p	2%
NET Important / Very important		**2592**	643	844	563	542	1487	1105	1722	826	275	281	658	674	547	1614	276	2195
		86%	87%	86%	85%	85%	86%	85%	86%	85%	84%	83%	87%	86%	89%j	86%	83%	86%
Mean		**4.35**	4.39	4.34	4.30	4.39	4.36	4.34	4.35	4.36	4.30	4.31	4.40	4.35	4.39	4.37	4.27	4.37
Std Dev.		**0.79**	0.76	0.77	0.82	0.80	0.77	0.81	0.79	0.77	0.87	0.81	0.76	0.77	0.73	0.77	0.89	0.76
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	14	11	3	-	12	1	*	*	*	2	-	2	2	-	3	3	-	-	1
	*	*	1%	-	*	1%	*	*	*	*	-	1%	1%	-	1%	1%	-	-	1%
Not very important (2)	51	46	4	1	38	9	3	1	-	6	3	3	6	2	10	5	3	2	7
	2%	2%	1%	*	2%	3%d	2%	1%	-	2%	1%	2%	2%	1%	2%	1%	1%	4%hm	3%h
Neither important nor unimportant (3)	349	288	61	17	297	25	18	10	12	31	37	16	34	30	36	69	32	3	22
	12%	11%	14%	10%	12%	9%	12%	11%	10%	9%	15%	8%	12%	11%	8%	17%knr	14%	8%	9%
Important (4)	1039	882	157	51	859	98	48	34	40	104	82	63	99	83	158	140	89	16	82
	34%	34%	35%	31%	34%	37%	32%	35%	32%	32%	34%	33%	36%	29%	37%	34%	39%	40%	36%
Very important (5)	1552	1326	227	94	1291	132	79	51	72	182	117	106	136	168	218	189	103	19	112
	51%	52%	50%	57%	51%	49%	52%	52%	58%op	56%	49%	56%	49%	59%op	51%	46%	45%	48%	49%
Don't know	21	19	1	1	14	3	3	*	1	2	2	-	-	-	5	2	2	*	3
	1%	1%	*	1%	1%	1%	2%d	*	1%	1%	1%	-	-	-	1%	1%	1%	*	2%
NET Not at all important/ Not very important	65	57	8	1	50	10	3	1	*	7	3	5	8	2	13	9	3	2	8
	2%	2%	2%	*	2%	4%	2%	2%	*	2%	1%	3%	3%	1%	3%	2%	1%	4%hm	4%h
NET Important / Very important	2592	2208	384	145	2150	230	127	85	112	286	199	169	235	251	376	330	193	36	194
	86%	86%	84%	88%	86%	86%	84%	87%	89%o	88%	83%	89%	85%	89%	87%	81%	84%	88%	85%
Mean	4.35	4.36	4.32	4.46	4.35	4.32	4.37	4.39	4.47op	4.42	4.31	4.41	4.30	4.47op	4.36	4.24	4.29	4.32	4.32
Std Dev.	0.79	0.78	0.80	0.70	0.78	0.82	0.79	0.75	0.70	0.78	0.77	0.80	0.82	0.71	0.79	0.84	0.75	0.80	0.82
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	14	5	4	5	-	-	9	-	4	7	3	-	-	11	-
	*	*	*	1%	-	-	*	-	*	1%	1%	-	-	*	-
Not very important (2)	51	18	17	5	9	1	35	10	16	23	9	1	1	39	2
	2%	2%	1%	1%	5%abf	1%	2%	4%f	1%	2%	2%	1%	5%	2%	2%
Neither important nor unimportant (3)	349	119	104	88	22	9	223	31	101	133	80	29	1	234	30
	12%	10%	9%	22%abdfg	11%	13%	10%	12%	8%	11%	21%him	24%hlm	2%	9%	20%hlm
Important (4)	1039	351	447	145	72	20	798	92	340	488	153	45	8	828	53
	34%	30%	38%a	36%	37%	28%	34%	35%	28%	39%hm	40%h	37%	29%	33%h	35%
Very important (5)	1552	677	583	159	91	38	1260	128	772	580	135	47	16	1352	64
	51%	58%bcdg	50%c	39%	47%	54%	54%c	49%	62%ijkmn	47%j	35%	39%	57%	55%ijkn	42%
Don't know	21	5	6	4	-	3	12	3	3	12	2	-	2	14	2
	1%	*	1%	1%	-	4%abdf	*	1%	*	1%	1%	-	7%	1%	1%
NET Not at all important/ Not very important	65	24	21	10	9	1	45	10	20	30	12	1	1	51	2
	2%	2%	2%	2%	5%f	1%	2%	4%	2%	2%	3%	1%	5%	2%	2%
NET Important / Very important	2592	1029	1030	304	163	57	2058	220	1112	1068	289	92	24	2180	117
	86%	87%c	89%c	75%	84%	82%	88%c	83%	90%ijkn	86%jkn	75%	75%	87%	88%jkn	77%
Mean	4.35	4.43cd	4.37c	4.12	4.26	4.41	4.40c	4.30c	4.51ijkmn	4.31j	4.08	4.13	4.49	4.41ijkn	4.19
Std Dev.	0.79	0.77	0.74	0.87	0.84	0.76	0.76	0.82	0.73	0.78	0.85	0.81	0.78	0.76	0.81
Std Error	0.01	0.02	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	**14**	-	14	*	1	8	5	14	*	-	-	14	-
		*	-	*1%*	*	*	*	**2%de**	*	*1%*	-	-	*	-
Not very important	(2)	**51**	1	49	1	6	44	*	49	1	-	-	51	-
		2%	*1%*	*2%*	*1%*	*1%*	**2%d**	*	*2%*	*3%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**349**	26	315	9	90	230	29	336	4	3	-	343	6
		12%	*11%*	*12%*	*17%*	*10%*	*12%*	*15%*	*11%*	*8%*	*22%*	-	*11%*	*32%*
Important	(4)	**1039**	74	951	15	299	673	68	1007	23	4	*	1034	5
		34%	*30%*	*35%*	*30%*	*33%*	*35%*	*35%*	*34%*	*46%*	*28%*	*7%*	*34%*	*24%*
Very important	(5)	**1552**	142	1385	26	493	969	90	1520	19	4	1	1543	8
		51%	*57%*	*51%*	*52%*	*55%*	*50%*	*47%*	*52%*	*38%*	*29%*	*93%*	*51%*	*39%*
Don't know		**21**	5	16	-	11	8	1	14	2	3	-	20	1
		1%	**2%b**	*1%*	-	*1%*	*	*1%*	*	*4%*	*22%*	-	*1%*	*5%*
NET Not at all important/ Not very important		**65**	1	63	1	7	53	5	63	2	-	-	65	-
		2%	*1%*	*2%*	*1%*	*1%*	**3%d**	*3%*	*2%*	*4%*	-	-	*2%*	-
NET Important / Very important		**2592**	216	2335	40	792	1642	157	2528	43	7	1	2578	13
		86%	*87%*	*86%*	*81%*	*88%*	*85%*	*82%*	*86%*	*84%*	*56%*	*100%*	*86%*	*63%*
Mean		**4.35**	4.46	4.34	4.31	**4.44ef**	4.32	4.24	4.36	4.22	4.09	4.93	4.35	4.08
Std Dev.		**0.79**	0.71	0.79	0.82	0.71	0.81	0.89	0.78	0.81	0.84	-	0.79	0.88
Std Error		**0.01**	0.04	0.01	0.11	0.02	0.02	0.06	0.01	0.13	0.21	-	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**14**	3	5	1	6	1	2	*	-	-	5	*	1	-	5	-	1
	*****	*	*1%*	*	*1%*	*	*1%*	*	-	-	*2%*	*	*	-	*2%*	-	*
Not very important (2)	**51**	16	12	14	8	1	5	10	2	3	7	1	9	5	3	2	3
	2%	*2%*	*2%*	*2%*	*1%*	*	*2%*	*4%*	*1%*	*1%*	*3%*	*	*4%*	*2%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**349**	78	101	81	90	29	25	25	27	38	36	22	25	34	30	36	24
	12%	*10%*	*13%*	*11%*	*12%*	*10%*	*10%*	*9%*	*11%*	*16%*	*12%*	*10%*	*10%*	*13%*	*13%*	*13%*	*10%*
Important (4)	**1039**	275	272	259	233	97	90	88	97	62	113	86	78	95	69	91	73
	34%	*35%*	*35%*	*35%*	*32%*	*35%*	*37%*	*33%*	*38%*	*27%*	***39%i***	*38%*	*33%*	*36%*	*29%*	*34%*	*31%*
Very important (5)	**1552**	413	374	374	391	148	123	142	126	125	124	117	127	130	126	136	130
	51%	*52%*	*48%*	*51%*	*53%*	*54%*	*50%*	*54%*	*49%*	*54%*	*43%*	*51%*	*53%*	*49%*	*54%*	*51%*	***55%j***
Don't know	**21**	3	8	2	8	*	2	*	3	3	2	2	-	*	2	*	6
	1%	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*	*2%*
NET Not at all important/ Not very important	**65**	18	17	15	14	2	6	10	2	3	12	1	10	5	8	2	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*	*4%*	*	*4%*	*2%*	*3%*	*1%*	*1%*
NET Important / Very important	**2592**	688	646	634	624	244	213	230	223	187	236	203	206	225	194	227	203
	86%	*87%*	*84%*	*87%*	*85%*	*89%*	*86%*	*87%*	*87%*	*81%*	*83%*	*89%*	*86%*	*85%*	*83%*	*86%*	*86%*
Mean	**4.35**	4.38	4.31	4.36	4.37	**4.41j**	4.35	4.37	4.37	4.36	4.21	**4.41j**	4.34	4.33	4.32	4.36	**4.42j**
Std Dev.	**0.79**	0.77	0.80	0.77	0.80	0.72	0.79	0.81	0.71	0.80	0.88	0.69	0.84	0.77	0.90	0.75	0.75
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**18**	-	18	8	9	3	6	2	2	1	3	1	9	4	5	4	14	2	18
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**39**	-	39	24	15	11	6	4	5	*	7	5	18	9	12	12	31	8	44
	1%	-	*1%*	*2%*	*1%*	**2%i**	*2%*	*1%*	*1%*	*	**2%i**	**2%i**	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Neither important nor unimportant (3)	**257**	-	257	141	114	74	37	44	34	32	23	14	111	78	69	37	211	44	235
	9%	-	*9%*	*10%*	*7%*	**16%fghijk**	*9%*	*7%*	*8%*	*6%*	*7%*	*6%*	**12%mno**	*7%*	*6%*	*7%*	*8%*	**13%p**	*8%*
Important (4)	**994**	-	994	510	483	136	117	218	155	179	99	90	253	373	368	189	923	70	1079
	33%	-	*33%*	*34%*	*31%*	*29%*	*28%*	*33%*	**37%ef**	*35%*	*31%*	**40%ef**	*28%*	**34%l**	**35%l**	*35%*	**34%q**	*21%*	*34%*
Very important (5)	**1696**	-	1696	793	899	246	240	397	215	299	183	116	487	611	598	299	1478	206	1728
	56%	-	*56%*	*53%*	**59%c**	*52%*	*58%*	*59%*	*52%*	*58%*	*58%*	*51%*	*55%*	*56%*	*57%*	*55%*	*55%*	*62%*	*55%*
Don't know	**23**	-	23	10	13	5	5	3	5	4	*	1	10	7	6	1	18	5	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**57**	-	57	32	24	14	12	5	7	1	10	6	27	13	17	16	45	10	62
	2%	-	*2%*	*2%*	*2%*	**3%gi**	**3%gi**	*1%*	*2%*	*	**3%l**	**3%l**	**3%m**	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
NET Important / Very important	**2689**	-	2689	1303	1382	383	357	615	370	478	281	206	740	984	965	488	2401	276	2807
	89%	-	*89%*	*88%*	*90%*	*80%*	*87%*	**92%ef**	**89%e**	**93%ef**	**90%e**	**91%e**	*83%*	**91%l**	**91%l**	**90%l**	**90%q**	*82%*	*90%*
Mean	**4.44**	-	4.44	4.39	**4.48c**	4.30	4.42	**4.51e**	4.40	**4.51e**	4.44	4.40	4.36	**4.47l**	**4.47l**	4.42	4.44	4.43	4.44
Std Dev.	**0.75**	-	0.75	0.77	0.73	0.87	0.84	0.67	0.74	0.64	0.80	0.74	0.85	0.70	0.71	0.77	0.73	0.85	0.74
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**18**	5	5	4	4	10	8	11	7	3	1	5	3	2	9	3	11
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	*
Not very important (2)	**39**	12	12	9	7	23	16	19	18	6	9	7	4	9	20	8	29
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**3%l**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Neither important nor unimportant (3)	**257**	52	78	64	64	130	128	180	73	35	46	54	57	37	157	37	194
	9%	*7%*	*8%*	*10%*	*10%*	*8%*	*10%*	*9%*	*7%*	*11%*	**13%klmn**	*7%*	*7%*	*6%*	*8%*	*11%*	*8%*
Important (4)	**994**	220	335	232	207	555	439	654	324	107	100	267	269	193	636	108	842
	33%	*30%*	*34%*	*35%*	*33%*	*32%*	*34%*	*33%*	*33%*	*33%*	*29%*	*35%*	*34%*	*31%*	*34%*	*33%*	*33%*
Very important (5)	**1696**	448	549	354	345	996	700	1130	538	171	182	423	444	372	1049	171	1447
	56%	**60%c**	*56%*	*53%*	*54%*	*58%*	*54%*	*56%*	*56%*	*52%*	*53%*	*56%*	*57%*	*60%*	*56%*	*52%*	*57%*
Don't know	**23**	5	8	3	8	12	11	12	10	4	3	4	5	4	12	4	16
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**57**	16	16	12	11	33	24	30	25	9	10	12	7	10	29	12	39
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	**3%l**	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*
NET Important / Very important	**2689**	668	884	586	552	1551	1138	1784	862	278	281	690	713	565	1685	279	2289
	89%	*90%*	*90%*	*88%*	*87%*	*90%*	*88%*	*89%*	*89%*	*85%*	*83%*	**91%ij**	**91%ij**	**92%ij**	**89%j**	*84%*	**90%o**
Mean	**4.44**	4.49	4.44	4.39	4.41	4.46	4.40	4.44	4.43	4.35	4.34	4.45	**4.48j**	**4.51ij**	4.44	4.33	**4.46o**
Std Dev.	**0.75**	0.75	0.73	0.76	0.77	0.74	0.77	0.74	0.77	0.83	0.84	0.72	0.69	0.70	0.73	0.85	0.72
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important (1)	**18**	14	4	2	15	1	1	*	1	2	2	3	3	-	3	-	1	*	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	-	*	*	*1%*
Not very important (2)	**39**	32	7	3	28	9	1	2	-	6	3	3	4	3	3	3	3	*	9
	1%	*1%*	*2%*	*2%*	*1%*	**3%df**	*	*2%*	-	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**4%hno**
Neither important nor unimportant (3)	**257**	229	28	10	225	19	8	5	10	27	20	13	28	15	59	35	20	1	18
	9%	*9%*	*6%*	*6%*	*9%*	*7%*	*5%*	*6%*	*8%*	*8%*	*8%*	*7%*	*10%*	*5%*	**14%mq**	*8%*	*9%*	*3%*	*8%*
Important (4)	**994**	835	158	55	818	86	53	37	35	82	82	69	86	104	120	145	95	18	67
	33%	*32%*	*35%*	*33%*	*33%*	*32%*	*35%*	*38%*	*28%*	*25%*	*34%*	**36%l**	*31%*	**37%l**	*28%*	**35%l**	**41%hinr**	**45%hinr**	*30%*
Very important (5)	**1696**	1443	253	91	1406	152	86	52	78	204	134	102	156	159	237	225	110	21	131
	56%	*56%*	*56%*	*56%*	*56%*	*57%*	*57%*	*53%*	**62%p**	**62%p**	*56%*	*54%*	*57%*	*56%*	*55%*	*55%*	*48%*	*52%*	*58%*
Don't know	**23**	19	4	3	19	1	2	1	1	6	-	-	-	2	8	1	-	*	1
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	-	-	*1%*	*2%*	*	-	*	*
NET Not at all important/ Not very important	**57**	46	11	6	42	10	1	3	1	8	5	6	6	3	6	3	4	*	10
	2%	*2%*	*2%*	*3%*	*2%*	**4%d**	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	*	**4%mno**
NET Important / Very important	**2689**	2278	411	146	2224	238	140	88	113	286	216	171	242	263	357	370	205	39	199
	89%	*89%*	*91%*	*89%*	*89%*	*89%*	*92%*	*91%*	*90%*	*87%*	*90%*	*90%*	*88%*	**93%n**	*83%*	**90%n**	*90%*	**97%n**	*87%*
Mean	**4.44**	4.43	4.44	4.42	4.43	4.42	4.50	4.42	4.52	4.50	4.42	4.39	4.41	4.49	4.39	4.45	4.35	4.48	4.40
Std Dev.	**0.75**	0.75	0.75	0.82	0.75	0.81	0.67	0.74	0.74	0.77	0.77	0.81	0.80	0.65	0.80	0.68	0.73	0.59	0.84
Std Error	**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.05	0.06	0.05	0.06	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base		3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base		1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important	(1)	18	4	7	5	2	-	11	2	4	6	5	2	1	10	3
		1%	*	*1%*	*1%*	*1%*	-	*	*1%*	*	*	*1%*	*2%*	*2%*	*	*2%*
Not very important	(2)	39	11	14	6	4	3	25	7	12	9	14	4	-	22	4
		1%	*1%*	*1%*	*2%*	*2%*	5%af	*1%*	*3%*	*1%*	*1%*	4%him	*3%*	-	*1%*	*2%*
Neither important nor unimportant	(3)	257	54	68	97	21	6	122	28	57	94	69	27	1	152	29
		9%	*5%*	*6%*	24%abdefg	11%abf	*9%*	*5%*	10%abf	*5%*	8%h	18%him	22%him	*5%*	*6%*	19%him
Important	(4)	994	334	431	139	62	24	766	86	320	490	140	34	8	810	42
		33%	*28%*	37%a	*34%*	*32%*	*34%*	*33%*	*33%*	*26%*	39%hkmn	37%h	*28%*	*27%*	33%h	*28%*
Very important	(5)	1696	766	634	158	104	31	1400	135	835	635	153	54	16	1470	71
		56%	65%bcdefg	55%c	*39%*	54%c	*45%*	60%bcg	51%c	68%ijkmn	51%j	*40%*	*44%*	*58%*	59%ijkn	*47%*
Don't know		23	7	7	2	1	5	14	5	7	8	2	1	2	16	4
		1%	*1%*	*1%*	*	*	7%abcdf	*1%*	*2%*	*1%*	*1%*	*	*1%*	*8%*	*1%*	*2%*
NET Not at all important/ Not very important		57	15	21	11	6	3	36	9	16	15	19	6	1	31	6
		2%	*1%*	*2%*	*3%*	*3%*	*5%*	*2%*	*4%*	*1%*	*1%*	5%him	5%him	*2%*	*1%*	4%him
NET Important / Very important		2689	1100	1066	296	166	55	2166	221	1155	1126	293	88	24	2281	112
		89%	94%cdeg	92%cdeg	*73%*	86%c	*79%*	93%cdeg	84%c	93%ijkn	91%ijkn	*77%*	*72%*	*85%*	92%jkn	*74%*
Mean		4.44	4.58bcdeg	4.45c	4.08	4.36c	4.28	4.51cdeg	4.34c	4.60ijkmn	4.41jkn	4.11	4.11	4.50	4.51ijkn	4.18
Std Dev.		0.75	0.66	0.71	0.89	0.84	0.85	0.69	0.84	0.66	0.71	0.92	0.97	0.83	0.69	0.95
Std Error		0.01	0.02	0.02	0.05	0.06	0.10	0.01	0.05	0.02	0.02	0.05	0.09	0.15	0.01	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	18	1	16	1	4	11	3	14	2	-	1	17	-
		1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*4%*	-	*93%*	*1%*	-
Not very important	(2)	39	2	35	1	14	24	1	38	1	1	-	39	-
		1%	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*5%*	-	*1%*	-
Neither important nor unimportant	(3)	257	8	242	8	66	164	28	235	8	4	*	247	11
		9%	*3%*	**9%a**	**15%a**	*7%*	*8%*	**15%de**	*8%*	*15%*	*32%*	*7%*	*8%*	*52%*
Important	(4)	994	74	905	14	257	681	56	974	18	1	-	992	1
		33%	*30%*	*33%*	*28%*	*28%*	**35%d**	*29%*	*33%*	*35%*	*7%*	-	*33%*	*6%*
Very important	(5)	1696	160	1510	26	547	1048	101	1665	20	4	-	1690	6
		56%	**64%b**	*55%*	*53%*	**61%e**	*54%*	*52%*	*57%*	*39%*	*34%*	-	*56%*	*30%*
Don't know		23	3	20	-	14	5	4	15	3	3	-	21	3
		1%	*1%*	*1%*	-	**2%e**	*	**2%e**	*1%*	*5%*	*22%*	-	*1%*	*12%*
NET Not at all important/ Not very important		57	4	51	2	18	35	4	52	3	1	1	55	-
		2%	*1%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*6%*	*5%*	*93%*	*2%*	-
NET Important / Very important		2689	234	2415	40	804	1729	157	2639	38	5	-	2682	7
		89%	**94%bc**	*89%*	*81%*	**89%f**	**89%f**	*81%*	*90%*	*74%*	*41%*	-	*89%*	*36%*
Mean		4.44	**4.58bc**	4.42	4.29	**4.50ef**	4.42	4.33	4.45	4.08	3.89	1.13	4.44	3.75
Std Dev.		0.75	0.66	0.76	0.91	0.74	0.74	0.85	0.74	1.03	1.11	-	0.75	0.96
Std Error		0.01	0.04	0.01	0.12	0.02	0.02	0.06	0.01	0.16	0.28	-	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**18**	3	10	1	4	1	-	2	2	-	7	*	1	-	1	1	2
	1%	*	*1%*	*	*1%*	*	-	*1%*	*1%*	-	*3%*	*	*	-	*	*1%*	*1%*
Not very important (2)	**39**	11	10	7	10	1	8	3	3	3	4	1	6	1	2	7	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*	*1%*	*3%*	*1%*
Neither important nor unimportant (3)	**257**	76	55	70	56	25	27	24	16	16	23	18	32	20	12	25	19
	9%	*10%*	*7%*	*10%*	*8%*	*9%*	*11%*	*9%*	*6%*	*7%*	*8%*	*8%*	**13%n**	*8%*	*5%*	*9%*	*8%*
Important (4)	**994**	249	252	239	254	86	86	77	80	72	100	83	74	81	83	84	86
	33%	*32%*	*33%*	*33%*	*34%*	*31%*	*35%*	*29%*	*31%*	*31%*	*35%*	*37%*	*31%*	*31%*	*35%*	*32%*	*37%*
Very important (5)	**1696**	444	435	412	405	162	122	159	148	137	150	124	126	161	136	146	123
	56%	*56%*	*56%*	*56%*	*55%*	*59%*	*49%*	*60%*	*58%*	*59%*	*52%*	*55%*	*53%*	**61%f**	*58%*	*55%*	*52%*
Don't know	**23**	5	10	2	6	*	3	1	6	3	1	1	1	*	1	1	5
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*	*2%*	*1%*	*1%*	*	*1%*	*	*	*	*2%*
NET Not at all important/ Not very important	**57**	14	20	9	14	2	8	5	5	3	12	1	6	1	3	9	3
	2%	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	**4%m**	*1%*	*3%*	*	*1%*	*3%*	*1%*
NET Important / Very important	**2689**	693	687	651	659	248	208	236	228	209	250	207	201	243	219	231	210
	89%	*88%*	*89%*	*89%*	*90%*	*90%*	*84%*	*89%*	*89%*	*91%*	*87%*	*91%*	*83%*	**92%fl**	**93%fl**	*87%*	*89%*
Mean	**4.44**	4.43	4.43	4.44	4.43	4.48	4.33	4.47	4.48	**4.51f**	4.34	4.45	4.34	**4.53fjl**	**4.50f**	4.39	4.42
Std Dev.	**0.75**	0.76	0.79	0.72	0.74	0.70	0.80	0.76	0.75	0.68	0.89	0.67	0.82	0.65	0.67	0.81	0.73
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Not at all important (1)	**83**	-	83	47	36	6	8	1	16	15	22	14	14	17	52	36	83	-	86
	3%	-	*3%*	*3%*	*2%*	*1%*	**2%g**	*	**4%g**	**3%g**	**7%efgi**	**6%efg**	*2%*	*2%*	**5%lm**	**7%lm**	**3%q**	-	*3%*
Not very important (2)	**176**	-	176	86	89	37	18	25	24	28	20	24	55	49	72	44	155	20	192
	6%	-	*6%*	*6%*	*6%*	**8%g**	*4%*	*4%*	*6%*	*5%*	*6%*	**10%fg**	*6%*	*5%*	*7%*	**8%m**	*6%*	*6%*	*6%*
Neither important nor unimportant (3)	**576**	-	576	295	279	93	64	130	76	114	59	41	157	206	214	100	518	56	645
	19%	-	*19%*	*20%*	*18%*	*20%*	*16%*	*19%*	*18%*	*22%*	*19%*	*18%*	*18%*	*19%*	*20%*	*18%*	*19%*	*17%*	*21%*
Important (4)	**1158**	-	1158	565	591	199	169	236	175	178	120	81	368	411	379	201	1022	133	1199
	38%	-	*38%*	*38%*	*39%*	*42%*	*41%*	*35%*	*42%*	*35%*	*38%*	*36%*	*41%*	*38%*	*36%*	*37%*	*38%*	*40%*	*38%*
Very important (5)	**999**	-	999	480	518	132	145	272	117	178	88	68	277	389	334	155	874	117	972
	33%	-	*33%*	*32%*	*34%*	*28%*	*35%*	**41%ehjk**	*28%*	*35%*	*28%*	*30%*	*31%*	**36%o**	*32%*	*29%*	*33%*	*35%*	*31%*
Don't know	**34**	-	34	14	20	10	7	3	7	1	5	1	17	10	7	5	22	9	35
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Not at all important/ Not very important	**259**	-	259	133	126	43	26	26	41	44	42	38	69	67	123	80	238	20	278
	9%	-	*9%*	*9%*	*8%*	**9%g**	*6%*	*4%*	**10%g**	**8%g**	**14%fg**	**17%efgi**	*8%*	*6%*	**12%lm**	**15%lm**	*9%*	*6%*	*9%*
NET Important / Very important	**2157**	-	2157	1045	1109	331	314	508	292	357	208	148	645	800	713	356	1897	250	2171
	71%	-	*71%*	*70%*	*72%*	*69%*	**76%jk**	**76%jk**	*70%*	*69%*	*66%*	*65%*	**73%o**	**74%no**	*67%*	*66%*	*71%*	*75%*	*69%*
Mean	**3.94**	-	3.94	3.91	3.97	3.88	**4.05ehjk**	**4.13ehijk**	3.86	3.93	3.75	3.73	**3.96no**	**4.03no**	3.83	3.74	3.92	4.06	3.90
Std Dev.	**1.00**	-	1.00	1.02	0.99	0.95	0.93	0.87	1.03	1.03	1.15	1.17	0.95	0.94	1.10	1.16	1.02	0.88	1.01
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.03	0.05	0.04	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Not at all important (1)	**83**	14	34	17	18	48	35	40	43	15	12	24	16	11	52	15	64
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**4%g**	*5%*	*4%*	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*
Not very important (2)	**176**	37	71	37	31	108	68	106	67	18	26	49	42	31	116	21	149
	6%	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*	*5%*	*7%*	*6%*	*8%*	*6%*	*5%*	*5%*	*6%*	*6%*	*6%*
Neither important nor unimportant (3)	**576**	139	176	126	135	315	261	371	195	54	68	157	149	95	374	56	472
	19%	*19%*	*18%*	*19%*	*21%*	*18%*	*20%*	*18%*	*20%*	*17%*	*20%*	*21%*	*19%*	*15%*	*20%*	*17%*	*19%*
Important (4)	**1158**	236	401	290	232	637	521	786	353	130	131	276	303	235	710	131	965
	38%	*32%*	**41%a**	**44%a**	*36%*	*37%*	*40%*	*39%*	*36%*	*40%*	*38%*	*36%*	*39%*	*38%*	*38%*	*40%*	*38%*
Very important (5)	**999**	309	295	190	204	604	394	685	298	98	103	247	267	240	618	98	871
	33%	**42%bcd**	*30%*	*29%*	*32%*	**35%f**	*30%*	*34%*	*31%*	*30%*	*30%*	*33%*	*34%*	**39%ijn**	*33%*	*30%*	*34%*
Don't know	**34**	5	9	5	15	14	20	19	12	11	1	8	4	5	13	11	18
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%jklmn**	*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Not at all important/ Not very important	**259**	51	105	54	49	156	103	146	110	33	38	73	58	42	169	35	213
	9%	*7%*	**11%a**	*8%*	*8%*	*9%*	*8%*	*7%*	**11%g**	*10%*	*11%*	*10%*	*7%*	*7%*	*9%*	*11%*	*8%*
NET Important / Very important	**2157**	545	696	480	436	1242	916	1471	651	228	233	523	570	475	1327	229	1836
	71%	*74%*	*71%*	*72%*	*69%*	*72%*	*70%*	**73%h**	*67%*	*70%*	*69%*	*69%*	*73%*	**77%jkn**	*70%*	*69%*	*72%*
Mean	**3.94**	**4.07bcd**	3.87	3.91	3.92	3.96	3.92	**3.99h**	3.83	3.88	3.84	3.90	3.98	**4.08ijkn**	3.92	3.86	3.96
Std Dev.	**1.00**	0.99	1.03	0.96	1.00	1.02	0.98	0.96	1.08	1.06	1.05	1.04	0.97	0.95	1.01	1.07	1.00
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base		**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base		**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Not at all important	(1)	**83**	71	12	4	63	11	8	1	1	1	4	7	9	6	10	12	13	2	10
		3%	*3%*	*3%*	*2%*	*2%*	**4%g**	**5%dg**	*1%*	*1%*	*	*2%*	**4%l**	*3%*	*2%*	*2%*	*3%*	**5%hi**	**4%i**	**4%hi**
Not very important	(2)	**176**	137	38	11	137	21	11	7	9	17	12	14	8	14	23	24	16	3	19
		6%	*5%*	**8%a**	*7%*	*5%*	*8%*	*7%*	*7%*	*7%*	*5%*	*5%*	*8%*	*3%*	*5%*	*5%*	*6%*	*7%*	*7%*	**8%l**
Neither important nor unimportant	(3)	**576**	488	89	33	464	62	32	19	17	63	52	35	55	51	70	74	47	6	55
		19%	*19%*	*19%*	*20%*	*18%*	*23%*	*21%*	*20%*	*13%*	*19%*	*22%*	*18%*	*20%*	*18%*	*16%*	*18%*	*20%*	*15%*	**24%hn**
Important	(4)	**1158**	989	169	57	965	102	48	43	54	97	91	77	107	104	172	166	98	19	83
		38%	*38%*	*37%*	*35%*	*38%*	*38%*	*32%*	**44%f**	**43%l**	*30%*	*38%*	*40%*	*39%*	*37%*	*40%*	**40%l**	**43%l**	**48%l**	*36%*
Very important	(5)	**999**	856	143	57	854	71	47	27	43	139	82	56	94	105	153	128	54	10	61
		33%	*33%*	*31%*	*35%*	**34%e**	*27%*	*31%*	*28%*	**35%p**	**43%kopqr**	*34%*	*30%*	*34%*	**37%pr**	**36%p**	*31%*	*24%*	*26%*	*27%*
Don't know		**34**	31	3	2	28	*	6	1	2	9	-	-	4	4	2	6	1	*	*
		1%	*1%*	*1%*	*1%*	*1%*	*	**4%deg**	*1%*	**2%r**	**3%r**	-	-	*2%*	*1%*	*	*1%*	*	*	*
NET Not at all important/ Not very important		**259**	208	51	15	200	33	19	8	10	18	16	22	16	20	33	36	28	4	28
		9%	*8%*	*11%*	*9%*	*8%*	**12%d**	**12%d**	*8%*	*8%*	*6%*	*7%*	*12%*	*6%*	*7%*	*8%*	*9%*	**12%l**	*11%*	**12%ll**
NET Important / Very important		**2157**	1845	312	114	1819	173	95	69	97	237	173	133	201	208	325	293	153	30	144
		71%	*72%*	*69%*	*69%*	**72%ef**	*65%*	*63%*	**72%f**	**77%r**	*72%*	*72%*	*70%*	*73%*	**73%r**	**76%r**	*72%*	*67%*	*73%*	*63%*
Mean		**3.94**	3.95	3.87	3.94	**3.97ef**	3.75	3.79	3.91	**4.05pr**	**4.12kpr**	**3.98pr**	3.84	**3.99pr**	**4.02pr**	**4.01pr**	3.92	3.73	3.84	3.73
Std Dev.		**1.00**	1.00	1.04	1.02	0.99	1.07	1.13	0.92	0.92	0.94	0.95	1.06	0.97	0.98	0.97	1.00	1.07	1.04	1.07
Std Error		**0.02**	0.02	0.03	0.04	0.03	0.04	0.05	0.04	0.07	0.07	0.08	0.09	0.07	0.08	0.07	0.08	0.09	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Not at all important (1)	83	49	17	6	9	2	66	11	44	23	8	5	3	67	8
	3%	**4%b**	*1%*	*2%*	**5%b**	*3%*	*3%*	**4%b**	**4%l**	*2%*	*2%*	*4%*	*10%*	*3%*	*5%*
Not very important (2)	176	60	69	21	16	9	129	25	63	80	20	11	-	143	11
	6%	*5%*	*6%*	*5%*	*8%*	*12%*	*6%*	**9%a**	*5%*	*6%*	*5%*	*9%*	-	*6%*	*8%*
Neither important nor unimportant (3)	576	186	225	109	38	10	411	48	177	264	107	21	1	441	22
	19%	*16%*	*19%*	**27%abf**	*20%*	*14%*	*18%*	*18%*	*14%*	**21%h**	**28%himn**	*17%*	*5%*	**18%h**	*15%*
Important (4)	1158	424	458	167	78	25	882	103	445	483	150	61	15	928	76
	38%	*36%*	*39%*	*41%*	*40%*	*36%*	*38%*	*39%*	*36%*	*39%*	*39%*	**50%hm**	*53%*	*37%*	**50%hlm**
Very important (5)	999	450	380	97	48	22	830	70	494	383	91	22	7	878	29
	33%	**38%bcdg**	**33%c**	*24%*	*25%*	*32%*	**36%cdg**	*27%*	**40%ijkmn**	**31%kn**	*24%*	*18%*	*25%*	**35%ijkn**	*19%*
Don't know	34	7	12	7	5	2	19	7	12	10	7	2	2	21	4
	1%	*1%*	*1%*	*2%*	**2%a**	*3%*	*1%*	**3%af**	*1%*	*1%*	*2%*	*2%*	*7%*	*1%*	*3%*
NET Not at all important/ Not very important	259	109	86	27	25	10	195	35	108	103	28	16	3	211	19
	9%	*9%*	*7%*	*7%*	*13%*	*15%*	*8%*	**13%bcf**	*9%*	*8%*	*7%*	*13%*	*10%*	*9%*	*13%*
NET Important / Very important	2157	874	838	264	126	47	1712	173	940	866	241	83	22	1806	105
	71%	**74%cdg**	**72%c**	*65%*	*65%*	*68%*	**73%c**	*66%*	**76%ijl**	*70%*	*63%*	*68%*	*78%*	**73%j**	*70%*
Mean	3.94	**4.00cdg**	**3.97cdg**	3.82	3.74	3.84	**3.98cdg**	3.77	**4.05ijkn**	3.91	3.79	3.70	3.89	**3.98ijkn**	3.73
Std Dev.	1.00	1.06	0.95	0.91	1.08	1.10	1.01	1.08	1.04	0.97	0.94	1.01	1.15	1.01	1.03
Std Error	0.02	0.03	0.03	0.05	0.08	0.13	0.02	0.07	0.03	0.03	0.05	0.09	0.21	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3129	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base		3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base		1662	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Not at all important	(1)	83	*	81	2	37	44	3	83	-	*	-	83	-
		3%	*	3%a	4%a	4%e	2%	1%	3%	-	1%	-	3%	-
Not very important	(2)	176	9	165	2	39	129	8	170	5	-	1	175	-
		6%	4%	6%	5%	4%	7%	4%	6%	9%	-	93%	6%	-
Neither important nor unimportant	(3)	576	42	522	12	151	388	38	561	3	3	*	567	9
		19%	17%	19%	24%	17%	20%	20%	19%	7%	19%	7%	19%	44%
Important	(4)	1158	81	1056	22	319	769	71	1128	21	5	-	1154	5
		38%	32%	39%	44%	35%	40%	37%	38%	41%	36%	-	38%	22%
Very important	(5)	999	115	872	11	345	588	65	972	17	6	-	995	4
		33%	46%bc	32%	23%	38%e	30%	34%	33%	34%	44%	-	33%	21%
Don't know		34	2	32	-	11	16	8	27	5	*	-	32	3
		1%	1%	1%	-	1%	1%	4%de	1%	9%	*	-	1%	13%
NET Not at all important/ Not very important		259	9	245	4	75	173	11	253	5	*	1	258	-
		9%	4%	9%a	8%	8%	9%	5%	9%	9%	1%	93%	9%	-
NET Important / Very important		2157	196	1928	34	664	1357	136	2100	38	11	-	2148	9
		71%	79%b	71%	67%	74%	70%	71%	71%	75%	80%	-	72%	43%
Mean		3.94	4.22bc	3.92	3.78	4.01e	3.90	4.02	3.94	4.09	4.22	2.07	3.94	3.73
Std Dev.		1.00	0.86	1.01	0.98	1.05	0.99	0.93	1.01	0.93	0.83	-	1.00	0.84
Std Error		0.02	0.05	0.02	0.13	0.03	0.02	0.07	0.02	0.15	0.21	-	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Not at all important (1)	**83**	18	31	19	14	4	9	6	12	6	13	9	4	7	6	3	6
	3%	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*	*2%*	*5%*	*3%*	*5%*	*4%*	*2%*	*2%*	*3%*	*1%*	*2%*
Not very important (2)	**176**	52	48	39	37	14	19	19	20	11	16	23	12	4	14	13	10
	6%	*7%*	*6%*	*5%*	*5%*	*5%*	**8%m**	**7%m**	**8%m**	*5%*	*6%*	**10%m**	*5%*	*2%*	*6%*	*5%*	*4%*
Neither important nor unimportant (3)	**576**	165	126	150	135	61	48	55	44	41	41	59	46	45	35	59	41
	19%	*21%*	*16%*	*20%*	*18%*	*22%*	*20%*	*21%*	*17%*	*18%*	*14%*	**26%jn**	*19%*	*17%*	*15%*	*22%*	*17%*
Important (4)	**1158**	319	314	264	261	113	99	107	94	100	121	62	94	109	77	95	88
	38%	*41%*	*41%*	*36%*	*35%*	**41%k**	**40%k**	**40%k**	*37%*	**43%k**	**42%k**	*27%*	*39%*	**41%k**	*33%*	*36%*	*37%*
Very important (5)	**999**	222	244	254	279	79	67	76	82	70	92	75	80	99	101	91	87
	33%	*28%*	*32%*	**35%a**	**38%a**	*29%*	*27%*	*28%*	*32%*	*30%*	*32%*	*33%*	*33%*	*37%*	**43%efgi**	*34%*	*37%*
Don't know	**34**	11	8	5	10	4	5	3	3	2	3	1	4	-	1	3	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	-	*	*1%*	*2%*
NET Not at all important/ Not very important	**259**	70	79	59	51	18	28	24	32	17	29	32	16	11	20	15	15
	9%	*9%*	*10%*	*8%*	*7%*	*7%*	**11%m**	*9%*	**13%mo**	*8%*	*10%*	**14%mop**	*7%*	*4%*	*9%*	*6%*	*6%*
NET Important / Very important	**2157**	541	559	518	539	192	166	183	177	169	213	137	174	207	178	186	175
	71%	*69%*	*72%*	*71%*	*73%*	*70%*	*67%*	*69%*	*69%*	**74%k**	**75%k**	*60%*	**72%k**	**79%fk**	**76%k**	*70%*	**74%k**
Mean	**3.94**	3.87	3.91	3.95	**4.04a**	3.92	3.81	3.87	3.85	3.95	3.93	3.76	3.99	**4.09fhk**	**4.08fk**	3.99	**4.04k**
Std Dev.	**1.00**	0.98	1.05	1.01	0.97	0.93	1.04	0.98	1.11	0.96	1.05	1.13	0.95	0.91	1.03	0.93	0.97
Std Error	**0.02**	0.03	0.04	0.04	0.04	0.05	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Low cost	**2621**	-	2621	1277	1340	391	363	592	363	463	267	183	754	955	913	450	2321	287	2694
	87%	-	*87%*	*86%*	*87%*	*82%*	**88%k**	**89%ek**	*87%*	**90%ek**	*85%*	*81%*	*85%*	**88%o**	*86%*	*83%*	*87%*	*86%*	*86%*
Guarantee that the parcel will arrive on time	**2588**	-	2588	1220	1362	391	362	594	363	429	259	189	753	958	877	448	2290	286	2658
	85%	-	*85%*	*82%*	**89%c**	*82%*	*88%*	**89%eij**	*87%*	*83%*	*83%*	*83%*	*85%*	**88%no**	*83%*	*83%*	*86%*	*86%*	*85%*
Ability to track the delivery	**2477**	-	2477	1199	1274	379	345	592	355	392	248	167	724	947	806	414	2174	290	2563
	82%	-	*82%*	*81%*	*83%*	*80%*	**84%ik**	**89%eijk**	**85%ik**	*76%*	*79%*	*73%*	**82%n**	**87%no**	*76%*	*77%*	*81%*	*86%*	*82%*
Ability to choose an express or next day service	**2085**	-	2085	1027	1055	342	316	530	276	305	180	137	658	805	622	317	1807	265	2096
	69%	-	*69%*	*69%*	*69%*	**72%ijk**	**77%hijk**	**79%ehijk**	*66%*	*59%*	*57%*	*60%*	**74%no**	**74%no**	*59%*	*59%*	*68%*	**79%p**	*67%*
Ability to select a specific date/time for delivery	**1727**	-	1727	865	859	359	289	475	203	216	103	81	648	678	400	184	1464	251	1685
	57%	-	*57%*	*58%*	*56%*	**75%hijk**	**70%hijk**	**71%hijk**	**49%jk**	*42%*	*33%*	*36%*	**73%mno**	**63%no**	*38%*	*34%*	*55%*	**75%p**	*54%*
Fast delivery	**2513**	-	2513	1215	1294	389	358	590	338	431	244	163	747	928	838	407	2222	280	2597
	83%	-	*83%*	*82%*	*84%*	**82%k**	**87%jk**	**89%ehjk**	**81%k**	**84%k**	*78%*	*72%*	**84%no**	**86%no**	*79%*	*75%*	*83%*	*84%*	*83%*
Convenient options for me to drop the parcel off	**2397**	-	2397	1168	1226	358	338	582	325	403	225	166	697	907	794	391	2109	276	2429
	79%	-	*79%*	*79%*	*80%*	*75%*	**82%jk**	**87%ehijk**	*78%*	*78%*	*72%*	*73%*	*78%*	**84%lno**	*75%*	*72%*	*79%*	*82%*	*78%*
Convenient options for the operator to pick the parcel up from me	**1802**	-	1802	876	924	337	303	488	225	241	121	87	640	713	450	208	1523	267	1750
	60%	-	*60%*	*59%*	*60%*	**71%hijk**	**74%hijk**	**73%hijk**	**54%jk**	*47%*	*39%*	*38%*	**72%mno**	**66%no**	*43%*	*38%*	*57%*	**80%p**	*56%*
Convenient options for the recipient to accept the delivery	**2367**	-	2367	1122	1241	372	340	575	317	389	218	156	712	892	763	374	2070	283	2402
	78%	-	*78%*	*75%*	**81%c**	**78%k**	**83%ijk**	**86%ehijk**	*76%*	*75%*	*69%*	*69%*	**80%no**	**82%no**	*72%*	*69%*	*77%*	**85%p**	*77%*
Insurance against damage or loss	**2319**	-	2319	1133	1182	365	335	551	306	377	225	159	700	857	762	384	2043	265	2380
	77%	-	*77%*	*76%*	*77%*	*77%*	**81%ijk**	**83%hijk**	*74%*	*73%*	*72%*	*70%*	**79%no**	**79%no**	*72%*	*71%*	*76%*	*79%*	*76%*
Same price to send to anywhere within the UK	**2535**	-	2535	1220	1312	362	347	612	328	427	273	186	709	940	886	459	2242	280	2646
	84%	-	*84%*	*82%*	*86%*	*76%*	**84%e**	**92%efhik**	*79%*	**83%e**	**87%e**	*82%*	*80%*	**87%l**	*84%*	*85%*	*84%*	*84%*	*85%*
Proof of postage/ dispatch	**2671**	-	2671	1285	1379	383	357	614	377	455	286	200	740	990	941	486	2369	290	2797
	88%	-	*88%*	*86%*	**90%c**	*80%*	*87%*	**92%ef**	**91%e**	**88%e**	**91%e**	*88%*	*83%*	**92%l**	**89%l**	**90%l**	*89%*	*86%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Proof of receipt/ delivery	**2592**	-	2592	1241	1344	389	379	604	351	423	265	181	768	955	869	446	2274	305	2705
	86%	-	*86%*	*83%*	**88%c**	*82%*	**92%ehijk**	**91%ehijk**	*85%*	*82%*	*84%*	*80%*	*87%*	**88%no**	*82%*	*82%*	*85%*	**91%p**	*86%*
Guaranteed delivery to recipient's door	**2689**	-	2689	1303	1382	383	357	615	370	478	281	206	740	984	965	488	2401	276	2807
	89%	-	*89%*	*88%*	*90%*	*80%*	*87%*	**92%ef**	**89%e**	**93%ef**	**90%e**	**91%e**	*83%*	**91%l**	**91%l**	**90%l**	**90%q**	*82%*	*90%*
Daily collection service	**2157**	-	2157	1045	1109	331	314	508	292	357	208	148	645	800	713	356	1897	250	2171
	71%	-	*71%*	*70%*	*72%*	*69%*	**76%jk**	**76%ijk**	*70%*	*69%*	*66%*	*65%*	**73%o**	**74%no**	*67%*	*66%*	*71%*	*75%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Low cost	**2621**	627	868	578	549	1495	1127	1747	833	284	284	668	702	533	1654	288	2218
	87%	*85%*	*88%*	*87%*	*86%*	*87%*	*87%*	*87%*	*86%*	*87%*	*83%*	*88%*	**90%j**	*86%*	*88%*	*87%*	*87%*
Guarantee that the parcel will arrive on time	**2588**	630	862	565	531	1491	1096	1740	806	278	286	656	669	537	1611	279	2185
	85%	*85%*	*87%*	*85%*	*84%*	*86%*	*84%*	**87%h**	*83%*	*85%*	*84%*	*86%*	*86%*	*87%*	*86%*	*84%*	*86%*
Ability to track the delivery	**2477**	635	802	536	505	1437	1040	1671	764	254	268	617	645	541	1530	255	2105
	82%	**86%cd**	*81%*	*80%*	*79%*	*83%*	*80%*	**83%h**	*79%*	*78%*	*79%*	*81%*	*82%*	**88%ijkn**	*81%*	*77%*	**83%o**
Ability to choose an express or next day service	**2085**	559	655	458	414	1214	872	1465	587	201	204	516	560	487	1280	203	1787
	69%	**76%bcd**	*66%*	*69%*	*65%*	*70%*	*67%*	**73%h**	*61%*	*62%*	*60%*	**68%j**	**72%ij**	**79%ijkln**	**68%j**	*61%*	**70%o**
Ability to select a specific date/time for delivery	**1727**	440	540	375	372	980	747	1247	448	173	184	412	465	395	1061	174	1470
	57%	*59%*	*55%*	*56%*	*59%*	*57%*	*57%*	**62%h**	*46%*	*53%*	*54%*	*54%*	*59%*	**64%ijkn**	*56%*	*52%*	*58%*
Fast delivery	**2513**	627	824	548	515	1450	1063	1702	769	255	270	641	674	526	1584	256	2140
	83%	*85%*	*84%*	*82%*	*81%*	*84%*	*82%*	**85%h**	*79%*	*78%*	*79%*	*84%*	**86%ij**	**85%i**	**84%i**	*77%*	**84%o**
Convenient options for me to drop the parcel off	**2397**	621	801	497	479	1422	976	1641	724	223	257	608	646	531	1512	224	2068
	79%	**84%cd**	**81%cd**	*75%*	*75%*	**82%f**	*75%*	**82%h**	*75%*	*68%*	*75%*	**80%i**	**83%ij**	**86%ijkn**	**80%i**	*67%*	**81%o**
Convenient options for the operator to pick the parcel up from me	**1802**	487	568	386	361	1055	747	1297	473	176	173	442	486	428	1100	178	1543
	60%	**66%bcd**	*58%*	*58%*	*57%*	*61%*	*57%*	**65%h**	*49%*	*54%*	*51%*	*58%*	**62%j**	**69%ijkln**	**58%j**	*54%*	*61%*
Convenient options for the recipient to accept the delivery	**2367**	579	781	515	491	1360	1006	1609	717	251	247	594	624	499	1465	252	1996
	78%	*78%*	*79%*	*77%*	*77%*	*79%*	*77%*	**80%h**	*74%*	*77%*	*73%*	*78%*	**80%j**	**81%j**	*78%*	*76%*	*79%*
Insurance against damage or loss	**2319**	563	759	515	481	1322	997	1550	731	245	241	583	618	488	1442	247	1965
	77%	*76%*	*77%*	*77%*	*76%*	*77%*	*77%*	*77%*	*76%*	*75%*	*71%*	*77%*	**79%j**	**79%j**	*77%*	*74%*	*77%*
Same price to send to anywhere within the UK	**2535**	633	831	547	523	1465	1070	1675	820	267	286	652	663	521	1601	269	2154
	84%	*86%*	*84%*	*82%*	*82%*	*85%*	*82%*	*83%*	*85%*	*82%*	*84%*	*86%*	*85%*	*85%*	*85%*	*81%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Proof of postage/ dispatch	**2671**	675	885	579	531	1560	1110	1783	846	280	289	679	697	558	1665	282	2260
	88%	**91%d**	**90%d**	*87%*	*84%*	**90%f**	*85%*	*89%*	*87%*	*86%*	*85%*	*89%*	*89%*	**90%j**	*88%*	*85%*	*89%*
Proof of receipt/ delivery	**2592**	643	844	563	542	1487	1105	1722	826	275	281	658	674	547	1614	276	2195
	86%	*87%*	*86%*	*85%*	*85%*	*86%*	*85%*	*86%*	*85%*	*84%*	*83%*	*87%*	*86%*	**89%j**	*86%*	*83%*	*86%*
Guaranteed delivery to recipient's door	**2689**	668	884	586	552	1551	1138	1784	862	278	281	690	713	565	1685	279	2289
	89%	*90%*	*90%*	*88%*	*87%*	*90%*	*88%*	*89%*	*89%*	*85%*	*83%*	**91%ij**	**91%ij**	**92%ij**	**89%j**	*84%*	**90%o**
Daily collection service	**2157**	545	696	480	436	1242	916	1471	651	228	233	523	570	475	1327	229	1836
	71%	*74%*	*71%*	*72%*	*69%*	*72%*	*70%*	**73%h**	*67%*	*70%*	*69%*	*69%*	*73%*	**77%jkn**	*70%*	*69%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Low cost	**2621**	2226	395	135	2184	226	129	82	112	277	213	166	229	252	379	355	202	36	190
	87%	*87%*	*87%*	*82%*	*87%*	*84%*	*85%*	*84%*	*89%*	*85%*	*88%*	*88%*	*83%*	*89%*	*88%*	*87%*	*88%*	*89%*	*84%*
Guarantee that the parcel will arrive on time	**2588**	2203	384	141	2161	217	123	86	111	274	199	167	247	252	365	353	193	36	180
	85%	*86%*	*85%*	*86%*	**86%e**	*81%*	*82%*	**89%ef**	**88%r**	*84%*	*83%*	**88%r**	**90%r**	**89%r**	*85%*	*86%*	*84%*	*89%*	*79%*
Ability to track the delivery	**2477**	2119	358	134	2061	211	122	84	103	278	194	149	230	235	373	319	180	34	176
	82%	*82%*	*79%*	*82%*	*82%*	*79%*	*80%*	**87%e**	*82%*	*85%*	*81%*	*78%*	*83%*	*83%*	**87%opr**	*78%*	*78%*	*85%*	*78%*
Ability to choose an express or next day service	**2085**	1787	298	113	1748	168	100	69	90	246	163	134	196	182	326	273	138	26	142
	69%	*69%*	*66%*	*69%*	**70%e**	*63%*	*66%*	**71%e**	*71%*	**75%mpr**	*68%*	*71%*	*71%*	*64%*	**76%mpr**	*67%*	*60%*	*65%*	*62%*
Ability to select a specific date/time for delivery	**1727**	1518	209	86	1465	133	76	53	79	202	136	108	148	160	304	221	108	22	111
	57%	**59%b**	*46%*	*52%*	**58%ef**	*49%*	*50%*	*55%*	**63%pr**	**62%pr**	*57%*	*57%*	*53%*	*56%*	**71%jklmopqr**	*54%*	*47%*	*53%*	*49%*
Fast delivery	**2513**	2153	361	137	2089	217	124	83	107	277	201	156	231	240	362	337	180	36	181
	83%	*84%*	*79%*	*83%*	*83%*	*81%*	*82%*	*85%*	*85%*	*85%*	*84%*	*82%*	*83%*	*84%*	*84%*	*82%*	*79%*	*89%*	*80%*
Convenient options for me to drop the parcel off	**2397**	2052	345	124	2002	203	117	76	108	264	204	139	220	226	350	311	181	34	169
	79%	*80%*	*76%*	*76%*	*80%*	*76%*	*77%*	*78%*	**86%kor**	*81%*	**85%kr**	*73%*	*80%*	*80%*	*81%*	*76%*	*79%*	*83%*	*74%*
Convenient options for the operator to pick the parcel up from me	**1802**	1577	225	93	1530	148	75	49	86	201	146	109	159	165	325	223	116	26	122
	60%	**61%b**	*49%*	*56%*	**61%fg**	*55%*	*50%*	*50%*	**68%opr**	*62%*	*61%*	*57%*	*57%*	*58%*	**76%jklmopr**	*55%*	*51%*	*65%*	*54%*
Convenient options for the recipient to accept the delivery	**2367**	2032	334	129	1989	195	109	74	106	262	178	144	230	233	343	325	168	31	164
	78%	**79%b**	*74%*	*78%*	**79%ef**	*73%*	*72%*	*77%*	**84%jpr**	*80%*	*74%*	*76%*	**83%pr**	**82%r**	*80%*	*80%*	*73%*	*76%*	*72%*
Insurance against damage or loss	**2319**	1984	335	122	1934	197	110	78	105	257	178	155	223	231	323	294	167	33	164
	77%	*77%*	*74%*	*74%*	*77%*	*73%*	*73%*	*81%*	**84%opr**	*79%*	*74%*	**82%r**	**81%r**	**81%r**	*75%*	*72%*	*73%*	*81%*	*72%*
Same price to send to anywhere within the UK	**2535**	2160	375	138	2113	208	128	86	114	281	208	158	225	242	350	345	189	33	175
	84%	*84%*	*83%*	*84%*	**84%e**	*78%*	**85%e**	**88%e**	**91%lnpr**	**86%r**	**87%r**	*83%*	*82%*	**85%r**	*82%*	*84%*	*82%*	*82%*	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Proof of postage/ dispatch	**2671**	2258	412	152	2203	240	139	89	113	278	215	180	243	238	374	354	209	36	204
	88%	*88%*	*91%*	*92%*	*88%*	*89%*	*92%*	*91%*	*90%*	*85%*	*89%*	**95%imno**	*88%*	*84%*	*87%*	*86%*	*91%*	*88%*	*90%*
Proof of receipt/ delivery	**2592**	2208	384	145	2150	230	127	85	112	286	199	169	235	251	376	330	193	36	194
	86%	*86%*	*84%*	*88%*	*86%*	*86%*	*84%*	*87%*	**89%o**	*88%*	*83%*	*89%*	*85%*	*89%*	*87%*	*81%*	*84%*	*88%*	*85%*
Guaranteed delivery to recipient's door	**2689**	2278	411	146	2224	238	140	88	113	286	216	171	242	263	357	370	205	39	199
	89%	*89%*	*91%*	*89%*	*89%*	*89%*	*92%*	*91%*	*90%*	*87%*	*90%*	*90%*	*88%*	**93%n**	*83%*	**90%n**	*90%*	**97%n**	*87%*
Daily collection service	**2157**	1845	312	114	1819	173	95	69	97	237	173	133	201	208	325	293	153	30	144
	71%	*72%*	*69%*	*69%*	**72%ef**	*65%*	*63%*	**72%f**	**77%r**	*72%*	*72%*	*70%*	*73%*	**73%r**	**76%r**	*72%*	*67%*	*73%*	*63%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3129**	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	**1662**	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Low cost	**2621**	1049	1014	330	160	62	2063	222	1112	1083	283	113	26	2195	139
	87%	**89%c**	**87%c**	*81%*	*83%*	*89%*	**88%c**	*84%*	**90%j**	**87%j**	*74%*	**92%j**	*92%*	**89%j**	**92%j**
Guarantee that the parcel will arrive on time	**2588**	1023	1031	312	159	54	2054	212	1100	1098	267	92	25	2199	117
	85%	**87%cg**	**89%cdeg**	*77%*	*82%*	*77%*	**88%ceg**	*81%*	**89%jkn**	**88%jkn**	*70%*	*75%*	*89%*	**89%jkn**	*77%*
Ability to track the delivery	**2477**	971	989	306	148	55	1960	203	1047	1024	283	96	24	2071	119
	82%	**83%c**	**85%cdg**	*75%*	*76%*	*79%*	**84%cdg**	*77%*	**85%j**	**82%j**	*74%*	*78%*	*84%*	**84%j**	*79%*
Ability to choose an express or next day service	**2085**	823	834	253	127	44	1657	171	882	889	225	65	21	1772	86
	69%	**70%c**	**72%c**	*62%*	*66%*	*63%*	**71%c**	*65%*	**71%jkn**	**72%jkn**	*59%*	*53%*	*73%*	**71%jkn**	*57%*
Ability to select a specific date/time for delivery	**1727**	653	681	234	116	38	1333	154	704	726	206	66	21	1431	87
	57%	*55%*	*59%*	*57%*	*60%*	*54%*	*57%*	*58%*	*57%*	*58%*	*54%*	*54%*	*75%*	*58%*	*58%*
Fast delivery	**2513**	1005	990	304	152	52	1995	204	1085	1032	285	82	23	2117	105
	83%	**85%cg**	**85%cg**	*75%*	*79%*	*74%*	**85%cg**	*77%*	**88%jkn**	**83%jkn**	*75%*	*67%*	*81%*	**85%jkn**	*70%*
Convenient options for me to drop the parcel off	**2397**	961	958	278	132	56	1920	188	1024	1010	257	87	14	2034	101
	79%	**82%cdg**	**83%cdg**	*68%*	*68%*	*81%*	**82%cdg**	*72%*	**83%jkn**	**81%jkn**	*67%*	*71%*	*50%*	**82%jkn**	*67%*
Convenient options for the operator to pick the parcel up from me	**1802**	677	722	229	118	48	1399	166	716	763	221	74	24	1479	98
	60%	*58%*	*62%*	*56%*	*61%*	*69%*	*60%*	*63%*	*58%*	*61%*	*58%*	*60%*	*87%*	*60%*	*65%*
Convenient options for the recipient to accept the delivery	**2367**	932	935	287	144	59	1867	202	1006	997	254	83	21	2003	104
	78%	**79%c**	**80%c**	*71%*	*74%*	*84%*	**80%c**	*77%*	**81%jkn**	**80%jkn**	*66%*	*68%*	*74%*	**81%jkn**	*69%*
Insurance against damage or loss	**2319**	926	907	272	151	53	1833	204	991	955	269	76	21	1946	97
	77%	**79%c**	**78%c**	*67%*	**78%c**	*75%*	**78%c**	**77%c**	**80%jkn**	**77%kn**	*70%*	*62%*	*76%*	**78%jkn**	*64%*
Same price to send to anywhere within the UK	**2535**	1026	989	317	139	57	2015	196	1098	1034	284	94	20	2132	114
	84%	**87%cdg**	**85%cdg**	*78%*	*72%*	*81%*	**86%cdg**	*74%*	**89%jkn**	**83%j**	*74%*	*77%*	*72%*	**86%jkn**	*76%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Proof of postage/ dispatch	**2671**	1082	1062	303	160	55	2143	215	1156	1096	287	105	23	2252	127
	88%	**92%cdeg**	**91%cdeg**	*75%*	*83%*	*79%*	**92%cdeg**	*82%*	**94%ijkmn**	**88%j**	*75%*	*85%*	*80%*	**91%jn**	*84%*
Proof of receipt/ delivery	**2592**	1029	1030	304	163	57	2058	220	1112	1068	289	92	24	2180	117
	86%	**87%c**	**89%c**	*75%*	*84%*	*82%*	**88%c**	*83%*	**90%ijkn**	**86%jkn**	*75%*	*75%*	*87%*	**88%jkn**	*77%*
Guaranteed delivery to recipient's door	**2689**	1100	1066	296	166	55	2166	221	1155	1126	293	88	24	2281	112
	89%	**94%cdeg**	**92%cdeg**	*73%*	**86%c**	*79%*	**93%cdeg**	**84%c**	**93%ijkn**	**91%jkn**	*77%*	*72%*	*85%*	**92%jkn**	*74%*
Daily collection service	**2157**	874	838	264	126	47	1712	173	940	866	241	83	22	1806	105
	71%	**74%cdg**	**72%c**	*65%*	*65%*	*68%*	**73%c**	*66%*	**76%ij**	*70%*	*63%*	*68%*	*78%*	**73%j**	*70%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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Table 115

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Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base	**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base	**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Low cost	**2621**	217	2361	43	792	1678	152	2564	39	9	1	2611	9
	87%	*87%*	*87%*	*87%*	**88%f**	**87%f**	*79%*	*87%*	*76%*	*66%*	*100%*	*87%*	*43%*
Guarantee that the parcel will arrive on time	**2588**	214	2333	41	782	1652	154	2533	37	9	1	2579	7
	85%	*86%*	*86%*	*81%*	**87%f**	*85%*	*80%*	*86%*	*73%*	*66%*	*93%*	*86%*	*36%*
Ability to track the delivery	**2477**	222	2215	41	759	1579	140	2413	43	10	*	2467	10
	82%	**89%b**	*81%*	*81%*	**84%f**	**82%f**	*72%*	*82%*	*85%*	*77%*	*7%*	*82%*	*51%*
Ability to choose an express or next day service	**2085**	189	1860	36	620	1320	145	2031	36	5	1	2073	11
	69%	*76%*	*68%*	*73%*	*69%*	*68%*	*75%*	*69%*	*71%*	*40%*	*93%*	*69%*	*55%*
Ability to select a specific date/time for delivery	**1727**	184	1514	28	554	1043	131	1672	34	10	1	1715	10
	57%	**74%b**	*56%*	*57%*	**61%e**	*54%*	**68%e**	*57%*	*66%*	*74%*	*100%*	*57%*	*51%*
Fast delivery	**2513**	224	2249	41	764	1595	155	2459	35	9	-	2504	10
	83%	**90%b**	*82%*	*83%*	*85%*	*83%*	*80%*	*84%*	*69%*	*71%*	-	*83%*	*48%*
Convenient options for me to drop the parcel off	**2397**	204	2154	40	708	1543	146	2346	37	8	-	2390	7
	79%	*82%*	*79%*	*79%*	*79%*	*80%*	*76%*	*80%*	*72%*	*57%*	-	*80%*	*34%*
Convenient options for the operator to pick the parcel up from me	**1802**	184	1585	33	573	1103	126	1744	41	11	1	1796	5
	60%	**74%b**	*58%*	*67%*	**64%e**	*57%*	*65%*	*59%*	*80%*	*82%*	*93%*	*60%*	*23%*
Convenient options for the recipient to accept the delivery	**2367**	196	2131	39	727	1492	147	2314	39	6	-	2359	8
	78%	*79%*	*78%*	*79%*	*81%*	*77%*	*77%*	*79%*	*76%*	*44%*	-	*78%*	*39%*
Insurance against damage or loss	**2319**	214	2073	32	727	1454	138	2259	41	6	1	2306	11
	77%	**86%bc**	*76%*	*63%*	**81%ef**	*75%*	*72%*	*77%*	*81%*	*42%*	*93%*	*77%*	*55%*
Same price to send to anywhere within the UK	**2535**	222	2269	43	759	1621	156	2483	35	7	*	2525	10
	84%	*89%*	*83%*	*87%*	*84%*	*84%*	*81%*	*84%*	*67%*	*52%*	*7%*	*84%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Proof of postage/ dispatch	**2671**	223	2406	41	797	1723	151	2610	40	11	1	2661	9
	88%	*90%*	*88%*	*83%*	**88%f**	**89%f**	*78%*	*89%*	*77%*	*83%*	*100%*	*89%*	*43%*
Proof of receipt/ delivery	**2592**	216	2335	40	792	1642	157	2528	43	7	1	2578	13
	86%	*87%*	*86%*	*81%*	*88%*	*85%*	*82%*	*86%*	*84%*	*56%*	*100%*	*86%*	*63%*
Guaranteed delivery to recipient's door	**2689**	234	2415	40	804	1729	157	2639	38	5	-	2682	7
	89%	**94%bc**	*89%*	*81%*	**89%f**	**89%f**	*81%*	*90%*	*74%*	*41%*	-	*89%*	*36%*
Daily collection service	**2157**	196	1928	34	664	1357	136	2100	38	11	-	2148	9
	71%	**79%b**	*71%*	*67%*	*74%*	*70%*	*71%*	*71%*	*75%*	*80%*	-	*72%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Low cost	**2621**	671	662	643	645	234	211	227	226	199	237	202	206	234	207	234	204
	87%	*85%*	*86%*	*88%*	*88%*	*85%*	*85%*	*85%*	*88%*	*87%*	*83%*	*89%*	*86%*	*89%*	*88%*	*89%*	*86%*
Guarantee that the parcel will arrive on time	**2588**	663	664	631	630	233	202	228	222	198	244	197	197	236	199	221	210
	85%	*84%*	*86%*	*86%*	*86%*	*85%*	*82%*	*86%*	*87%*	*86%*	*85%*	*87%*	*82%*	*90%*	*85%*	*83%*	*89%*
Ability to track the delivery	**2477**	637	635	606	599	221	202	214	216	185	234	199	191	217	190	219	191
	82%	*81%*	*82%*	*83%*	*81%*	*80%*	*82%*	*80%*	*84%*	*80%*	*82%*	*87%*	*80%*	*82%*	*81%*	*83%*	*80%*
Ability to choose an express or next day service	**2085**	538	545	484	518	174	178	187	177	162	207	141	165	179	167	181	170
	69%	*68%*	*71%*	*66%*	*70%*	*63%*	*72%*	*70%*	*69%*	*70%*	*72%*	*62%*	*68%*	*68%*	*71%*	*68%*	*72%*
Ability to select a specific date/time for delivery	**1727**	415	422	432	458	132	140	143	107	129	187	132	158	142	142	157	159
	57%	*53%*	*55%*	*59%*	**62%ab**	*48%*	**57%h**	**54%h**	*42%*	**56%h**	**65%egh**	**58%h**	**66%eh**	**54%h**	**61%eh**	**59%h**	**67%eghm**
Fast delivery	**2513**	659	625	615	614	225	200	234	207	190	227	189	202	224	202	215	198
	83%	*84%*	*81%*	*84%*	*84%*	*82%*	*81%*	**88%j**	*81%*	*83%*	*80%*	*83%*	*84%*	*85%*	*86%*	*81%*	*83%*
Convenient options for me to drop the parcel off	**2397**	610	625	579	583	212	189	209	207	191	227	172	187	220	193	205	185
	79%	*78%*	*81%*	*79%*	*79%*	*77%*	*77%*	*79%*	*81%*	*83%*	*79%*	*75%*	*78%*	*83%*	*82%*	*78%*	*78%*
Convenient options for the operator to pick the parcel up from me	**1802**	437	462	467	437	152	143	142	137	154	172	139	159	169	141	144	151
	60%	*55%*	*60%*	**64%a**	*59%*	*55%*	*58%*	*53%*	*53%*	**67%ghc**	*60%*	*61%*	**66%gh**	*64%*	*60%*	*55%*	*64%*
Convenient options for the recipient to accept the delivery	**2367**	597	613	563	594	218	186	193	199	186	228	169	184	210	196	211	187
	78%	*76%*	*79%*	*77%*	*81%*	*79%*	*75%*	*73%*	*78%*	*81%*	*80%*	*74%*	*77%*	*80%*	**84%g**	*80%*	*79%*
Insurance against damage or loss	**2319**	598	568	562	591	207	178	213	192	169	206	175	184	203	185	223	183
	77%	*76%*	*74%*	*77%*	**80%b**	*75%*	*72%*	*80%*	*75%*	*74%*	*72%*	*77%*	*77%*	*77%*	*79%*	**84%fj**	*77%*
Same price to send to anywhere within the UK	**2535**	659	657	606	614	232	205	221	212	194	251	186	194	226	207	220	187
	84%	*84%*	*85%*	*83%*	*83%*	*84%*	*83%*	*83%*	*83%*	*84%*	**88%p**	*82%*	*81%*	*86%*	**88%p**	*83%*	*79%*
Proof of postage/ dispatch	**2671**	700	686	641	643	251	212	237	228	208	250	196	212	233	212	227	204
	88%	*89%*	*89%*	*88%*	*87%*	*91%*	*86%*	*89%*	*89%*	*90%*	*88%*	*86%*	*88%*	*88%*	*91%*	*86%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Proof of receipt/ delivery	**2592**	688	646	634	624	244	213	230	223	187	236	203	206	225	194	227	203
	86%	*87%*	*84%*	*87%*	*85%*	*89%*	*86%*	*87%*	*87%*	*81%*	*83%*	*89%*	*86%*	*85%*	*83%*	*86%*	*86%*
Guaranteed delivery to recipient's door	**2689**	693	687	651	659	248	208	236	228	209	250	207	201	243	219	231	210
	89%	*88%*	*89%*	*89%*	*90%*	*90%*	*84%*	*89%*	*89%*	*91%*	*87%*	*91%*	*83%*	**92%fl**	**93%fl**	*87%*	*89%*
Daily collection service	**2157**	541	559	518	539	192	166	183	177	169	213	137	174	207	178	186	175
	71%	*69%*	*72%*	*71%*	*73%*	*70%*	*67%*	*69%*	*69%*	**74%k**	**75%k**	*60%*	**72%k**	**79%fk**	**76%k**	*70%*	**74%k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3129	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	3026	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	1662	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Low cost	78 3%	-	78 3%	42 3%	36 2%	15 3%	10 2%	18 3%	8 2%	12 2%	10 3%	4 2%	25 3%	26 2%	26 2%	14 3%	64 2%	13 4%	85 3%
Guarantee that the parcel will arrive on time	88 3%	-	88 3%	59 4%d	29 2%	18 4%	9 2%	10 2%	15 4%	10 2%	15 5%g	10 4%	28 3%	25 2%	34 3%	24 4%	72 3%	14 4%	87 3%
Ability to track the delivery	119 4%	-	119 4%	75 5%d	44 3%	18 4%	11 3%	13 2%	18 4%	22 4%	22 7%g	15 7%g	29 3%	31 3%	59 6%m	36 7%lm	109 4%	10 3%	119 4%
Ability to choose an express or next day service	300 10%	-	300 10%	140 9%	157 10%	33 7%	24 6%	34 5%	37 9%	73 14%efg	57 18%efgh	42 18%efgh	57 6%	71 7%	172 16%lm	99 18%lm	287 11%q	13 4%	333 11%
Ability to select a specific date/time for delivery	479 16%	-	479 16%	237 16%	241 16%	36 8%	33 8%	56 8%	70 17%efg	124 24%efgh	84 27%efgh	76 33%efghi	70 8%	126 12%l	284 27%lm	160 30%lm	455 17%q	23 7%	524 17%
Fast delivery	108 4%	-	108 4%	59 4%	49 3%	27 6%g	12 3%	14 2%	17 4%	15 3%	10 3%	13 6%g	40 4%	31 3%	38 4%	23 4%	94 4%	12 4%	99 3%
Convenient options for me to drop the parcel off	157 5%	-	157 5%	70 5%	87 6%	33 7%g	16 4%g	8 1%	28 7%g	34 7%g	18 6%g	20 9%fg	49 6%	36 3%	72 7%m	38 7%m	145 5%	10 3%	178 6%
Convenient options for the operator to pick the parcel up from me	462 15%	-	462 15%	242 16%	219 14%	26 5%	34 8%	44 7%	70 17%efg	135 26%efgh	87 28%efgh	66 29%efgh	60 7%	114 11%l	288 27%lm	153 28%lm	448 17%q	12 4%	521 17%
Convenient options for the recipient to accept the delivery	139 5%	-	139 5%	74 5%	65 4%	21 4%g	25 6%g	11 2%	32 8%g	23 5%g	15 5%	12 5%g	45 5%	43 4%	50 5%	27 5%	130 5%	7 2%	161 5%
Insurance against damage or loss	167 6%	-	167 6%	89 6%	78 5%	37 8%g	18 4%	24 4%	26 6%	22 4%	21 7%	20 9%g	55 6%	49 5%	63 6%	41 8%	145 5%	18 6%	174 6%
Same price to send to anywhere within the UK	95 3%	-	95 3%	50 3%	45 3%	24 5%g	17 4%	11 2%	11 3%	15 3%	6 2%	11 5%g	41 5%m	23 2%	31 3%	17 3%	83 3%	11 3%	84 3%
Proof of postage/ dispatch	63 2%	-	63 2%	42 3%d	22 1%	25 5%ghi	11 3%	6 1%	3 1%	7 1%	7 2%	5 2%	35 4%mt	9 1%	19 2%	12 2%	50 2%	11 3%	68 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Proof of receipt/ delivery	**65**	-	65	35	29	17	10	12	9	10	4	4	27	20	18	8	52	11	62
	2%	-	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*
Guaranteed delivery to recipient's door	**57**	-	57	32	24	14	12	5	7	1	10	6	27	13	17	16	45	10	62
	2%	-	*2%*	*2%*	*2%*	***3%gi***	***3%gi***	*1%*	*2%*	*	***3%i***	***3%i***	***3%m***	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
Daily collection service	**259**	-	259	133	126	43	26	26	41	44	42	38	69	67	123	80	238	20	278
	9%	-	*9%*	*9%*	*8%*	***9%g***	*6%*	*4%*	***10%g***	***8%g***	***14%fg***	***17%efgi***	*8%*	*6%*	***12%lm***	***15%lm***	*9%*	*6%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Low cost	**78**	31	18	21	8	49	29	53	22	8	10	11	16	21	38	10	59
	3%	*4%bd*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
Guarantee that the parcel will arrive on time	**88**	31	21	21	15	51	36	53	33	9	7	15	27	18	49	11	67
	3%	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
Ability to track the delivery	**119**	21	44	23	31	65	54	68	48	16	9	38	31	12	78	19	93
	4%	*3%*	*4%*	*3%*	*5%*	*4%*	*4%*	*3%*	*5%*	*5%m*	*3%*	*5%m*	*4%*	*2%*	*4%*	*6%*	*4%*
Ability to choose an express or next day service	**300**	64	105	52	80	169	132	133	161	53	51	68	69	28	188	57	227
	10%	*9%*	*11%*	*8%*	*13%c*	*10%*	*10%*	*7%*	*17%g*	*16%klmn*	*15%klmn*	*9%m*	*9%m*	*5%*	*10%m*	*17%p*	*9%*
Ability to select a specific date/time for delivery	**479**	112	182	87	98	294	185	258	218	69	66	120	117	73	303	72	384
	16%	*15%*	*18%c*	*13%*	*16%*	*17%*	*14%*	*13%*	*22%g*	*21%m*	*20%m*	*16%*	*15%*	*12%*	*16%*	*22%p*	*15%*
Fast delivery	**108**	28	33	21	26	61	47	68	40	14	22	19	22	18	63	18	81
	4%	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*6%kln*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*
Convenient options for me to drop the parcel off	**157**	19	53	37	49	72	85	79	74	33	27	37	35	10	100	33	109
	5%	*3%*	*5%a*	*5%a*	*8%a*	*4%*	*7%e*	*4%*	*8%g*	*10%klmn*	*8%m*	*5%m*	*5%m*	*2%*	*5%m*	*10%p*	*4%*
Convenient options for the operator to pick the parcel up from me	**462**	95	183	92	92	278	184	251	204	52	61	129	114	70	304	54	383
	15%	*13%*	*19%a*	*14%*	*15%*	*16%*	*14%*	*13%*	*21%g*	*16%*	*18%m*	*17%m*	*15%*	*11%*	*16%m*	*16%*	*15%*
Convenient options for the recipient to accept the delivery	**139**	44	40	20	35	84	55	84	54	15	20	27	37	21	85	18	107
	5%	*6%*	*4%*	*3%*	*5%*	*5%*	*4%*	*4%*	*6%*	*5%*	*6%*	*4%*	*5%*	*3%*	*5%*	*5%*	*4%*
Insurance against damage or loss	**167**	39	52	31	45	90	76	105	56	32	11	55	33	22	99	32	121
	6%	*5%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*	*6%*	*10%jlmn*	*3%*	*7%m*	*4%*	*4%*	*5%*	*10%p*	*5%*
Same price to send to anywhere within the UK	**95**	25	31	19	21	56	40	57	35	13	13	15	18	24	46	13	70
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*2%*	*2%*	*4%*	*2%*	*4%*	*3%*
Proof of postage/ dispatch	**63**	14	18	11	20	32	31	36	25	11	7	14	14	13	34	13	47
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Proof of receipt/ delivery	**65**	17	16	16	16	32	32	49	16	11	9	10	16	13	35	13	47
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*2%*	**4%p**	*2%*
Guaranteed delivery to recipient's door	**57**	16	16	12	11	33	24	30	25	9	10	12	7	10	29	12	39
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	**3%l**	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*
Daily collection service	**259**	51	105	54	49	156	103	146	110	33	38	73	58	42	169	35	213
	9%	*7%*	**11%a**	*8%*	*8%*	*9%*	*8%*	*7%*	**11%g**	*10%*	*11%*	*10%*	*7%*	*7%*	*9%*	*11%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3129	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	1662	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Low cost	78	68	9	6	62	10	3	2	2	8	3	6	8	6	19	9	2	*	10
	3%	3%	2%	4%	2%	4%	2%	3%	1%	2%	1%	3%	3%	2%	4%	2%	1%	*	4%p
Guarantee that the parcel will arrive on time	88	72	16	5	69	12	5	2	2	3	7	2	11	8	16	7	13	1	12
	3%	3%	3%	3%	3%	5%	3%	2%	2%	1%	3%	1%	4%	3%	4%	2%	6%lo	2%	5%lo
Ability to track the delivery	119	90	29	6	96	13	8	2	3	3	7	4	22	10	14	20	12	1	11
	4%	4%	6%a	4%	4%	5%	5%	2%	3%	1%	3%	2%	8%jkn	4%	3%	5%	5%l	4%	5%l
Ability to choose an express or next day service	300	238	62	14	237	33	21	9	15	14	22	24	23	38	27	39	35	3	30
	10%	9%	14%a	8%	9%	12%	14%d	9%	12%l	4%	9%	13%in	8%	13%in	6%	10%	15%in	6%	13%in
Ability to select a specific date/time for delivery	479	377	103	29	388	51	30	11	20	43	29	35	50	48	40	78	46	10	40
	16%	15%	23%a	18%	15%	19%g	20%g	11%	16%	13%	12%	18%n	18%n	17%	9%	19%n	20%n	26%ijn	18%n
Fast delivery	108	90	18	6	89	11	6	2	5	9	10	6	10	6	23	14	5	1	10
	4%	4%	4%	4%	4%	4%	4%	2%	4%	3%	4%	3%	4%	2%	5%	3%	2%	2%	4%
Convenient options for me to drop the parcel off	157	123	34	10	125	17	9	5	4	13	13	19	11	11	9	29	15	3	14
	5%	5%	7%	6%	5%	6%	6%	5%	4%	4%	5%	10%in	4%	4%	2%	7%n	7%n	7%n	6%n
Convenient options for the operator to pick the parcel up from me	462	366	96	26	367	50	30	16	19	41	32	39	40	45	32	74	46	7	43
	15%	14%	21%a	16%	15%	19%	20%d	16%	15%n	12%	13%	20%n	14%n	16%n	7%	18%n	20%n	17%n	19%n
Convenient options for the recipient to accept the delivery	139	110	29	5	104	19	11	5	2	3	14	15	15	13	22	8	12	5	13
	5%	4%	6%	3%	4%	7%d	7%d	5%	2%	1%	6%l	8%hio	5%l	5%	5%l	2%	5%l	14%hilmnopr	6%lo
Insurance against damage or loss	167	134	33	7	133	17	11	6	6	10	8	15	14	15	30	17	16	2	15
	6%	5%	7%	4%	5%	6%	7%	6%	5%	3%	3%	8%	5%	5%	7%	4%	7%	4%	7%
Same price to send to anywhere within the UK	95	77	19	6	79	11	4	1	1	6	9	4	12	4	23	13	7	1	10
	3%	3%	4%	4%	3%	4%g	3%	1%	1%	2%	4%	2%	4%	1%	5%	3%	3%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	3026	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Proof of postage/ dispatch	63	53	10	3	51	7	2	3	3	8	4	3	7	4	14	1	6	*	7
	2%	2%	2%	2%	2%	3%	1%	3%	3%o	2%	2%	2%	2%	1%	3%o	*	3%	1%	3%o
Proof of receipt/ delivery	65	57	8	1	50	10	3	1	*	7	3	5	8	2	13	9	3	2	8
	2%	2%	2%	*	2%	4%	2%	2%	*	2%	1%	3%	3%	1%	3%	2%	1%	4%hm	4%h
Guaranteed delivery to recipient's door	57	46	11	6	42	10	1	3	1	8	5	6	6	3	6	3	4	*	10
	2%	2%	2%	3%	2%	4%d	1%	3%	1%	2%	2%	3%	2%	1%	1%	1%	2%	*	4%mno
Daily collection service	259	208	51	15	200	33	19	8	10	18	16	22	16	20	33	36	28	4	28
	9%	8%	11%	9%	8%	12%d	12%d	8%	8%	6%	7%	12%	6%	7%	8%	9%	12%l	11%	12%ll

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3129	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	1662	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Low cost	78	35	20	13	9	2	54	11	31	23	20	4	-	54	4
	3%	3%	2%	3%	5%b	3%	2%	4%	3%	2%	5%lm	3%	-	2%	3%
Guarantee that the parcel will arrive on time	88	35	26	17	8	2	61	9	27	32	20	8	-	59	8
	3%	3%	2%	4%	4%	3%	3%	4%	2%	3%	5%hm	7%him	-	2%	5%
Ability to track the delivery	119	49	46	12	6	6	95	12	49	45	16	8	*	94	8
	4%	4%	4%	3%	3%	9%	4%	4%	4%	4%	4%	7%	1%	4%	6%
Ability to choose an express or next day service	300	145	91	27	27	9	236	36	141	107	26	23	3	248	27
	10%	12%bc	8%	7%	14%bc	13%	10%	14%bc	11%	9%	7%	19%ijm	12%	10%	18%ijm
Ability to select a specific date/time for delivery	479	255	140	43	30	11	395	41	236	181	40	22	*	416	22
	16%	22%bcf	12%	11%	16%	16%	17%bc	16%	19%ijl	15%	11%	18%	1%	17%j	15%
Fast delivery	108	31	32	19	16	10	63	27	34	37	21	15	1	71	16
	4%	3%	3%	5%	8%abf	15%abcf	3%	10%abcf	3%	3%	6%hm	12%him	5%	3%	11%him
Convenient options for me to drop the parcel off	157	63	55	19	17	3	118	20	60	52	25	13	6	112	20
	5%	5%	5%	5%	9%	4%	5%	8%	5%	4%	7%	11%him	23%	5%	13%him
Convenient options for the operator to pick the parcel up from me	462	229	142	49	30	9	371	39	235	156	49	22	-	390	22
	15%	19%bcf	12%	12%	16%	13%	16%b	15%	19%ijl	13%	13%	18%	-	16%	15%
Convenient options for the recipient to accept the delivery	139	64	34	19	17	4	99	21	52	52	27	7	1	104	8
	5%	5%b	3%	5%	9%bf	6%	4%	8%bf	4%	4%	7%	6%	2%	4%	5%
Insurance against damage or loss	167	63	56	26	12	10	119	22	58	68	22	15	3	126	18
	6%	5%	5%	6%	6%	14%abf	5%	8%	5%	5%	6%	12%him	11%	5%	12%him
Same price to send to anywhere within the UK	95	39	17	16	17	7	56	24	30	35	19	11	-	66	11
	3%	3%b	1%	4%b	9%abf	10%abf	2%	9%abcf	2%	3%	5%	9%him	-	3%	7%him
Proof of postage/ dispatch	63	24	20	10	5	4	44	9	20	27	9	3	3	47	7
	2%	2%	2%	2%	3%	6%	2%	4%	2%	2%	2%	3%	12%	2%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Proof of receipt/ delivery	**65**	24	21	10	9	1	45	10	20	30	12	1	1	51	2
	2%	*2%*	*2%*	*2%*	**5%f**	*1%*	*2%*	*4%*	*2%*	*2%*	*3%*	*1%*	*5%*	*2%*	*2%*
Guaranteed delivery to recipient's door	**57**	15	21	11	6	3	36	9	16	15	19	6	1	31	6
	2%	*1%*	*2%*	*3%*	*3%*	*5%*	*2%*	*4%*	*1%*	*1%*	**5%him**	**5%him**	*2%*	*1%*	**4%him**
Daily collection service	**259**	109	86	27	25	10	195	35	108	103	28	16	3	211	19
	9%	*9%*	*7%*	*7%*	*13%*	*15%*	*8%*	**13%bcf**	*9%*	*8%*	*7%*	*13%*	*10%*	*9%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base	**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base	**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Low cost	**78**	5	72	1	21	45	12	68	5	4	-	76	2
	3%	*2%*	*3%*	*1%*	*2%*	*2%*	**6%de**	*2%*	*10%*	*27%*	-	*3%*	*8%*
Guarantee that the parcel will arrive on time	**88**	5	79	3	30	54	4	85	-	1	-	86	2
	3%	*2%*	*3%*	*6%*	*3%*	*3%*	*2%*	*3%*	-	*5%*	-	*3%*	*8%*
Ability to track the delivery	**119**	2	115	2	38	78	3	116	2	1	-	119	-
	4%	*1%*	**4%a**	*5%*	*4%*	*4%*	*2%*	*4%*	*3%*	*8%*	-	*4%*	-
Ability to choose an express or next day service	**300**	19	279	2	91	201	7	295	3	2	-	300	-
	10%	*8%*	*10%*	*5%*	**10%f**	**10%f**	*4%*	*10%*	*6%*	*18%*	-	*10%*	-
Ability to select a specific date/time for delivery	**479**	21	453	5	134	330	15	471	6	3	-	479	-
	16%	*9%*	**17%a**	*11%*	**15%f**	**17%f**	*8%*	*16%*	*11%*	*23%*	-	*16%*	-
Fast delivery	**108**	3	103	2	34	65	9	105	3	-	-	108	-
	4%	*1%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*6%*	-	-	*4%*	-
Convenient options for me to drop the parcel off	**157**	13	141	3	54	93	10	148	7	*	-	156	1
	5%	*5%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*15%*	*1%*	-	*5%*	*7%*
Convenient options for the operator to pick the parcel up from me	**462**	19	438	5	123	328	11	455	4	*	*	459	3
	15%	*8%*	**16%a**	*10%*	**14%f**	**17%f**	*6%*	*15%*	*7%*	*2%*	*7%*	*15%*	*15%*
Convenient options for the recipient to accept the delivery	**139**	8	128	2	47	85	7	132	3	3	-	139	-
	5%	*3%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*7%*	*23%*	-	*5%*	-
Insurance against damage or loss	**167**	9	149	9	56	98	13	159	4	2	-	165	2
	6%	*3%*	*5%*	**19%ab**	*6%*	*5%*	*6%*	*5%*	*8%*	*17%*	-	*5%*	*8%*
Same price to send to anywhere within the UK	**95**	7	85	3	28	55	12	88	5	2	-	95	-
	3%	*3%*	*3%*	*7%*	*3%*	*3%*	**6%e**	*3%*	*10%*	*14%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	3026	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Proof of postage/ dispatch	63	7	55	2	22	36	4	59	3	1	-	63	-
	2%	3%	2%	3%	2%	2%	2%	2%	7%	8%	-	2%	-
Proof of receipt/ delivery	65	1	63	1	7	53	5	63	2	-	-	65	-
	2%	1%	2%	1%	1%	3%d	3%	2%	4%	-	-	2%	-
Guaranteed delivery to recipient's door	57	4	51	2	18	35	4	52	3	1	1	55	-
	2%	1%	2%	4%	2%	2%	2%	2%	6%	5%	93%	2%	-
Daily collection service	259	9	245	4	75	173	11	253	5	*	1	258	-
	9%	4%	9%a	8%	8%	9%	5%	9%	9%	1%	93%	9%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	3129	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	3026	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	1662	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Low cost	78	23	16	14	25	6	8	9	8	3	5	2	9	3	3	9	13
	3%	3%	2%	2%	3%	2%	3%	3%	3%	1%	2%	1%	4%	1%	1%	3%	5%km
Guarantee that the parcel will arrive on time	88	21	26	20	20	4	11	6	8	8	10	4	12	4	6	11	2
	3%	3%	3%	3%	3%	2%	4%	2%	3%	4%	3%	2%	5%	2%	3%	4%	1%
Ability to track the delivery	119	27	34	25	33	10	12	5	9	8	17	5	15	6	10	10	13
	4%	3%	4%	3%	4%	4%	5%	2%	3%	4%	6%	2%	6%	2%	4%	4%	5%
Ability to choose an express or next day service	300	93	66	66	75	39	25	29	29	19	18	19	19	29	24	30	20
	10%	12%	9%	9%	10%	14%l	10%	11%	11%	8%	6%	8%	8%	11%	10%	11%	9%
Ability to select a specific date/time for delivery	479	138	134	101	107	52	36	50	60	36	37	40	19	42	40	38	30
	16%	18%	17%	14%	15%	19%l	15%	19%l	24%lop	15%	13%	18%l	8%	16%	17%l	14%	12%
Fast delivery	108	22	32	26	28	9	7	7	12	3	17	8	9	9	3	14	12
	4%	3%	4%	4%	4%	3%	3%	3%	5%	1%	6%n	3%	4%	3%	1%	5%	5%
Convenient options for me to drop the parcel off	157	46	39	40	32	11	20	15	12	10	18	19	11	10	12	11	9
	5%	6%	5%	6%	4%	4%	8%	6%	5%	4%	6%	8%	4%	4%	5%	4%	4%
Convenient options for the operator to pick the parcel up from me	462	131	108	108	115	47	32	53	37	29	41	41	27	40	44	39	33
	15%	17%	14%	15%	16%	17%	13%	20%	14%	13%	15%	18%	11%	15%	19%	15%	14%
Convenient options for the recipient to accept the delivery	139	40	29	39	31	17	12	11	11	7	12	9	16	14	4	9	18
	5%	5%	4%	5%	4%	6%n	5%	4%	4%	3%	4%	4%	7%n	5%	2%	3%	8%n
Insurance against damage or loss	167	30	57	49	31	14	9	7	17	16	25	14	11	24	15	6	11
	6%	4%	7%a	7%	4%	5%	4%	3%	6%	7%	9%go	6%	5%	9%go	6%	2%	5%
Same price to send to anywhere within the UK	95	22	25	16	33	9	7	6	7	6	11	7	6	3	7	11	15
	3%	3%	3%	2%	4%	3%	3%	2%	3%	3%	4%	3%	3%	1%	3%	4%	6%m
Proof of postage/ dispatch	63	9	19	20	15	1	5	3	8	3	7	7	6	7	4	6	5
	2%	1%	2%	3%	2%	*	2%	1%	3%	1%	3%	3%	3%	2%	2%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Proof of receipt/ delivery	**65**	18	17	15	14	2	6	10	2	3	12	1	10	5	8	2	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*	*4%*	*	*4%*	*2%*	*3%*	*1%*	*1%*
Guaranteed delivery to recipient's door	**57**	14	20	9	14	2	8	5	5	3	12	1	6	1	3	9	3
	2%	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	***4%m***	*1%*	*3%*	*	*1%*	*3%*	*1%*
Daily collection service	**259**	70	79	59	51	18	28	24	32	17	29	32	16	11	20	15	15
	9%	*9%*	*10%*	*8%*	*7%*	*7%*	***11%m***	*9%*	***13%mo***	*8%*	*10%*	***14%mop***	*7%*	*4%*	*9%*	*6%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3129**	-	3129	1481	1642	421	395	638	405	635	396	239	816	1043	1270	635	2901	212	3129
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Effective Base	**1662**	-	1662	811	846	259	233	389	210	294	149	135	491	596	574	281	1499	158	3129
Low cost	**4.30**	-	4.30	4.27	**4.34c**	**4.27k**	**4.31k**	**4.37ejk**	**4.33jk**	**4.32jk**	4.24	4.15	**4.29o**	**4.36lno**	4.26	4.20	4.30	4.33	4.28
Guarantee that the parcel will arrive on time	**4.29**	-	4.29	4.21	**4.36c**	**4.28jk**	**4.37eijk**	**4.38ehijk**	**4.30jk**	**4.24k**	4.17	4.14	**4.33no**	**4.35no**	4.20	4.15	4.29	4.32	4.28
Ability to track the delivery	**4.23**	-	4.23	4.17	**4.28c**	**4.28ijk**	**4.29ijk**	**4.41hijk**	**4.26ijk**	4.08	4.04	4.01	**4.29no**	**4.35no**	4.05	4.02	4.20	**4.44p**	4.23
Ability to choose an express or next day service	**3.88**	-	3.88	3.88	3.89	**3.99ijk**	**4.11hijk**	**4.17ehijk**	**3.82jk**	3.67	3.50	3.55	**4.05no**	**4.04no**	3.59	3.52	3.84	**4.19p**	3.83
Ability to select a specific date/time for delivery	**3.63**	-	3.63	3.63	3.64	**4.06hijk**	**3.92hijk**	**4.00hijk**	**3.46jk**	3.28	3.06	3.06	**4.00mno**	**3.79no**	3.17	3.06	3.58	**4.08p**	3.57
Fast delivery	**4.20**	-	4.20	4.16	4.23	**4.19k**	**4.33hijk**	**4.37ehijk**	**4.15k**	**4.14k**	4.03	3.91	**4.25no**	**4.29no**	4.06	3.98	4.18	**4.32p**	4.19
Convenient options for me to drop the parcel off	**4.15**	-	4.15	4.12	4.17	4.03	**4.26eijk**	**4.34ehijk**	4.16	4.08	4.01	3.95	**4.13o**	**4.27lno**	4.03	3.98	4.13	4.26	4.10
Convenient options for the operator to pick the parcel up from me	**3.66**	-	3.66	3.62	3.70	**3.96hijk**	**3.98hijk**	**4.00hijk**	**3.54jk**	3.34	3.14	3.10	**3.97mno**	**3.82no**	3.23	3.13	3.59	**4.16p**	3.58
Convenient options for the recipient to accept the delivery	**4.09**	-	4.09	4.04	**4.13c**	**4.10k**	**4.17jk**	**4.28ehijk**	3.99	4.02	3.93	3.88	**4.13no**	**4.17no**	3.96	3.91	4.07	4.21	4.04
Insurance against damage or loss	**4.08**	-	4.08	4.08	4.09	**4.12jk**	**4.24hijk**	**4.23hijk**	**4.06k**	3.97	3.91	3.82	**4.18no**	**4.17no**	3.92	3.87	4.07	**4.22p**	4.06
Same price to send to anywhere within the UK	**4.30**	-	4.30	4.27	4.33	4.13	4.26	**4.46efhijk**	4.24	**4.32e**	**4.32e**	4.28	4.19	**4.38l**	**4.31l**	4.30	4.30	4.32	4.32
Proof of postage/ dispatch	**4.39**	-	4.39	4.32	**4.46c**	4.24	4.33	**4.49efk**	**4.43e**	**4.42e**	4.41	4.33	4.29	**4.46l**	**4.40l**	4.38	4.40	4.34	4.41
Proof of receipt/ delivery	**4.35**	-	4.35	4.29	**4.41c**	4.32	**4.44ik**	**4.47ehijk**	4.32	4.27	4.31	4.20	**4.38n**	**4.41no**	4.27	4.27	4.34	4.45	4.37

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3026**	-**	3026	1487	1534	477	411	667	415	516	314	227	888	1082	1057	541	2676	335	3129
Guaranteed delivery to recipient's door	**4.44**	-	4.44	4.39	**4.48c**	4.30	4.42	**4.51e**	4.40	**4.51e**	4.44	4.40	4.36	**4.47l**	**4.47l**	4.42	4.44	4.43	4.44
Daily collection service	**3.94**	-	3.94	3.91	3.97	3.88	**4.05ehjk**	**4.13ehijk**	3.86	3.93	3.75	3.73	**3.96no**	**4.03no**	3.83	3.74	3.92	4.06	3.90

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3129**	900	945	623	661	1845	1284	1743	1339	335	390	785	813	581	1988	341	2616
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Effective Base	**1662**	402	527	354	382	929	734	992	685	191	214	406	428	311	1044	195	1374
Low cost	**4.30**	4.25	**4.33a**	4.28	**4.35ac**	4.30	4.31	4.31	4.30	**4.35jm**	4.26	**4.34jm**	**4.35jm**	4.26	**4.33m**	4.34	4.31
Guarantee that the parcel will arrive on time	**4.29**	**4.32d**	4.30	4.28	4.25	4.31	4.27	**4.31h**	4.24	4.28	4.20	**4.33j**	**4.28j**	**4.36jln**	**4.29j**	4.26	4.31
Ability to track the delivery	**4.23**	**4.32b**	4.15	4.22	4.24	4.22	4.23	**4.26h**	4.15	4.14	4.20	4.22	4.24	**4.33i**	4.23	4.12	**4.25o**
Ability to choose an express or next day service	**3.88**	**4.02bd**	3.79	3.91	3.84	3.89	3.88	**3.99h**	3.66	3.74	3.63	**3.89j**	**3.95ij**	**4.10ijkln**	**3.87j**	3.72	**3.92o**
Ability to select a specific date/time for delivery	**3.63**	3.70	3.56	3.65	3.65	3.62	3.65	**3.76h**	3.36	3.52	3.49	3.60	3.67	**3.82ijkn**	3.61	3.51	3.66
Fast delivery	**4.20**	4.27	4.17	4.18	4.18	4.21	4.18	**4.23h**	4.12	4.13	4.07	**4.24j**	**4.23j**	**4.29ij**	**4.20j**	4.11	4.22
Convenient options for me to drop the parcel off	**4.15**	**4.27cd**	4.17	4.06	4.06	**4.21f**	4.06	**4.21h**	4.03	3.89	3.99	**4.19ij**	**4.21ij**	**4.31ijn**	**4.16ij**	3.88	**4.20o**
Convenient options for the operator to pick the parcel up from me	**3.66**	**3.79b**	3.56	3.66	3.67	3.66	3.67	**3.78h**	3.42	3.60	3.47	3.63	**3.70j**	**3.86ijkn**	3.63	3.58	3.68
Convenient options for the recipient to accept the delivery	**4.09**	4.09	4.09	4.11	4.05	4.09	4.08	**4.12h**	4.01	4.05	4.06	4.10	4.08	4.18	4.08	4.03	4.11
Insurance against damage or loss	**4.08**	4.13	4.05	4.10	4.07	4.08	4.08	4.11	4.03	4.07	3.98	4.05	**4.12j**	**4.19jkn**	4.07	4.05	4.10
Same price to send to anywhere within the UK	**4.30**	4.35	4.30	4.26	4.27	4.33	4.26	4.29	4.32	4.20	4.35	**4.36i**	4.32	4.30	**4.34i**	4.19	**4.33o**
Proof of postage/ dispatch	**4.39**	4.42	4.40	4.38	4.34	4.41	4.36	4.39	4.39	4.37	4.32	**4.46j**	4.39	4.39	4.41	4.35	4.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3026**	740	986	666	635	1726	1300	2007	968	326	341	760	782	617	1883	332	2538
Proof of receipt/ delivery	**4.35**	4.39	4.34	4.30	4.39	4.36	4.34	4.35	4.36	4.30	4.31	4.40	4.35	4.39	4.37	4.27	4.37
Guaranteed delivery to recipient's door	**4.44**	4.49	4.44	4.39	4.41	4.46	4.40	4.44	4.43	4.35	4.34	4.45	**4.48ij**	**4.51ij**	4.44	4.33	**4.46o**
Daily collection service	**3.94**	**4.07bcd**	3.87	3.91	3.92	3.96	3.92	**3.99h**	3.83	3.88	3.84	3.90	3.98	**4.08ijkn**	3.92	3.86	3.96

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3129**	1930	1199	538	1479	676	544	430	158	168	159	136	183	158	189	177	151	112	564
Weighted Base	**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Effective Base	**1662**	1363	314	127	1231	289	216	249	146	154	138	122	148	138	170	161	137	52	238
Low cost	**4.30**	4.30	4.32	4.25	**4.32e**	4.19	4.28	4.20	**4.41lr**	**4.31r**	4.29	**4.36lr**	4.24	**4.36lr**	**4.32lr**	**4.33lr**	**4.31r**	4.31	4.17
Guarantee that the parcel will arrive on time	**4.29**	4.30	4.26	4.34	**4.30e**	4.19	4.24	4.37	**4.42jpr**	**4.37jnopr**	4.22	**4.33jpr**	**4.33jpr**	**4.34jpr**	**4.28p**	**4.29pr**	4.17	4.35	4.16
Ability to track the delivery	**4.23**	4.24	4.17	4.30	4.23	4.17	4.22	**4.33e**	**4.31o**	**4.34op**	4.21	4.23	4.22	4.27	4.27	4.09	4.14	4.16	4.17
Ability to choose an express or next day service	**3.88**	**3.90b**	3.77	3.91	**3.91e**	3.72	3.78	3.88	3.89	**4.14hjklmopqr**	3.84	3.89	**3.89p**	3.76	**4.07jmpr**	3.87	3.66	3.83	3.70
Ability to select a specific date/time for delivery	**3.63**	**3.68b**	3.37	3.55	**3.66ef**	3.48	3.44	**3.67ef**	**3.80opr**	**3.77pr**	**3.69p**	3.57	3.57	3.59	**3.93jklmopqr**	3.52	3.41	3.44	3.49
Fast delivery	**4.20**	4.21	4.12	4.21	4.20	4.16	4.13	4.23	**4.25p**	**4.33jpr**	4.13	4.17	4.18	4.24	4.24	4.19	4.06	**4.31p**	4.13
Convenient options for me to drop the parcel off	**4.15**	4.16	4.10	4.17	**4.16e**	4.01	4.17	4.09	**4.25r**	**4.25r**	4.18	4.03	4.17	4.19	**4.22r**	4.06	4.10	4.06	4.00
Convenient options for the operator to pick the parcel up from me	**3.66**	**3.71b**	3.38	3.59	**3.70efg**	3.51	3.44	3.49	**3.81kopr**	**3.81kopr**	3.71	3.50	3.65	3.63	**4.03jklmopqr**	3.54	3.44	3.68	3.47
Convenient options for the recipient to accept the delivery	**4.09**	4.10	4.01	4.19	**4.11ef**	3.95	3.94	4.01	**4.21pqr**	**4.22kpqr**	4.06	4.00	4.15	4.12	4.10	**4.15pqr**	3.96	3.86	3.96
Insurance against damage or loss	**4.08**	**4.10b**	3.98	4.10	4.09	4.02	3.98	4.12	**4.19pr**	**4.17p**	4.06	4.11	**4.15p**	4.14	4.10	4.03	3.94	4.15	3.99
Same price to send to anywhere within the UK	**4.30**	4.29	4.34	4.39	**4.31e**	4.17	4.28	**4.38e**	**4.34r**	**4.38pr**	**4.35r**	**4.37r**	4.29	**4.37pr**	4.24	4.31	4.18	4.33	4.15
Proof of postage/ dispatch	**4.39**	4.38	4.43	4.51	4.38	4.39	4.47	4.40	**4.51n**	4.35	4.38	**4.57ijmnopr**	4.40	4.37	4.30	4.36	4.39	4.36	4.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3026**	2572	454	165	2510	268	151	97	126	327	241	190	276	284	430	409	229	41*	228
Proof of receipt/ delivery	**4.35**	4.36	4.32	4.46	4.35	4.32	4.37	4.39	**4.47op**	4.42	4.31	4.41	4.30	**4.47op**	4.36	4.24	4.29	4.32	4.32
Guaranteed delivery to recipient's door	**4.44**	4.43	4.44	4.42	4.43	4.42	4.50	4.42	4.52	4.50	4.42	4.39	4.41	4.49	4.39	4.45	4.35	4.48	4.40
Daily collection service	**3.94**	3.95	3.87	3.94	**3.97ef**	3.75	3.79	3.91	**4.05pr**	**4.12kpr**	**3.98pr**	3.84	**3.99pr**	**4.02pr**	**4.01pr**	3.92	3.73	3.84	3.73

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3129**	1228	1205	395	209	72	2433	281	1336	1249	374	123	31	2585	154
Weighted Base	**3026**	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Effective Base	**1662**	642	633	225	111	39	1275	150	686	667	209	77	15	1353	92
Low cost	**4.30**	**4.36bcdg**	**4.31cdg**	4.19	4.16	**4.43cdg**	**4.34cdg**	4.23	**4.40ijm**	**4.29j**	4.01	**4.43ij**	**4.59ijm**	**4.34ij**	**4.46ijm**
Guarantee that the parcel will arrive on time	**4.29**	**4.37bcdeg**	**4.31cdg**	4.09	4.14	4.18	**4.34cdeg**	4.15	**4.43ijkmn**	**4.28jkn**	3.94	4.06	**4.37jk**	**4.36ijkn**	**4.12j**
Ability to track the delivery	**4.23**	**4.28c**	**4.24c**	4.10	4.15	4.16	**4.26c**	4.15	**4.34ijkn**	**4.20j**	4.01	4.13	4.16	**4.27j**	4.13
Ability to choose an express or next day service	**3.88**	3.91	**3.93c**	3.78	3.75	3.79	3.92	3.76	**3.94jkn**	**3.91jkn**	3.70	3.60	4.08	**3.93jkn**	3.68
Ability to select a specific date/time for delivery	**3.63**	3.56	3.68	3.68	3.72	3.61	3.62	3.69	3.61	3.66	3.61	3.57	4.32	3.63	3.71
Fast delivery	**4.20**	**4.27cdeg**	**4.23cdeg**	4.03	4.04	3.93	**4.25cdeg**	4.01	**4.33ijkmn**	**4.16jkn**	4.01	3.85	4.23	**4.25ijkn**	3.92
Convenient options for me to drop the parcel off	**4.15**	**4.22cdg**	**4.18cdg**	3.97	3.86	4.22	**4.20cdg**	3.95	**4.28ijkn**	**4.13jn**	3.88	3.95	3.44	**4.21jkn**	3.87
Convenient options for the operator to pick the parcel up from me	**3.66**	3.62	3.71	3.59	3.64	**3.95c**	3.67	3.72	3.64	3.68	3.64	3.54	4.50	3.66	3.72
Convenient options for the recipient to accept the delivery	**4.09**	**4.15cdg**	**4.10cdg**	3.97	3.89	4.12	**4.12cdg**	3.95	**4.22ijkmn**	**4.05j**	3.84	3.91	4.19	**4.13ijk**	3.96
Insurance against damage or loss	**4.08**	**4.15c**	4.07	3.94	4.11	4.02	**4.11c**	4.09	**4.20ijkmn**	**4.04k**	3.93	3.82	4.19	**4.12ijkn**	3.89
Same price to send to anywhere within the UK	**4.30**	**4.41bcdg**	**4.32cdg**	4.12	3.99	4.21	**4.36cdg**	4.04	**4.44ijkmn**	**4.26j**	4.08	4.12	4.17	**4.35ijkn**	4.13
Proof of postage/ dispatch	**4.39**	**4.49cdeg**	**4.42ce**	4.11	**4.33c**	4.15	**4.45ceg**	4.28	**4.56ijkmn**	**4.34j**	4.08	**4.32j**	4.09	**4.45ijn**	**4.28j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	3026	1176	1161	406	194	70*	2338	263	1235	1244	383	123*	28**	2479	151*
Proof of receipt/ delivery	4.35	4.43cd	4.37c	4.12	4.26	4.41	4.40c	4.30c	4.51ijkmn	4.31j	4.08	4.13	4.49	4.41ijkn	4.19
Guaranteed delivery to recipient's door	4.44	4.58bcdeg	4.45c	4.08	4.36c	4.28	4.51cdeg	4.34c	4.60ijkmn	4.41jkn	4.11	4.11	4.50	4.51ijkn	4.18
Daily collection service	3.94	4.00cdg	3.97cdg	3.82	3.74	3.84	3.98cdg	3.77	4.05ijkn	3.91	3.79	3.70	3.89	3.98jkn	3.73

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3129**	256	2817	56	978	1953	198	3053	42	17	2	3112	15
Weighted Base	**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Effective Base	**1662**	146	1486	31	528	1023	116	1611	29	9	1	1649	12
Low cost	**4.30**	**4.39b**	4.29	4.38	**4.37ef**	4.28	4.23	**4.32hl**	4.01	3.53	4.93	**4.31hl**	3.73
Guarantee that the parcel will arrive on time	**4.29**	**4.41bc**	4.28	4.19	**4.35ef**	4.27	4.22	**4.30l**	**4.14l**	4.16	3.93	**4.29l**	3.59
Ability to track the delivery	**4.23**	**4.50bc**	4.20	4.10	**4.31e**	4.19	4.17	4.23	4.28	4.38	3.13	4.23	3.83
Ability to choose an express or next day service	**3.88**	**4.14b**	3.86	3.87	3.91	3.85	**4.11e**	3.88	3.88	3.56	4.87	3.88	3.87
Ability to select a specific date/time for delivery	**3.63**	**4.02b**	3.60	3.71	**3.72e**	3.56	**3.96de**	3.63	3.89	3.94	4.93	3.63	3.88
Fast delivery	**4.20**	**4.45b**	4.17	4.23	**4.26e**	4.17	4.21	4.20	4.03	4.47	3.00	4.20	3.78
Convenient options for me to drop the parcel off	**4.15**	4.29	4.14	3.98	4.16	4.14	4.12	4.15	3.93	4.13	3.00	4.15	3.56
Convenient options for the operator to pick the parcel up from me	**3.66**	**4.14b**	3.62	3.73	**3.79e**	3.57	**3.94e**	3.66	4.07	4.23	3.87	3.67	2.98
Convenient options for the recipient to accept the delivery	**4.09**	**4.29b**	4.07	4.09	4.14	4.06	4.14	4.10	3.92	3.23	3.00	4.09	3.69
Insurance against damage or loss	**4.08**	**4.39bc**	**4.06c**	3.73	**4.19e**	4.04	4.04	4.09	4.05	3.72	3.93	4.09	3.76
Same price to send to anywhere within the UK	**4.30**	4.43	4.29	4.24	4.33	4.29	4.22	4.31	3.81	3.79	3.07	4.30	3.86
Proof of postage/ dispatch	**4.39**	**4.50c**	4.38	4.19	**4.45f**	**4.38f**	4.21	4.40	4.02	4.45	4.93	4.39	3.81

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3026**	249	2728	50*	901	1933	193	2940	51**	13**	1**	3005	20**
Proof of receipt/ delivery	**4.35**	4.46	4.34	4.31	**4.44ef**	4.32	4.24	4.36	4.22	4.09	4.93	4.35	4.08
Guaranteed delivery to recipient's door	**4.44**	**4.58bc**	4.42	4.29	**4.50ef**	4.42	4.33	4.45	4.08	3.89	1.13	4.44	3.75
Daily collection service	**3.94**	**4.22bc**	3.92	3.78	**4.01e**	3.90	4.02	3.94	4.09	4.22	2.07	3.94	3.73

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3129**	827	780	747	775	296	264	267	268	240	272	233	253	261	251	260	264
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Effective Base	**1662**	444	420	367	436	146	152	148	140	134	148	113	123	131	146	141	151
Low cost	**4.30**	4.25	4.30	**4.33a**	**4.34a**	**4.30fj**	4.18	4.27	**4.35fjl**	**4.37fjl**	4.19	**4.39efgjl**	4.25	**4.35fjl**	**4.38fjl**	**4.34fj**	4.29
Guarantee that the parcel will arrive on time	**4.29**	4.27	4.30	4.31	4.27	4.29	4.21	4.31	**4.32f**	**4.33f**	4.27	4.31	4.25	**4.39efjlno**	4.22	4.22	**4.37flno**
Ability to track the delivery	**4.23**	4.22	4.22	4.24	4.22	4.23	4.20	4.23	4.23	4.18	4.23	**4.34l**	4.12	4.25	4.22	4.24	4.22
Ability to choose an express or next day service	**3.88**	3.84	3.92	3.83	3.94	3.71	3.93	3.91	3.86	3.91	**3.97e**	3.79	3.93	3.79	3.92	3.93	**3.97e**
Ability to select a specific date/time for delivery	**3.63**	3.54	3.58	**3.71a**	**3.71a**	3.44	**3.64h**	3.56	3.31	**3.62h**	**3.78eh**	**3.67h**	**3.88eghm**	**3.60h**	**3.63h**	**3.70h**	**3.81eh**
Fast delivery	**4.20**	4.21	4.16	4.20	4.23	4.20	4.15	4.26	4.14	4.26	4.09	4.20	4.19	4.22	**4.30j**	4.15	4.25
Convenient options for me to drop the parcel off	**4.15**	4.13	4.14	4.19	4.13	4.18	4.08	4.13	4.16	4.22	4.07	4.11	4.17	4.26	4.15	4.08	4.15
Convenient options for the operator to pick the parcel up from me	**3.66**	3.59	3.65	3.72	3.68	3.58	3.64	3.56	3.56	3.75	3.64	3.64	3.79	3.73	3.64	3.60	3.82
Convenient options for the recipient to accept the delivery	**4.09**	4.04	4.07	4.09	4.14	4.05	4.04	4.02	4.03	4.11	4.08	4.07	4.05	4.14	**4.23fgh**	4.12	4.09
Insurance against damage or loss	**4.08**	4.10	4.01	4.07	**4.15b**	4.09	4.04	**4.17j**	4.05	4.05	3.94	4.08	4.14	4.00	4.10	**4.22jm**	4.12
Same price to send to anywhere within the UK	**4.30**	4.31	4.32	4.28	4.29	4.32	4.29	4.30	4.29	4.34	4.32	4.27	4.23	4.34	**4.44lop**	4.24	4.19
Proof of postage/ dispatch	**4.39**	4.43	4.38	4.36	4.39	4.47	4.36	4.45	4.38	4.46	4.33	4.33	4.32	4.41	4.41	4.37	4.37
Proof of receipt/ delivery	**4.35**	4.38	4.31	4.36	4.37	**4.41j**	4.35	4.37	4.37	4.36	4.21	**4.41j**	4.34	4.33	4.32	4.36	**4.42j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**3026**	787	772	732	736	275	247	266	256	230	286	228	240	264	234	265	237
Guaranteed delivery to recipient's door	**4.44**	4.43	4.43	4.44	4.43	4.48	4.33	4.47	4.48	**4.51f**	4.34	4.45	4.34	**4.53fjl**	**4.50f**	4.39	4.42
Daily collection service	**3.94**	3.87	3.91	3.95	**4.04a**	3.92	3.81	3.87	3.85	3.95	3.93	3.76	3.99	**4.09fhk**	**4.08fk**	3.99	**4.04k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	4 *	- -	4 *	3 *	1 *	* *	* *	- -	3 1%	* *	* *	- -	1 *	3 *	* *	* *	4 *	* *	6 *
Not very important (2)	48 2%	- -	48 2%	29 2%	18 1%	11 3%g	4 1%	2 *	5 2%	8 2%	13 4%g	5 2%	14 2%	7 1%	27 2%	19 3%m	42 2%	6 3%	37 1%
Neither important nor unimportant (3)	242 9%	-	242 9%	133 10%	107 8%	49 13%j	25 7%	47 10%	25 8%	39 8%	18 6%	40 14%fhij	73 10%	72 9%	97 9%	58 10%	228 10%	14 6%	253 10%
Important (4)	1050 40%	-	1050 40%	531 41%	520 40%	132 35%	143 43%	169 35%	129 39%	220 44%g	138 43%	121 43%	275 39%	298 37%	478 44%m	258 43%	959 41%	88 38%	1108 43%
Very important (5)	1240 48%	-	1240 48%	588 46%	650 50%	176 47%	156 47%	257 54%k	162 50%	231 46%	147 46%	112 40%	332 47%	419 52%no	490 45%	259 43%	1096 47%	125 53%	1164 45%
Don't know	17 1%	-	17 1%	8 1%	9 1%	5 1%l	3 1%	3 1%	3 1%	- -	2 1%	- -	9 1%n	6 1%	2 *	2 *	14 1%	2 1%	14 1%
NET Not at all important/ Not very important	52 2%	-	52 2%	33 3%	19 1%	11 3%g	4 1%	2 *	8 3%g	8 2%	14 4%g	5 2%	15 2%	10 1%	27 2%	19 3%	45 2%	7 3%	43 2%
NET Important / Very important	2291 88%	-	2291 88%	1119 87%	1170 90%	308 83%	299 90%e	426 89%e	291 89%	451 91%ek	285 89%	232 84%	606 86%	716 89%	968 89%	517 87%	2054 88%	213 91%	2272 88%
Mean	4.34	-	4.34	4.30	4.39c	4.29	4.37	4.43ek	4.36	4.35	4.32	4.22	4.33	4.40no	4.31	4.27	4.33	4.42	4.32
Std Dev.	0.74	-	0.74	0.77	0.70	0.81	0.69	0.68	0.78	0.70	0.77	0.76	0.75	0.72	0.73	0.77	0.74	0.74	0.73
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important	(1)	**4**	-	3	*	1	3	1	3	1	*	3	1	*	-	4	*	4
		*****	-	*	*	*	*	*	*	*	*	*1%*	*	*	-	*	*	*
Not very important	(2)	**48**	12	25	7	3	38	10	31	16	2	6	9	10	12	25	2	38
		2%	*2%*	**3%d**	*1%*	*1%*	**3%f**	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*
Neither important nor unimportant	(3)	**242**	40	69	66	67	109	133	140	95	44	29	56	57	37	142	45	181
		9%	*8%*	*7%*	**13%ab**	*11%*	*7%*	**12%e**	*9%*	*9%*	**14%kn**	*8%*	*8%*	*9%*	*9%*	*8%*	**14%p**	*9%*
Important	(4)	**1050**	227	379	202	243	605	445	634	396	112	148	281	267	167	696	114	879
		40%	*43%*	*41%*	*39%*	*39%*	*42%*	*39%*	*41%*	*39%*	*35%*	*41%*	*41%*	*42%*	*41%*	*41%*	*36%*	*41%*
Very important	(5)	**1240**	244	443	246	308	687	553	735	493	157	171	343	296	190	810	158	1015
		48%	*46%*	*48%*	*47%*	*49%*	*47%*	*48%*	*47%*	*49%*	*50%*	*48%*	*50%*	*47%*	*46%*	*48%*	*49%*	*48%*
Don't know		**17**	4	7	-	5	11	5	10	5	1	2	2	3	3	7	1	10
		1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*
NET Not at all important/ Not very important		**52**	12	29	7	4	41	11	34	17	2	9	10	10	12	28	2	41
		2%	*2%*	**3%d**	*1%*	*1%*	**3%f**	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*
NET Important / Very important		**2291**	471	822	448	550	1293	998	1369	888	269	319	624	563	356	1506	272	1894
		88%	*89%*	*89%*	*86%*	*88%*	*89%*	*87%*	*88%*	*88%*	*85%*	*89%*	*90%*	*89%*	*87%*	*89%*	*85%*	*89%*
Mean		**4.34**	4.34	4.34	4.32	4.37	4.34	4.35	4.34	4.36	4.34	4.34	4.39	4.35	4.32	4.36	4.34	4.35
Std Dev.		**0.74**	0.72	0.76	0.74	0.70	0.75	0.72	0.74	0.72	0.75	0.76	0.70	0.71	0.76	0.72	0.75	0.73
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important	(1)	**4**	4	*	-	3	*	1	*	*	-	-	-	-	-	-	3	-	-	*
		*****	*****	*****	*****	*****	*****	*1%*	*****	*****	*****	*****	*****	*****	*****	*****	*1%*	*****	*****	*****
Not very important	(2)	**48**	45	3	1	36	5	5	2	-	6	1	1	6	5	7	9	2	-	5
		2%	*2%*	*1%*	*1%*	*2%*	*2%*	*4%*	*2%*	*****	*2%*	*1%*	*****	*3%*	*2%*	*2%*	*3%*	*1%*	*****	*3%*
Neither important nor unimportant	(3)	**242**	202	40	11	198	22	13	9	11	32	23	17	19	15	22	21	38	3	19
		9%	*9%*	*11%*	*9%*	*9%*	*10%*	*10%*	*12%*	*10%*	*11%*	*10%*	*9%*	*9%*	*6%*	*6%*	*6%*	**18%lmno**	*10%*	*10%*
Important	(4)	**1050**	882	169	56	855	105	55	35	42	96	79	86	90	92	131	144	94	16	89
		40%	*40%*	*45%*	*46%*	*39%*	**47%d**	*44%*	*47%*	*37%*	*34%*	*36%*	*45%*	*40%*	*38%*	*39%*	*42%*	*43%*	*46%*	**47%l**
Very important	(5)	**1240**	1082	158	51	1068	91	53	29	59	149	111	88	108	130	173	167	83	15	76
		48%	*49%*	*42%*	*42%*	**49%eg**	*40%*	*42%*	*38%*	**52%pr**	**52%pr**	**51%p**	*46%*	*48%*	**54%pr**	**51%p**	*49%*	*38%*	*44%*	*40%*
Don't know		**17**	12	4	2	14	1	*	1	1	4	3	-	-	-	6	-	-	-	1
		1%	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*2%*	-	-	-	*1%*
NET Not at all important/ Not very important		**52**	49	3	1	39	5	5	2	*	6	1	1	6	5	7	12	2	-	5
		2%	*2%*	*1%*	*1%*	*2%*	*2%*	**4%d**	*2%*	*	*2%*	*1%*	*	*3%*	*2%*	*2%*	*3%*	*1%*	-	*3%*
NET Important / Very important		**2291**	1964	327	107	1923	196	108	64	101	245	190	174	198	223	304	312	177	31	165
		88%	*88%*	*87%*	*88%*	*88%*	*87%*	*86%*	*85%*	*89%*	*86%*	*88%*	*90%*	*89%*	**91%p**	*90%*	**91%p**	*81%*	*90%*	*87%*
Mean		**4.34**	4.35	4.30	4.32	**4.36fg**	4.26	4.23	4.22	**4.41pr**	4.37	**4.40p**	4.36	4.35	**4.43pr**	**4.41pr**	4.35	4.19	4.34	4.24
Std Dev.		**0.74**	0.74	0.69	0.69	0.73	0.74	0.82	0.75	0.70	0.76	0.70	0.66	0.74	0.71	0.71	0.77	0.75	0.66	0.75
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important	(1)	**4**	3	1	*	-	*	4	*	4	*	-	-	*	4	*
		*	*	*	*	-	*	*	*	*	*	-	-	*	*	*
Not very important	(2)	**48**	24	17	4	3	*	41	3	18	17	8	3	-	35	3
		2%	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	-	*2%*	*2%*
Neither important nor unimportant	(3)	**242**	80	65	70	15	5	145	20	52	88	76	12	5	140	17
		9%	*8%*	*7%*	**18%abdfg**	*8%*	*8%*	*8%*	*8%*	*5%*	**9%h**	**18%him**	*9%*	*11%*	*7%*	*10%*
Important	(4)	**1050**	342	448	150	92	7	790	99	352	456	178	50	10	807	61
		40%	**35%e**	**46%acef**	**38%e**	**49%ace**	*12%*	**41%ae**	**41%e**	*37%*	**45%hn**	*42%*	*38%*	*23%*	*41%*	*34%*
Very important	(5)	**1240**	513	431	169	77	43	944	119	528	446	162	65	28	974	93
		48%	**53%bcd**	*45%*	*42%*	*41%*	**76%abcdfg**	*49%*	*49%*	**55%ijm**	*44%*	*38%*	*49%*	*63%*	**49%ij**	**52%ij**
Don't know		**17**	3	6	5	-	2	8	2	3	6	2	2	1	9	3
		1%	*	*1%*	*1%*	-	**3%af**	*	*1%*	*	*1%*	*1%*	*1%*	*3%*	*	*2%*
NET Not at all important/ Not very important		**52**	27	18	4	3	*	45	3	22	17	8	3	*	39	3
		2%	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*	*2%*	*2%*
NET Important / Very important		**2291**	855	878	320	169	50	1734	219	879	902	340	115	39	1781	154
		88%	**89%c**	**91%c**	*80%*	**90%c**	*88%*	**90%c**	**90%c**	**92%j**	**89%j**	*80%*	*87%*	*86%*	**90%j**	*87%*
Mean		**4.34**	**4.39c**	4.34	4.23	4.30	**4.69abcdfg**	**4.37c**	4.39	**4.45ij**	**4.32j**	4.16	4.35	4.53	**4.38j**	**4.40j**
Std Dev.		**0.74**	0.77	0.69	0.77	0.69	0.65	0.73	0.70	0.72	0.71	0.78	0.76	0.71	0.72	0.75
Std Error		**0.01**	0.02	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**4**	-	4	-	3	1	*	4	*	-	-	4	-
		*	-	*	-	*	*	*	*	2%	-	-	*	-
Not very important	(2)	**48**	1	44	3	19	24	5	45	-	3	-	48	-
		2%	*	2%	7%	2%	1%	4%	2%	-	21%	-	2%	-
Neither important nor unimportant	(3)	**242**	24	216	2	60	158	23	230	1	2	2	233	6
		9%	13%	9%	6%	8%	9%	**15%d**	9%	4%	18%	48%	9%	47%
Important	(4)	**1050**	59	978	14	278	723	50	1023	20	2	2	1045	3
		40%	32%	41%	34%	37%	**43%d**	33%	40%	68%	18%	49%	40%	22%
Very important	(5)	**1240**	97	1123	20	389	782	69	1224	8	5	*	1237	3
		48%	52%	47%	49%	51%	46%	46%	48%	26%	43%	2%	48%	23%
Don't know		**17**	5	9	2	7	6	3	15	*	-	-	16	1
		1%	**3%b**	*	5%	1%	*	**2%e**	1%	1%	-	-	1%	7%
NET Not at all important/ Not very important		**52**	1	48	3	21	25	6	49	*	3	-	52	-
		2%	*	2%	7%	3%	1%	4%	2%	2%	21%	-	2%	-
NET Important / Very important		**2291**	156	2102	33	667	1505	119	2247	28	8	3	2282	6
		88%	84%	88%	83%	**88%f**	**89%f**	79%	88%	94%	61%	52%	88%	45%
Mean		**4.34**	4.40	4.34	4.30	4.38	4.34	4.23	4.35	4.18	3.84	3.54	4.35	3.74
Std Dev.		**0.74**	0.73	0.73	0.90	0.77	0.71	0.87	0.73	0.65	1.24	0.61	0.73	0.87
Std Error		**0.01**	0.06	0.02	0.14	0.03	0.02	0.07	0.01	0.13	0.29	0.27	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**4**	4	-	*	-	3	-	1	-	-	-	*	-	*	-	-	-
	*****	*	-	*	-	*1%*	-	*	-	-	-	*	-	*	-	-	-
Not very important (2)	**48**	15	5	13	15	6	-	9	-	5	-	8	-	5	-	15	-
	2%	*2%*	*1%*	*1%*	*3%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*3%*	-
Neither important nor unimportant (3)	**242**	77	38	89	38	25	-	52	-	38	-	35	-	54	-	38	-
	9%	*9%*	*9%*	*10%*	*8%*	*6%*	-	**12%e**	-	*9%*	-	*8%*	-	**12%e**	-	*8%*	-
Important (4)	**1050**	337	161	367	185	171	-	166	-	161	-	189	-	178	-	185	-
	40%	*40%*	*39%*	*42%*	*40%*	*41%*	-	*39%*	-	*39%*	-	*44%*	-	*40%*	-	*40%*	-
Very important (5)	**1240**	411	209	399	221	213	-	198	-	209	-	196	-	204	-	221	-
	48%	*48%*	*50%*	*46%*	*48%*	*50%*	-	*46%*	-	*50%*	-	*45%*	-	*46%*	-	*48%*	-
Don't know	**17**	5	3	7	2	4	-	1	-	3	-	4	-	3	-	2	-
	1%	*1%*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*	-
NET Not at all important/ Not very important	**52**	19	5	13	15	9	-	10	-	5	-	8	-	5	-	15	-
	2%	*2%*	*1%*	*1%*	*3%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*3%*	-
NET Important / Very important	**2291**	748	370	767	406	384	-	364	-	370	-	385	-	382	-	406	-
	88%	*88%*	*89%*	*88%*	*88%*	**91%g**	-	*85%*	-	*89%*	-	*89%*	-	*86%*	-	*88%*	-
Mean	**4.34**	4.35	4.39	4.33	4.34	4.40	-	4.29	-	4.39	-	4.33	-	4.32	-	4.34	-
Std Dev.	**0.74**	0.76	0.71	0.72	0.76	0.72	-	0.78	-	0.71	-	0.71	-	0.73	-	0.76	-
Std Error	**0.01**	0.03	0.03	0.02	0.04	0.03	-	0.04	-	0.03	-	0.03	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	23	-	23	10	14	-	2	6	1	4	4	7	2	7	15	11	23	*	19
	1%	-	1%	1%	1%	-	*	1%	*	1%	1%	3%e	*	1%	1%	2%l	1%	*	1%
Not very important (2)	46	-	46	27	19	5	4	4	9	7	7	12	8	12	25	18	44	2	49
	2%	-	2%	2%	1%	1%	1%	1%	3%	1%	2%	4%g	1%	2%	2%	3%	2%	1%	2%
Neither important nor unimportant (3)	373	-	373	222	150	46	35	46	62	68	54	63	81	108	185	117	349	24	369
	14%	-	14%	17%d	12%	12%	11%	10%	19%fg	14%	17%g	23%efgi	12%	13%	17%l	20%lm	15%	10%	14%
Important (4)	1089	-	1089	549	538	125	109	220	139	215	153	129	233	359	497	282	990	91	1141
	42%	-	42%	42%	41%	33%	33%	46%ef	42%	43%ef	48%ef	46%ef	33%	45%l	45%l	47%l	42%	39%	44%
Very important (5)	1052	-	1052	479	571	191	179	202	113	201	99	67	370	315	367	166	918	118	989
	40%	-	40%	37%	44%c	51%hijk	54%ghijk	42%jk	35%k	40%k	31%	24%	53%mno	39%o	34%	28%	39%	50%p	38%
Don't know	18	-	18	5	13	6	3	-	4	3	2	-	9	4	5	2	17	-	15
	1%	-	1%	*	1%	2%g	1%	-	1%	1%	1%	-	1%	*	*	*	1%	-	1%
NET Not at all important/ Not very important	69	-	69	37	32	5	5	9	9	11	11	19	10	19	40	30	67	3	68
	3%	-	3%	3%	2%	1%	2%	2%	3%	2%	3%	7%efgi	1%	2%	4%l	5%l	3%	1%	3%
NET Important / Very important	2141	-	2141	1028	1109	316	287	422	252	416	252	196	603	674	863	448	1909	209	2130
	82%	-	82%	80%	85%c	85%k	87%hk	88%hjk	77%	84%k	79%	71%	86%no	84%o	79%	75%	82%	89%	82%
Mean	4.20	-	4.20	4.14	4.27c	4.37hijk	4.40hijk	4.28hjk	4.10k	4.22k	4.06k	3.86	4.38mno	4.20no	4.08	3.96	4.18	4.38p	4.18
Std Dev.	0.82	-	0.82	0.82	0.80	0.75	0.76	0.77	0.81	0.79	0.83	0.92	0.76	0.79	0.85	0.88	0.82	0.72	0.80
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.04	0.03	0.05	0.03	0.04	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 119

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important (1)	**23**	7	10	4	2	17	6	11	13	4	5	5	2	8	11	4	20
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*
Not very important (2)	**46**	9	17	9	12	25	20	20	25	8	5	15	7	4	27	10	32
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**373**	63	135	73	102	198	175	202	168	58	64	104	67	46	236	59	284
	14%	*12%*	*15%*	*14%*	*16%*	*14%*	*15%*	*13%*	**17%g**	**18%lm**	**18%l**	*15%*	*11%*	*11%*	*14%*	*18%*	*13%*
Important (4)	**1089**	207	411	226	246	617	472	628	446	122	155	283	288	166	726	124	906
	42%	*39%*	*44%*	*43%*	*39%*	*42%*	*41%*	*40%*	*44%*	*39%*	*43%*	*41%*	*45%*	*41%*	*43%*	*39%*	*43%*
Very important (5)	**1052**	240	346	207	258	587	465	684	345	122	129	281	265	183	674	122	874
	40%	**46%b**	*37%*	*40%*	*41%*	*40%*	*41%*	**44%h**	*34%*	*38%*	*36%*	*41%*	*42%*	*45%*	*40%*	*38%*	*41%*
Don't know	**18**	2	7	2	6	9	9	9	8	3	1	4	3	1	9	3	9
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*
NET Not at all important/ Not very important	**69**	16	26	13	14	43	27	30	38	12	10	20	9	12	39	14	52
	3%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	**4%g**	*4%*	*3%*	*3%*	*1%*	*3%*	*2%*	*4%*	*2%*
NET Important / Very important	**2141**	447	757	433	504	1204	937	1312	791	244	284	564	552	349	1401	245	1780
	82%	*85%*	*82%*	*83%*	*81%*	*83%*	*82%*	**84%h**	*79%*	*77%*	*79%*	*82%*	**87%ijk**	**86%i**	**83%i**	*76%*	**84%o**
Mean	**4.20**	4.26	4.16	4.20	4.20	4.20	4.20	**4.27h**	4.09	4.12	4.11	4.19	**4.28ij**	4.26	4.21	4.10	4.22
Std Dev.	**0.82**	0.84	0.82	0.80	0.80	0.83	0.80	0.78	0.85	0.88	0.84	0.82	0.73	0.85	0.79	0.89	0.80
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important	(1)	**23**	19	4	-	21	*	2	-	*	4	-	2	-	4	6	4	1	-	*
		1%	*1%*	*1%*	-	*1%*	*	*2%*	-	*	*1%*	-	*1%*	-	*2%*	*2%*	*1%*	*1%*	-	*
Not very important	(2)	**46**	37	8	2	30	6	8	2	2	1	3	6	3	4	2	2	7	*	6
		2%	*2%*	*2%*	*1%*	*1%*	*3%*	***6%d***	*2%*	*2%*	*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*
Neither important nor unimportant	(3)	**373**	317	56	17	309	39	17	8	18	47	32	27	46	22	33	34	49	7	32
		14%	*14%*	*15%*	*14%*	*14%*	***17%g***	*14%*	*10%*	*16%*	*17%*	*15%*	*14%*	***21%mno***	*9%*	*10%*	*10%*	***23%mno***	***22%mno***	*17%*
Important	(4)	**1089**	922	167	58	905	91	55	38	45	101	86	103	78	108	128	148	108	14	77
		42%	*41%*	*45%*	*48%*	*42%*	*40%*	*44%*	***49%d***	*40%*	*35%*	*39%*	***53%hijlnr***	*35%*	*44%*	*38%*	*43%*	***50%ll***	*41%*	*40%*
Very important	(5)	**1052**	916	136	42	893	88	42	29	46	128	93	54	95	104	169	155	49	12	75
		40%	*41%*	*36%*	*34%*	*41%*	*39%*	*34%*	*38%*	***40%kp***	***45%kp***	***43%kp***	*28%*	***43%kp***	***43%kp***	***50%kp***	***45%kp***	*23%*	*37%*	***39%kp***
Don't know		**18**	14	4	2	16	1	1	1	2	4	3	1	-	-	2	2	2	-	1
		1%	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*2%*	*1%*	*1%*	*1%*	-	-	*1%*	*	*1%*	-	*1%*
NET Not at all important/ Not very important		**69**	57	12	2	51	6	10	2	3	5	3	8	3	8	7	5	8	*	6
		3%	*3%*	*3%*	*1%*	*2%*	*3%*	***8%deg***	*2%*	*2%*	*2%*	*1%*	*4%*	*1%*	*3%*	*2%*	*2%*	*4%*	*1%*	*3%*
NET Important / Very important		**2141**	1838	302	100	1799	178	98	66	91	230	179	156	173	213	296	303	157	27	152
		82%	*83%*	*81%*	*83%*	*83%*	*79%*	*78%*	***87%ef***	*80%*	*80%*	*82%*	*81%*	*78%*	***87%lp***	***87%lp***	***88%lpr***	*73%*	*78%*	*80%*
Mean		**4.20**	4.21	4.14	4.17	**4.21f**	4.16	4.02	**4.24f**	**4.20p**	**4.24p**	**4.25kp**	4.04	**4.19p**	**4.25kp**	**4.34kp**	**4.31kp**	3.92	4.14	**4.16p**
Std Dev.		**0.82**	0.81	0.83	0.73	0.81	0.81	0.95	0.72	0.80	0.84	0.76	0.81	0.81	0.83	0.81	0.76	0.79	0.78	0.82
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.05	0.04	0.07	0.07	0.06	0.07	0.07	0.07	0.07	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 119

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important (1)	**23**	5	10	1	5	2	15	7	4	16	-	2	2	20	3
	1%	*1%*	*1%*	*	**3%acf**	**4%acf**	*1%*	**3%acf**	*	*2%*	-	*1%*	*4%*	*1%*	**2%j**
Not very important (2)	**46**	19	14	6	5	2	33	7	14	20	7	-	4	34	4
	2%	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	-	*8%*	*2%*	*2%*
Neither important nor unimportant (3)	**373**	138	115	85	27	2	253	30	110	128	97	20	13	238	32
	14%	*14%*	*12%*	**21%abefg**	*15%*	*4%*	*13%*	*12%*	*12%*	*13%*	**23%him**	*15%*	*28%*	*12%*	*18%*
Important (4)	**1089**	396	439	140	82	21	836	103	376	458	170	66	11	835	77
	42%	*41%*	**45%c**	*35%*	*44%*	*38%*	**43%c**	*42%*	*39%*	*45%*	*40%*	*50%*	*24%*	*42%*	*43%*
Very important (5)	**1052**	407	385	161	66	23	792	90	450	385	148	43	13	835	56
	40%	*42%*	*40%*	*40%*	*36%*	*41%*	*41%*	*37%*	**47%ijkn**	*38%*	*35%*	*33%*	*29%*	**42%jn**	*32%*
Don't know	**18**	*	4	6	1	5	4	6	2	6	4	2	3	8	5
	1%	*	*	**1%af**	*1%*	**9%abcdf**	*	**3%abf**	*	*1%*	*1%*	**2%h**	*6%*	*	**3%him**
NET Not at all important/ Not very important	**69**	24	24	7	11	4	48	15	18	36	7	2	6	54	7
	3%	*2%*	*2%*	*2%*	**6%cf**	*7%*	*2%*	**6%abcf**	*2%*	*4%*	*2%*	*1%*	*12%*	*3%*	*4%*
NET Important / Very important	**2141**	803	824	301	148	45	1628	193	826	843	319	109	24	1670	133
	82%	**83%c**	**85%c**	*75%*	*79%*	*80%*	**84%c**	*79%*	**86%jn**	**83%jn**	*75%*	*82%*	*54%*	**85%jn**	*75%*
Mean	**4.20**	4.22	4.22	4.15	4.07	4.21	**4.22d**	4.10	**4.31ijn**	4.17	4.09	4.14	3.71	**4.24jn**	4.04
Std Dev.	**0.82**	0.80	0.79	0.83	0.94	1.00	0.79	0.95	0.76	0.84	0.80	0.76	1.14	0.81	0.88
Std Error	**0.02**	0.03	0.03	0.04	0.07	0.13	0.02	0.06	0.02	0.03	0.04	0.07	0.18	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 119

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**23**	1	22	-	11	12	*	22	*	*	1	22	-
		1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*2%*	*	*23%*	*1%*	-
Not very important	(2)	**46**	*	45	1	14	28	4	46	-	-	-	46	-
		2%	*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	-	-	-	*2%*	-
Neither important nor unimportant	(3)	**373**	21	351	2	83	262	29	362	4	1	2	367	4
		14%	*11%*	*15%*	*5%*	*11%*	**15%d**	**19%d**	*14%*	*15%*	*8%*	*48%*	*14%*	*28%*
Important	(4)	**1089**	65	1009	16	308	717	64	1059	14	10	1	1084	4
		42%	*35%*	*42%*	*39%*	*41%*	*42%*	*42%*	*42%*	*48%*	*84%*	*25%*	*42%*	*30%*
Very important	(5)	**1052**	96	936	20	333	667	52	1035	10	1	*	1047	5
		40%	**52%b**	*39%*	*50%*	*44%*	*39%*	*34%*	*41%*	*36%*	*8%*	*4%*	*41%*	*35%*
Don't know		**18**	2	14	2	7	8	3	17	-	-	-	17	1
		1%	*1%*	*1%*	*5%*	*1%*	*	*2%*	*1%*	-	-	-	*1%*	*7%*
NET Not at all important/ Not very important		**69**	2	67	1	24	40	5	68	*	*	1	68	-
		3%	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*	*23%*	*3%*	-
NET Important / Very important		**2141**	161	1944	36	641	1384	115	2095	25	11	1	2130	9
		82%	*87%*	*82%*	*89%*	*85%*	*82%*	*76%*	*82%*	*83%*	*91%*	*29%*	*82%*	*65%*
Mean		**4.20**	**4.38b**	4.18	4.44	4.25	4.19	4.09	4.20	4.16	3.98	2.88	4.20	4.08
Std Dev.		**0.82**	0.76	0.82	0.69	0.83	0.81	0.82	0.81	0.80	0.47	1.28	0.81	0.85
Std Error		**0.02**	0.06	0.02	0.11	0.03	0.02	0.07	0.02	0.15	0.11	0.57	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**23**	12	1	10	*	2	-	10	-	1	-	6	-	4	-	*	-
	1%	*1%*	*	*1%*	*	*	-	**2%io**	-	*	-	*1%*	-	*1%*	-	*	-
Not very important (2)	**46**	20	3	12	11	10	-	11	-	3	-	2	-	10	-	11	-
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-
Neither important nor unimportant (3)	**373**	103	68	138	64	49	-	55	-	68	-	68	-	70	-	64	-
	14%	*12%*	*16%*	*16%*	*14%*	*12%*	-	*13%*	-	*16%*	-	*16%*	-	*16%*	-	*14%*	-
Important (4)	**1089**	376	157	356	200	185	-	192	-	157	-	192	-	164	-	200	-
	42%	*44%*	*38%*	*41%*	*43%*	*44%*	-	*45%*	-	*38%*	-	*44%*	-	*37%*	-	*43%*	-
Very important (5)	**1052**	332	184	353	184	173	-	158	-	184	-	158	-	195	-	184	-
	40%	*39%*	*44%*	*40%*	*40%*	*41%*	-	*37%*	-	*44%*	-	*36%*	-	*44%*	-	*40%*	-
Don't know	**18**	6	3	7	2	3	-	3	-	3	-	7	-	*	-	2	-
	1%	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*	-	*	-
NET Not at all important/ Not very important	**69**	32	4	22	11	11	-	21	-	4	-	9	-	13	-	11	-
	3%	**4%b**	*1%*	*3%*	*2%*	*3%*	-	**5%i**	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-
NET Important / Very important	**2141**	708	341	709	384	358	-	350	-	341	-	349	-	359	-	384	-
	82%	*83%*	*82%*	*81%*	*83%*	*85%*	-	*82%*	-	*82%*	-	*81%*	-	*81%*	-	*83%*	-
Mean	**4.20**	4.18	4.26	4.18	4.21	4.24	-	4.12	-	4.26	-	4.16	-	4.21	-	4.21	-
Std Dev.	**0.82**	0.84	0.78	0.83	0.77	0.78	-	0.89	-	0.78	-	0.81	-	0.85	-	0.77	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	70	-	70	40	30	2	2	9	20	18	8	10	4	30	37	18	66	3	65
	3%	-	3%	3%	2%	*	1%	2%	6%efg	4%ef	2%	4%e	1%	4%l	3%l	3%l	3%	1%	3%
Not very important (2)	217	-	217	127	91	19	16	29	23	52	42	38	34	52	132	80	209	7	205
	8%	-	8%	10%	7%	5%	5%	6%	7%	10%ef	13%efg	14%efgh	5%	6%	12%lm	13%lm	9%q	3%	8%
Neither important nor unimportant (3)	627	-	627	301	323	63	59	78	97	148	93	90	122	174	330	183	587	38	626
	24%	-	24%	23%	25%	17%	18%	16%	30%efg	30%efg	29%efg	32%efg	17%	22%	30%lm	31%lm	25%q	16%	24%
Important (4)	911	-	911	436	473	118	121	193	110	158	115	95	239	303	369	211	825	80	954
	35%	-	35%	34%	36%	32%	36%	40%i	34%	32%	36%	34%	34%	38%	34%	35%	35%	34%	37%
Very important (5)	749	-	749	376	373	164	130	167	73	116	59	42	293	239	217	101	630	108	712
	29%	-	29%	29%	29%	44%ghijk	39%hijk	35%hijk	22%	23%k	18%	15%	42%mno	30%no	20%	17%	27%	46%p	28%
Don't know	26	-	26	12	14	7	3	2	5	6	2	2	10	6	10	4	25	-	20
	1%	-	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
NET Not at all important/ Not very important	288	-	288	167	121	20	18	38	43	70	49	49	38	81	168	98	274	9	270
	11%	-	11%	13%d	9%	5%	5%	8%	13%ef	14%efg	16%efg	18%efg	5%	10%l	15%lm	16%lm	12%q	4%	10%
NET Important / Very important	1660	-	1660	812	847	282	251	359	183	274	174	137	533	542	585	311	1454	188	1666
	64%	-	64%	63%	65%	76%hijk	76%hijk	75%hijk	56%	55%	55%	50%	76%mno	67%no	54%	52%	62%	80%p	65%
Mean	3.80	-	3.80	3.77	3.83	4.16hijk	4.10hijk	4.01hijk	3.60	3.61	3.55	3.44	4.13mno	3.84no	3.55	3.50	3.75	4.21p	3.80
Std Dev.	1.04	-	1.04	1.07	1.00	0.92	0.91	0.97	1.10	1.07	1.02	1.03	0.91	1.04	1.05	1.02	1.04	0.89	1.01
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important	(1)	**70**	9	28	12	21	37	34	35	34	23	7	10	17	9	35	23	44
		3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	**7%jklmn**	*2%*	*1%*	*3%*	*2%*	*2%*	**7%p**	*2%*
Not very important	(2)	**217**	39	101	40	38	140	78	109	107	23	42	62	52	28	155	23	186
		8%	*7%*	**11%d**	*8%*	*6%*	*10%*	*7%*	*7%*	**11%g**	*7%*	*12%*	*9%*	*8%*	*7%*	*9%*	*7%*	*9%*
Neither important nor unimportant	(3)	**627**	121	228	135	143	349	278	342	278	72	100	169	161	76	431	75	513
		24%	*23%*	*25%*	*26%*	*23%*	*24%*	*24%*	*22%*	**28%g**	*23%*	**28%m**	*24%*	*25%*	*19%*	**26%m**	*23%*	*24%*
Important	(4)	**911**	176	297	192	246	472	438	543	347	112	120	247	221	139	588	113	742
		35%	*33%*	*32%*	*37%*	**39%b**	*32%*	**38%a**	*35%*	*35%*	*35%*	*34%*	*36%*	*35%*	*34%*	*35%*	*35%*	*35%*
Very important	(5)	**749**	178	259	141	171	438	312	506	232	84	80	200	180	152	459	84	622
		29%	*34%*	*28%*	*27%*	*27%*	*30%*	*27%*	**33%h**	*23%*	*27%*	*22%*	*29%*	*28%*	**37%ijkln**	*27%*	*26%*	*29%*
Don't know		**26**	5	13	2	6	19	8	18	7	2	9	5	2	4	16	2	19
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**288**	47	129	52	59	176	111	144	141	47	49	72	69	37	190	47	230
		11%	*9%*	**14%a**	*10%*	*9%*	*12%*	*10%*	*9%*	**14%g**	*15%*	*14%*	*10%*	*11%*	*9%*	*11%*	*15%*	*11%*
NET Important / Very important		**1660**	354	556	333	417	910	750	1050	579	196	200	447	401	291	1048	197	1363
		64%	*67%*	*60%*	*64%*	**67%b**	*63%*	*65%*	**68%h**	*58%*	*62%*	*56%*	**65%j**	*63%*	**71%ijn**	*62%*	*61%*	*64%*
Mean		**3.80**	**3.91b**	3.72	3.79	3.82	3.79	3.80	**3.90h**	3.64	3.67	3.64	**3.82j**	3.78	**3.98ijln**	3.77	3.66	3.81
Std Dev.		**1.04**	1.01	1.08	1.00	1.02	1.06	1.01	1.02	1.06	1.17	1.03	1.00	1.03	1.02	1.02	1.16	1.02
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important (1)	**70**	54	16	4	63	2	4	1	2	4	6	7	3	9	8	17	7	*	2
	3%	*2%*	*4%*	*3%*	*3%*	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*4%*	*1%*	*4%*	*2%*	*5%*	*3%*	*1%*	*1%*
Not very important (2)	**217**	190	27	6	175	26	12	4	10	33	20	17	18	14	18	18	27	1	25
	8%	*9%*	*7%*	*5%*	*8%*	*12%*	*9%*	*6%*	*9%*	*12%*	*9%*	*9%*	*8%*	*6%*	*5%*	*5%*	**13%no**	*4%*	**13%mno**
Neither important nor unimportant (3)	**627**	527	100	34	518	61	30	17	35	68	46	55	67	64	60	55	68	12	50
	24%	*24%*	*27%*	*28%*	*24%*	*27%*	*24%*	*23%*	**30%no**	*24%*	*21%*	**28%no**	**30%no**	**26%o**	*18%*	*16%*	**32%no**	**35%no**	**26%o**
Important (4)	**911**	774	136	39	761	66	51	33	30	87	81	74	64	91	99	155	79	14	51
	35%	*35%*	*36%*	*32%*	*35%*	*29%*	**41%e**	**44%de**	*26%*	*31%*	*37%*	**39%hr**	*29%*	*37%*	*29%*	**45%hilnr**	*36%*	*42%*	*27%*
Very important (5)	**749**	658	92	35	635	68	29	18	36	86	63	39	70	65	150	94	31	6	62
	29%	*30%*	*24%*	*29%*	*29%*	*30%*	*23%*	*24%*	**31%kp**	**30%p**	**29%p**	*20%*	**31%p**	**27%p**	**44%hijklmopqr**	**27%p**	*15%*	*18%*	**32%kp**
Don't know	**26**	23	3	2	23	1	*	2	1	6	1	-	2	-	4	5	4	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	**3%ef**	*1%*	*2%*	*1%*	-	*1%*	-	*1%*	*1%*	*2%*	-	*1%*
NET Not at all important/ Not very important	**288**	245	43	11	238	28	16	5	12	38	25	25	21	23	26	35	34	2	27
	11%	*11%*	*12%*	*9%*	*11%*	*13%*	*13%*	*7%*	*11%*	*13%*	*12%*	*13%*	*9%*	*9%*	*8%*	*10%*	**16%n**	*5%*	*14%*
NET Important / Very important	**1660**	1432	228	74	1395	134	80	51	66	174	144	113	134	156	249	249	110	21	113
	64%	*64%*	*61%*	*61%*	*64%*	*59%*	*63%*	*67%*	*58%*	*61%*	**66%p**	*59%*	*60%*	**64%p**	**74%hiklpr**	**72%hiklpr**	*51%*	*60%*	*59%*
Mean	**3.80**	3.81	3.70	3.80	3.80	3.77	3.70	3.85	**3.77p**	**3.78p**	**3.81p**	3.63	**3.81p**	**3.78p**	**4.09hijklmpqr**	**3.86p**	3.48	3.72	**3.77p**
Std Dev.	**1.04**	1.03	1.05	1.04	1.04	1.04	1.03	0.91	1.06	1.06	1.04	1.03	1.02	1.02	1.02	1.04	1.00	0.86	1.07
Std Error	**0.02**	0.03	0.03	0.05	0.03	0.05	0.05	0.05	0.09	0.09	0.09	0.09	0.08	0.09	0.09	0.09	0.09	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important	(1)	70	47	13	4	4	2	60	6	39	14	5	8	4	53	12
		3%	*5%bc*	*1%*	*1%*	*2%*	*4%*	*3%b*	*3%*	*4%ij*	*1%*	*1%*	*6%ij*	*10%*	*3%*	*7%ijm*
Not very important	(2)	217	92	76	30	17	2	168	19	90	84	29	11	2	173	13
		8%	*10%*	*8%*	*8%*	*9%*	*4%*	*9%*	*8%*	*9%*	*8%*	*7%*	*8%*	*4%*	*9%*	*7%*
Neither important nor unimportant	(3)	627	229	219	119	40	13	448	53	207	233	134	36	10	439	45
		24%	*24%*	*23%*	*30%bf*	*21%*	*24%*	*23%*	*22%*	*22%*	*23%*	*31%him*	*27%*	*21%*	*22%*	*25%*
Important	(4)	911	298	381	134	77	12	678	89	298	411	141	41	14	709	55
		35%	*31%*	*39%ae*	*34%*	*41%ae*	*22%*	*35%*	*37%*	*31%*	*41%hj*	*33%*	*31%*	*32%*	*36%*	*31%*
Very important	(5)	749	292	271	106	49	21	563	70	314	264	114	37	13	578	49
		29%	*30%*	*28%*	*27%*	*26%*	*38%*	*29%*	*29%*	*33%i*	*26%*	*27%*	*28%*	*28%*	*29%*	*28%*
Don't know		26	7	7	5	-	5	14	5	9	8	4	1	2	17	3
		1%	*1%*	*1%*	*1%*	-	*9%abcdfg*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*5%*	*1%*	*2%*
NET Not at all important/ Not very important		288	139	89	34	21	4	228	25	129	98	34	18	6	226	25
		11%	*14%bc*	*9%*	*9%*	*11%*	*7%*	*12%*	*10%*	*13%j*	*10%*	*8%*	*14%*	*14%*	*11%*	*14%*
NET Important / Very important		1660	590	652	240	126	34	1242	159	612	675	255	78	27	1287	105
		64%	*61%*	*67%a*	*60%*	*67%*	*60%*	*64%*	*66%*	*64%*	*67%*	*60%*	*59%*	*60%*	*65%*	*59%*
Mean		3.80	3.73	3.85	3.78	3.80	3.96	3.79	3.83	3.80	3.82	3.78	3.67	3.67	3.81	3.67
Std Dev.		1.04	1.14	0.96	0.96	1.00	1.11	1.06	1.03	1.12	0.96	0.96	1.13	1.25	1.04	1.16
Std Error		0.02	0.04	0.03	0.05	0.07	0.15	0.02	0.06	0.04	0.03	0.05	0.10	0.19	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**70**	*	66	4	26	41	3	70	*	-	-	70	-
		3%	*	*3%*	*9%*	*3%*	*2%*	*2%*	*3%*	*2%*	-	-	*3%*	-
Not very important	(2)	**217**	11	207	*	56	158	3	215	*	-	1	216	1
		8%	*6%*	*9%*	*	*7%*	**9%f**	*2%*	*8%*	*1%*	-	*25%*	*8%*	*4%*
Neither important nor unimportant	(3)	**627**	39	583	5	151	441	36	614	1	6	2	621	4
		24%	*21%*	*25%*	*12%*	*20%*	**26%d**	*24%*	*24%*	*3%*	*52%*	*48%*	*24%*	*28%*
Important	(4)	**911**	64	829	18	274	578	59	885	19	3	*	907	4
		35%	*34%*	*35%*	*46%*	*36%*	*34%*	*39%*	*35%*	*66%*	*21%*	*2%*	*35%*	*26%*
Very important	(5)	**749**	70	668	11	235	468	47	732	9	3	1	744	5
		29%	**38%b**	*28%*	*28%*	*31%*	*28%*	*31%*	*29%*	*29%*	*26%*	*25%*	*29%*	*35%*
Don't know		**26**	2	22	2	14	9	3	25	-	-	-	25	1
		1%	*1%*	*1%*	*5%*	**2%e**	*1%*	*2%*	*1%*	-	-	-	*1%*	*7%*
NET Not at all important/ Not very important		**288**	11	273	4	82	199	7	285	1	-	1	286	1
		11%	*6%*	*11%*	*9%*	*11%*	**12%f**	*4%*	*11%*	*2%*	-	*25%*	*11%*	*4%*
NET Important / Very important		**1660**	134	1497	30	509	1045	106	1617	28	6	1	1650	8
		64%	*72%*	*63%*	*74%*	**67%e**	*62%*	*70%*	*64%*	*95%*	*48%*	*26%*	*64%*	*61%*
Mean		**3.80**	**4.05b**	3.78	3.87	3.86	3.75	3.96	3.79	4.20	3.74	3.26	3.80	3.99
Std Dev.		**1.04**	0.92	1.04	1.15	1.06	1.04	0.92	1.04	0.68	0.88	1.23	1.04	0.96
Std Error		**0.02**	0.07	0.02	0.18	0.04	0.03	0.07	0.02	0.13	0.21	0.55	0.02	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**70**	23	18	26	4	11	-	12	-	18	-	11	-	14	-	4	-
	3%	*3%*	**4%d**	*3%*	*1%*	*3%*	-	*3%*	-	**4%a**	-	*3%*	-	*3%*	-	*1%*	-
Not very important (2)	**217**	70	31	69	48	37	-	33	-	31	-	36	-	32	-	48	-
	8%	*8%*	*7%*	*8%*	*10%*	*9%*	-	*8%*	-	*7%*	-	*8%*	-	*7%*	-	*10%*	-
Neither important nor unimportant (3)	**627**	211	97	218	101	106	-	105	-	97	-	125	-	93	-	101	-
	24%	*25%*	*23%*	*25%*	*22%*	*25%*	-	*25%*	-	*23%*	-	*29%*	-	*21%*	-	*22%*	-
Important (4)	**911**	288	145	313	164	135	-	153	-	145	-	138	-	175	-	164	-
	35%	*34%*	*35%*	*36%*	*36%*	*32%*	-	*36%*	-	*35%*	-	*32%*	-	*40%*	-	*36%*	-
Very important (5)	**749**	243	122	243	141	127	-	117	-	122	-	117	-	126	-	141	-
	29%	*29%*	*29%*	*28%*	*31%*	*30%*	-	*27%*	-	*29%*	-	*27%*	-	*29%*	-	*31%*	-
Don't know	**26**	14	3	7	2	6	-	8	-	3	-	5	-	2	-	2	-
	1%	*2%*	*1%*	*1%*	*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*	-	*	-
NET Not at all important/ Not very important	**288**	93	49	94	52	48	-	45	-	49	-	48	-	46	-	52	-
	11%	*11%*	*12%*	*11%*	*11%*	*11%*	-	*10%*	-	*12%*	-	*11%*	-	*10%*	-	*11%*	-
NET Important / Very important	**1660**	532	266	556	306	262	-	270	-	266	-	255	-	302	-	306	-
	64%	*63%*	*64%*	*64%*	*66%*	*62%*	-	*63%*	-	*64%*	-	*59%*	-	**68%k**	-	*66%*	-
Mean	**3.80**	3.79	3.78	3.78	3.85	3.79	-	3.78	-	3.78	-	3.73	-	3.83	-	3.85	-
Std Dev.	**1.04**	1.04	1.08	1.03	1.00	1.05	-	1.03	-	1.08	-	1.04	-	1.03	-	1.00	-
Std Error	**0.02**	0.04	0.05	0.04	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	18	-	18	8	10	2	5	3	2	-	4	3	6	5	6	6	13	5	16
	1%	-	1%	1%	1%	*	1%l	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	1%
Not very important (2)	45	-	45	34	10	15	1	3	8	7	5	7	16	11	18	11	42	3	43
	2%	-	2%	3%d	1%	4%fg	*	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	1%	2%
Neither important nor unimportant (3)	297	-	297	164	130	52	35	60	33	42	26	47	88	93	116	74	262	34	299
	11%	-	11%	13%	10%	14%	11%	13%	10%	8%	8%	17%ij	12%	12%	11%	12%	11%	14%	12%
Important (4)	1124	-	1124	573	550	122	152	215	132	255	126	121	274	347	502	247	1025	87	1154
	43%	-	43%	44%	42%	33%	46%e	45%e	40%	51%ehj	39%	44%e	39%	43%	46%l	41%	44%	37%	45%
Very important (5)	1098	-	1098	509	588	174	136	192	150	189	156	100	310	342	446	256	982	105	1050
	42%	-	42%	39%	45%c	47%k	41%	40%	46%	38%	49%ik	36%	44%	43%	41%	43%	42%	45%	41%
Don't know	20	-	20	4	16	8	2	4	2	4	2	-	9	6	6	2	18	2	20
	1%	-	1%	*	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	62	-	62	42	20	17	6	6	10	7	8	9	22	16	25	18	55	8	59
	2%	-	2%	3%d	2%	4%gl	2%	1%	3%	1%	3%	3%	3%	2%	2%	3%	2%	3%	2%
NET Important / Very important	2221	-	2221	1082	1138	296	288	407	282	445	282	221	584	690	948	503	2007	192	2204
	85%	-	85%	84%	87%	79%	87%e	85%	86%	89%ek	88%ek	80%	83%	86%	87%	84%	86%	82%	85%
Mean	4.26	-	4.26	4.20	4.32c	4.24	4.26	4.25	4.29	4.27k	4.35k	4.11	4.25	4.27	4.25	4.24	4.26	4.22	4.24
Std Dev.	0.78	-	0.78	0.80	0.75	0.88	0.77	0.74	0.79	0.67	0.79	0.84	0.83	0.76	0.76	0.82	0.77	0.88	0.77
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.05	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 121

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important	(1)	**18**	4	12	1	1	16	2	10	8	3	1	2	3	9	6	3	15
		1%	*1%*	*1%*	*	*	***1%f***	*	*1%*	*1%*	*1%*	*	*	*	***2%kn***	*	*1%*	*1%*
Not very important	(2)	**45**	10	22	9	4	32	13	19	25	5	7	14	10	5	32	5	38
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
Neither important nor unimportant	(3)	**297**	55	92	60	89	147	149	169	119	41	51	87	49	38	186	42	230
		11%	*10%*	*10%*	*12%*	*14%*	*10%*	*13%*	*11%*	*12%*	*13%*	***14%l***	***13%l***	*8%*	*9%*	*11%*	*13%*	*11%*
Important	(4)	**1124**	196	418	238	271	615	509	697	416	144	145	291	303	156	740	146	910
		43%	*37%*	***45%a***	***46%a***	*43%*	*42%*	*44%*	*45%*	*41%*	*45%*	*41%*	*42%*	***48%m***	*38%*	*44%*	*46%*	*43%*
Very important	(5)	**1098**	260	370	211	256	630	467	650	426	124	153	291	264	197	709	125	919
		42%	***49%bcd***	*40%*	*41%*	*41%*	*43%*	*41%*	*42%*	*42%*	*39%*	*43%*	*42%*	*42%*	*48%*	*42%*	*39%*	*43%*
Don't know		**20**	3	12	1	5	14	6	9	10	*	1	6	3	3	11	*	15
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important		**62**	14	34	10	5	47	15	29	33	7	8	16	13	14	38	7	53
		2%	*3%*	***4%d***	*2%*	*1%*	***3%f***	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
NET Important / Very important		**2221**	456	789	450	527	1245	977	1347	843	268	299	583	567	353	1449	272	1829
		85%	*86%*	*85%*	*86%*	*84%*	*86%*	*85%*	*87%*	*84%*	*85%*	*83%*	*84%*	***90%jk***	*87%*	*86%*	*85%*	*86%*
Mean		**4.26**	4.33	4.22	4.25	4.25	4.26	4.25	4.27	4.23	4.21	4.24	4.25	4.30	4.30	4.26	4.21	4.27
Std Dev.		**0.78**	0.80	0.82	0.74	0.73	0.81	0.74	0.75	0.82	0.79	0.79	0.78	0.72	0.86	0.76	0.79	0.78
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important (1)	**18**	16	1	*	14	1	1	*	-	-	-	1	4	1	3	4	2	1	*
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*	*2%*	*	*1%*	*1%*	*1%*	**3%hijr**	*
Not very important (2)	**45**	39	6	*	36	4	3	1	2	9	6	2	6	3	2	3	3	-	4
	2%	*2%*	*2%*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	*2%*
Neither important nor unimportant (3)	**297**	249	48	14	256	21	12	8	13	42	29	23	30	19	44	23	33	4	17
	11%	*11%*	*13%*	*11%*	*12%*	*9%*	*9%*	*11%*	*12%*	**15%o**	*14%*	*12%*	*13%*	*8%*	*13%*	*7%*	**15%o**	*12%*	*9%*
Important (4)	**1124**	954	169	52	926	103	58	36	47	87	72	88	87	114	130	190	113	20	83
	43%	*43%*	*45%*	*43%*	*43%*	*46%*	*46%*	*48%*	*41%*	*30%*	*33%*	**46%lj**	*39%*	**47%lj**	*38%*	**55%hijlnr**	**52%ijln**	**59%hijln**	**44%l**
Very important (5)	**1098**	952	146	53	925	93	51	28	50	145	109	78	96	105	154	123	64	9	84
	42%	*43%*	*39%*	*43%*	*43%*	*42%*	*40%*	*37%*	**45%pq**	**51%opq**	**50%opq**	*41%*	**43%p**	**43%p**	**45%pq**	*36%*	*30%*	*26%*	**44%pq**
Don't know	**20**	16	5	2	17	1	1	1	1	4	1	-	-	2	6	1	2	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*2%*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**62**	55	7	1	50	6	4	2	2	9	6	3	10	4	5	7	5	1	5
	2%	*2%*	*2%*	*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*
NET Important / Very important	**2221**	1906	315	105	1851	197	109	65	97	231	181	166	183	219	284	313	177	29	168
	85%	*86%*	*84%*	*87%*	*85%*	*88%*	*86%*	*85%*	*86%*	*81%*	*83%*	*86%*	*82%*	**90%l**	*84%*	**91%lip**	*82%*	*85%*	*88%*
Mean	**4.26**	4.26	4.22	4.32	4.26	4.26	4.23	4.22	**4.29p**	**4.30p**	**4.32p**	4.25	4.19	**4.32pq**	4.29	4.24	4.09	4.05	**4.30p**
Std Dev.	**0.78**	0.78	0.75	0.69	0.78	0.76	0.81	0.75	0.75	0.84	0.80	0.75	0.89	0.71	0.79	0.71	0.76	0.83	0.75
Std Error	**0.02**	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.07	0.07	0.06	0.07	0.06	0.07	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important (1)	**18**	5	8	4	-	1	13	1	2	8	5	*	2	10	2
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*	*1%*	*1%*	*	*4%*	*1%*	*1%*
Not very important (2)	**45**	15	15	7	6	-	30	6	16	13	11	4	-	29	4
	2%	*2%*	*2%*	*2%*	*3%*	-	*2%*	*2%*	*2%*	*1%*	*3%*	*3%*	-	*1%*	*2%*
Neither important nor unimportant (3)	**297**	77	102	86	14	10	179	24	78	95	84	25	6	173	31
	11%	*8%*	*11%*	**22%abdfg**	*8%*	*17%*	*9%*	*10%*	*8%*	*9%*	**20%him**	**19%him**	*14%*	*9%*	**17%him**
Important (4)	**1124**	383	461	168	84	20	844	104	354	515	178	53	17	869	69
	43%	*40%*	**48%a**	*42%*	*45%*	*35%*	*44%*	*43%*	*37%*	**51%hjmn**	*42%*	*40%*	*37%*	**44%h**	*39%*
Very important (5)	**1098**	481	377	129	80	21	859	101	502	375	145	50	18	877	68
	42%	**50%bcf**	*39%*	*32%*	*43%*	*37%*	**44%bc**	*42%*	**52%ijkmn**	*37%*	*34%*	*38%*	*40%*	**45%ij**	*38%*
Don't know	**20**	3	3	4	2	5	7	8	4	7	3	1	2	11	3
	1%	*	*	*1%*	*1%*	**10%abcdf**	*	**3%abf**	*	*1%*	*1%*	*1%*	*5%*	*1%*	*2%*
NET Not at all important/ Not very important	**62**	21	23	11	6	1	43	7	19	20	17	4	2	39	6
	2%	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*
NET Important / Very important	**2221**	864	839	297	165	41	1703	205	856	890	323	103	35	1746	137
	85%	**90%ce**	**87%ce**	*75%*	**88%ce**	*72%*	**88%ce**	**84%c**	**90%jkn**	**88%jkn**	*76%*	*77%*	*77%*	**89%jkn**	*77%*
Mean	**4.26**	**4.37bc**	**4.23c**	4.04	**4.29c**	4.18	**4.30c**	**4.27c**	**4.40ijkmn**	**4.23j**	4.05	4.13	4.15	**4.31ijkn**	4.13
Std Dev.	**0.78**	0.75	0.76	0.84	0.75	0.84	0.76	0.77	0.73	0.73	0.87	0.83	0.98	0.74	0.87
Std Error	**0.02**	0.02	0.02	0.04	0.05	0.11	0.02	0.05	0.02	0.02	0.04	0.07	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**18**	-	18	-	2	16	-	18	-	-	-	18	-
		1%	-	*1%*	-	*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**45**	*	41	4	14	26	5	43	1	-	-	44	1
		2%	*	*2%*	*9%*	*2%*	*2%*	*3%*	*2%*	*4%*	-	-	*2%*	*8%*
Neither important nor unimportant	(3)	**297**	26	269	1	73	200	25	280	3	3	5	287	5
		11%	*14%*	*11%*	*3%*	*10%*	*12%*	*16%*	*11%*	*12%*	*24%*	*98%*	*11%*	*39%*
Important	(4)	**1124**	66	1046	12	307	758	59	1100	16	5	-	1121	2
		43%	*35%*	*44%*	*29%*	*41%*	*45%*	*39%*	*43%*	*56%*	*37%*	-	*43%*	*18%*
Very important	(5)	**1098**	88	988	22	351	687	59	1081	8	5	*	1094	4
		42%	*47%*	*42%*	*53%*	**46%e**	*41%*	*39%*	*43%*	*28%*	*38%*	*2%*	*42%*	*27%*
Don't know		**20**	6	13	2	10	7	4	19	*	*	-	19	1
		1%	**3%b**	*1%*	*5%*	*1%*	*	**2%e**	*1%*	*1%*	*1%*	-	*1%*	*7%*
NET Not at all important/ Not very important		**62**	*	58	4	15	42	5	60	1	-	-	61	1
		2%	*	*2%*	*9%*	*2%*	*2%*	*3%*	*2%*	*4%*	-	-	*2%*	*8%*
NET Important / Very important		**2221**	153	2035	33	658	1445	118	2181	25	9	*	2215	6
		85%	*83%*	*86%*	*83%*	**87%f**	*85%*	*78%*	*86%*	*84%*	*75%*	*2%*	*86%*	*45%*
Mean		**4.26**	4.34	4.25	4.33	**4.33e**	4.23	4.16	4.26	4.09	4.15	3.05	4.26	3.70
Std Dev.		**0.78**	0.73	0.78	0.94	0.75	0.79	0.83	0.78	0.75	0.81	0.33	0.78	1.03
Std Error		**0.02**	0.06	0.02	0.15	0.03	0.02	0.07	0.02	0.15	0.20	0.15	0.02	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**18**	4	2	11	*	3	-	1	-	2	-	5	-	7	-	*	-
	1%	*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*	-
Not very important (2)	**45**	15	5	16	9	5	-	10	-	5	-	8	-	8	-	9	-
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*2%*	-
Neither important nor unimportant (3)	**297**	90	44	104	58	47	-	44	-	44	-	49	-	56	-	58	-
	11%	*11%*	*11%*	*12%*	*13%*	*11%*	-	*10%*	-	*11%*	-	*11%*	-	*13%*	-	*13%*	-
Important (4)	**1124**	386	174	361	203	177	-	210	-	174	-	173	-	188	-	203	-
	43%	*45%*	*42%*	*41%*	*44%*	*42%*	-	*49%*	-	*42%*	-	*40%*	-	*42%*	-	*44%*	-
Very important (5)	**1098**	350	186	374	188	187	-	163	-	186	-	190	-	185	-	188	-
	42%	*41%*	*45%*	*43%*	*41%*	*44%*	-	*38%*	-	*45%*	-	*44%*	-	*42%*	-	*41%*	-
Don't know	**20**	4	5	9	2	2	-	1	-	5	-	9	-	*	-	2	-
	1%	*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-	***2%m***	-	*	-	*	-
NET Not at all important/ Not very important	**62**	19	7	27	9	8	-	11	-	7	-	13	-	15	-	9	-
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	-	*3%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-
NET Important / Very important	**2221**	736	360	735	391	364	-	372	-	360	-	362	-	373	-	391	-
	85%	*87%*	*87%*	*84%*	*85%*	*86%*	-	*87%*	-	*87%*	-	*84%*	-	*84%*	-	*85%*	-
Mean	**4.26**	4.26	4.31	4.23	4.24	4.29	-	4.23	-	4.31	-	4.26	-	4.21	-	4.24	-
Std Dev.	**0.78**	0.75	0.75	0.83	0.75	0.77	-	0.74	-	0.75	-	0.82	-	0.84	-	0.75	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	15	-	15	12	3	1	2	1	3	5	1	2	3	4	7	3	14	*	22
	1%	-	1%	1%	*	*	1%	*	1%	1%	*	1%	*	1%	1%	*	1%	*	1%
Not very important (2)	61	-	61	37	24	17	8	9	2	9	8	8	25	11	24	16	55	6	74
	2%	-	2%	3%	2%	5%h	2%	2%	1%	2%	2%	3%	4%m	1%	2%	3%	2%	2%	3%
Neither important nor unimportant (3)	274	-	274	155	117	62	37	49	36	44	18	29	99	85	91	47	248	24	322
	11%	-	11%	12%	9%	17%gj	11%	10%	11%	9%	6%	10%	14%no	11%	8%	8%	11%	10%	12%
Important (4)	1040	-	1040	526	513	132	158	191	125	196	138	100	291	315	435	238	942	94	1047
	40%	-	40%	41%	39%	36%	48%ek	40%	38%	39%	43%	36%	41%	39%	40%	40%	40%	40%	41%
Very important (5)	1186	-	1186	556	629	152	123	222	160	241	149	139	275	382	529	288	1059	110	1094
	46%	-	46%	43%	48%	41%	37%	47%f	49%f	48%f	47%	50%f	39%	48%l	48%l	48%l	45%	47%	42%
Don't know	25	-	25	6	19	7	4	5	2	3	5	-	10	7	8	5	23	1	23
	1%	-	1%	*	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	*	1%
NET Not at all important/ Not very important	76	-	76	49	27	19	10	11	4	13	9	10	28	15	32	19	69	6	96
	3%	-	3%	4%	2%	5%	3%	2%	1%	3%	3%	4%	4%	2%	3%	3%	3%	3%	4%
NET Important / Very important	2226	-	2226	1081	1142	285	281	412	285	437	288	239	566	697	963	526	2001	204	2141
	86%	-	86%	84%	88%c	76%	85%e	86%e	87%e	88%e	90%e	86%e	80%	87%l	88%l	88%l	85%	87%	83%
Mean	4.29	-	4.29	4.23	4.35c	4.14	4.20	4.32e	4.35e	4.34e	4.36e	4.32	4.17	4.33l	4.34l	4.34l	4.28	4.31	4.22
Std Dev.	0.79	-	0.79	0.84	0.74	0.89	0.77	0.76	0.76	0.79	0.73	0.83	0.84	0.76	0.78	0.78	0.80	0.77	0.84
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important (1)	**15**	1	3	8	4	4	11	8	7	1	6	2	4	2	12	1	14
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*2%*	*	*1%*	*	*1%*	*	*1%*
Not very important (2)	**61**	11	23	13	14	34	27	39	21	3	13	14	20	5	47	3	54
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*1%*	*3%*
Neither important nor unimportant (3)	**274**	53	74	76	71	128	147	172	98	44	39	76	59	38	173	46	213
	11%	*10%*	*8%*	**15%b**	*11%*	*9%*	**13%e**	*11%*	*10%*	*14%*	*11%*	*11%*	*9%*	*9%*	*10%*	*14%*	*10%*
Important (4)	**1040**	197	380	212	251	577	464	630	395	118	141	274	270	157	685	119	856
	40%	*37%*	*41%*	*41%*	*40%*	*40%*	*40%*	*41%*	*39%*	*37%*	*39%*	*40%*	*43%*	*39%*	*41%*	*37%*	*40%*
Very important (5)	**1186**	261	434	210	281	694	491	694	472	151	157	319	274	204	750	152	973
	46%	**49%c**	*47%*	*40%*	*45%*	*48%*	*43%*	*45%*	*47%*	*48%*	*44%*	*46%*	*43%*	*50%*	*45%*	*47%*	*46%*
Don't know	**25**	6	12	2	6	17	8	11	13	*	3	7	5	2	15	*	17
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**76**	11	26	21	17	38	38	47	28	4	19	16	24	7	59	4	67
	3%	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	**5%l**	*2%*	*4%*	*2%*	*4%*	*1%*	*3%*
NET Important / Very important	**2226**	457	814	423	532	1271	955	1324	866	269	298	593	544	362	1436	271	1829
	86%	*87%*	**88%c**	*81%*	*85%*	**87%f**	*83%*	*85%*	*86%*	*85%*	*83%*	*86%*	*86%*	*89%*	*85%*	*85%*	*86%*
Mean	**4.29**	**4.35c**	**4.33c**	4.16	4.28	**4.34f**	4.23	4.27	4.31	4.31	4.21	4.30	4.26	4.37	4.27	4.30	4.29
Std Dev.	**0.79**	0.76	0.76	0.87	0.79	0.76	0.83	0.80	0.79	0.76	0.90	0.77	0.81	0.74	0.81	0.77	0.80
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.04	0.05	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important	(1)	**15**	10	5	*	11	2	2	1	*	4	-	1	1	1	-	1	2	1	1
		1%	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	*	*	*	-	*	*1%*	**3%jno**	*
Not very important	(2)	**61**	49	12	7	46	7	5	3	1	5	6	6	4	4	10	5	6	1	7
		2%	*2%*	*3%*	**6%a**	*2%*	*3%*	*4%*	*4%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%*
Neither important nor unimportant	(3)	**274**	237	37	18	224	27	14	9	16	24	26	13	21	27	43	18	35	6	21
		11%	*11%*	*10%*	*15%*	*10%*	*12%*	*11%*	*12%*	**14%o**	*9%*	**12%o**	*7%*	*10%*	*11%*	**13%o**	*5%*	**16%ko**	**19%ko**	*11%*
Important	(4)	**1040**	884	157	44	860	92	53	35	44	97	66	103	102	89	127	137	96	14	78
		40%	*40%*	*42%*	*36%*	*40%*	*41%*	*42%*	*46%*	*39%*	*34%*	*30%*	**53%hijmnor**	**46%j**	*36%*	*37%*	*40%*	**44%j**	*42%*	*41%*
Very important	(5)	**1186**	1027	159	49	1013	94	51	27	50	152	117	70	93	120	153	183	76	12	82
		46%	*46%*	*42%*	*40%*	**47%g**	*42%*	*41%*	*36%*	*44%*	**53%kpq**	**54%kpq**	*36%*	*42%*	**49%kp**	*45%*	**53%kpq**	*35%*	*34%*	*43%*
Don't know		**25**	20	5	2	21	3	1	1	1	4	2	-	2	3	6	-	2	-	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*2%*	-	*1%*	-	*1%*
NET Not at all important/ Not very important		**76**	59	17	8	57	9	6	3	2	9	6	7	5	5	10	6	8	2	7
		3%	*3%*	*4%*	**6%a**	*3%*	*4%*	*5%*	*4%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*	*5%*	*4%*
NET Important / Very important		**2226**	1911	315	93	1873	186	104	63	94	249	183	172	194	208	280	320	172	26	160
		86%	**86%c**	*84%*	*77%*	*86%*	*83%*	*83%*	*82%*	*83%*	*87%*	*84%*	**89%pq**	*87%*	*86%*	*83%*	**93%hjnpqr**	*79%*	*76%*	*84%*
Mean		**4.29**	**4.30c**	4.23	4.13	**4.31fg**	4.21	4.18	4.15	4.27	**4.38pq**	**4.37pq**	4.22	4.27	**4.34pq**	4.27	**4.44kpqr**	4.11	4.01	4.24
Std Dev.		**0.79**	0.78	0.85	0.90	0.78	0.84	0.88	0.83	0.78	0.82	0.80	0.74	0.75	0.77	0.80	0.70	0.84	0.96	0.82
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.06	0.06	0.07	0.07	0.06	0.07	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important	(1)	15	4	7	1	2	*	11	3	3	7	2	1	1	10	3
		1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*3%*	*1%*	*2%*
Not very important	(2)	61	18	25	10	7	*	43	7	25	22	5	6	2	47	7
		2%	*2%*	*3%*	*3%*	*4%*	*	*2%*	*3%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	*4%*
Neither important nor unimportant	(3)	274	79	73	86	26	3	152	29	59	104	76	22	4	162	26
		11%	*8%*	*8%*	**22%abefg**	**14%abf**	*5%*	*8%*	*12%*	*6%*	**10%h**	**18%him**	**16%hm**	*10%*	*8%*	**15%hm**
Important	(4)	1040	342	432	161	79	16	774	96	297	481	192	56	11	778	67
		40%	*35%*	**45%a**	*40%*	*42%*	*29%*	*40%*	*39%*	*31%*	**47%hm**	**45%h**	**42%h**	*25%*	**40%h**	*38%*
Very important	(5)	1186	516	427	136	72	29	942	101	563	393	148	48	23	956	71
		46%	**53%bcdg**	**44%c**	*34%*	*38%*	*51%*	**49%cd**	*41%*	**59%ijkmn**	*39%*	*35%*	*36%*	*51%*	**49%ijk**	*40%*
Don't know		25	7	4	4	*	8	11	8	9	7	4	-	3	16	3
		1%	*1%*	*	*1%*	*	**14%abcdfg**	*1%*	**3%abf**	*1%*	*1%*	*1%*	-	*7%*	*1%*	*2%*
NET Not at all important/ Not very important		76	22	31	12	9	1	53	10	29	29	7	7	3	57	10
		3%	*2%*	*3%*	*3%*	*5%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*5%*	*6%*	*3%*	**6%j**
NET Important / Very important		2226	857	859	297	152	45	1716	197	860	874	340	104	34	1734	138
		86%	**89%cdg**	**89%cdg**	*74%*	*81%*	*80%*	**89%cdg**	*81%*	**90%jkn**	**86%jn**	*80%*	*78%*	*77%*	**88%jkn**	*78%*
Mean		4.29	**4.41bcdg**	**4.30cd**	4.06	4.13	4.50	**4.35cdg**	4.21	**4.47ijkmn**	4.22	4.14	4.08	4.28	**4.34ijkn**	4.13
Std Dev.		0.79	0.76	0.77	0.83	0.88	0.70	0.77	0.85	0.76	0.77	0.77	0.89	1.02	0.77	0.92
Std Error		0.02	0.02	0.03	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.08	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**15**	1	13	-	7	7	1	14	*	-	-	15	-
		1%	*1%*	*1%*	-	*1%*	*	*	*1%*	*2%*	-	-	*1%*	-
Not very important	(2)	**61**	-	61	-	20	40	1	60	1	-	-	61	-
		2%	-	*3%*	-	*3%*	*2%*	*1%*	*2%*	*4%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**274**	25	248	2	73	178	24	257	5	3	4	266	5
		11%	*13%*	*10%*	*5%*	*10%*	*10%*	*16%*	*10%*	*17%*	*26%*	*73%*	*10%*	*38%*
Important	(4)	**1040**	58	966	17	265	712	64	1010	17	8	1	1035	4
		40%	*31%*	*41%*	*41%*	*35%*	***42%d***	*42%*	*40%*	*57%*	*66%*	*25%*	*40%*	*31%*
Very important	(5)	**1186**	97	1069	20	382	745	59	1176	6	1	-	1183	3
		46%	*52%*	*45%*	*49%*	***50%e***	*44%*	*39%*	*46%*	*19%*	*7%*	-	*46%*	*23%*
Don't know		**25**	5	19	2	10	12	3	24	-	-	*	24	1
		1%	*3%*	*1%*	*5%*	*1%*	*1%*	*2%*	*1%*	-	-	*2%*	*1%*	*7%*
NET Not at all important/ Not very important		**76**	1	74	-	27	47	2	74	2	-	-	76	-
		3%	*1%*	*3%*	-	*4%*	*3%*	*1%*	*3%*	*6%*	-	-	*3%*	-
NET Important / Very important		**2226**	155	2035	36	646	1457	123	2186	23	9	1	2218	7
		86%	*83%*	*86%*	*90%*	*85%*	*86%*	*81%*	*86%*	*77%*	*74%*	*25%*	*86%*	*54%*
Mean		**4.29**	4.37	4.28	4.46	4.33	4.28	4.21	4.30	3.89	3.81	3.26	4.29	3.84
Std Dev.		**0.79**	0.78	0.80	0.60	0.83	0.78	0.77	0.79	0.83	0.57	0.49	0.79	0.83
Std Error		**0.02**	0.06	0.02	0.09	0.03	0.02	0.06	0.02	0.16	0.13	0.25	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**15**	5	2	7	*	2	-	4	-	2	-	2	-	5	-	*	-
	1%	*1%*	*1%*	*1%*	*	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*	-
Not very important (2)	**61**	23	7	21	10	12	-	11	-	7	-	9	-	12	-	10	-
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	-	*3%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*	-
Neither important nor unimportant (3)	**274**	93	48	85	50	41	-	52	-	48	-	45	-	40	-	50	-
	11%	*11%*	*11%*	*10%*	*11%*	*10%*	-	*12%*	-	*11%*	-	*10%*	-	*9%*	-	*11%*	-
Important (4)	**1040**	352	152	360	177	178	-	174	-	152	-	186	-	174	-	177	-
	40%	*41%*	*37%*	*41%*	*38%*	*42%*	-	*41%*	-	*37%*	-	*43%*	-	*39%*	-	*38%*	-
Very important (5)	**1186**	373	201	392	220	186	-	186	-	201	-	184	-	208	-	220	-
	46%	*44%*	*48%*	*45%*	*48%*	*44%*	-	*44%*	-	*48%*	-	*42%*	-	*47%*	-	*48%*	-
Don't know	**25**	4	5	11	5	2	-	1	-	5	-	8	-	4	-	5	-
	1%	*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-
NET Not at all important/ Not very important	**76**	28	9	28	10	13	-	15	-	9	-	11	-	17	-	10	-
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*4%*	-	*2%*	-
NET Important / Very important	**2226**	725	353	752	396	365	-	360	-	353	-	369	-	382	-	396	-
	86%	*85%*	*85%*	*86%*	*86%*	*87%*	-	*84%*	-	*85%*	-	*85%*	-	*86%*	-	*86%*	-
Mean	**4.29**	4.26	4.32	4.28	4.33	4.28	-	4.24	-	4.32	-	4.27	-	4.29	-	4.33	-
Std Dev.	**0.79**	0.80	0.79	0.80	0.76	0.78	-	0.83	-	0.79	-	0.77	-	0.83	-	0.76	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	14	-	14	7	7	5	2	2	1	3	-	1	7	3	4	1	13	1	15
	1%	-	1%	1%	1%	1%	1%	*	*	1%	-	1%	1%	*	*	*	1%	1%	1%
Not very important (2)	43	-	43	25	18	10	3	6	4	11	5	3	13	10	19	8	38	5	41
	2%	-	2%	2%	1%	3%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	2%
Neither important nor unimportant (3)	256	-	256	144	110	59	46	42	26	38	21	25	105	67	84	47	228	26	252
	10%	-	10%	11%	8%	16%ghij	14%ij	9%	8%	8%	7%	9%	15%mno	8%	8%	8%	10%	11%	10%
Important (4)	931	-	931	478	451	118	119	178	106	193	110	107	237	284	410	217	843	83	932
	36%	-	36%	37%	35%	32%	36%	37%	32%	39%	34%	39%	34%	35%	37%	36%	36%	35%	36%
Very important (5)	1327	-	1327	627	698	173	158	245	180	250	180	140	331	426	570	320	1200	110	1318
	51%	-	51%	49%	54%	46%	48%	51%	55%	50%	57%	50%	47%	53%	52%	54%	51%	47%	51%
Don't know	30	-	30	11	19	8	2	4	10	3	2	*	10	14	6	2	19	10	24
	1%	-	1%	1%	1%	2%	1%	1%	3%k	1%	1%	*	1%	2%	1%	*	1%	4%p	1%
NET Not at all important/ Not very important	57	-	57	32	25	15	6	8	5	14	5	5	20	13	23	10	51	6	56
	2%	-	2%	2%	2%	4%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	3%	2%
NET Important / Very important	2258	-	2258	1105	1150	291	277	424	286	443	290	247	568	710	980	538	2043	193	2250
	87%	-	87%	86%	88%	78%	84%	89%e	88%e	89%e	91%ef	89%e	81%	88%kl	90%kl	90%kl	87%	82%	87%
Mean	4.37	-	4.37	4.32	4.41c	4.22	4.30	4.39e	4.45e	4.37	4.47ef	4.37	4.26	4.42kl	4.40kl	4.43kl	4.37	4.31	4.37
Std Dev.	0.77	-	0.77	0.79	0.75	0.90	0.80	0.74	0.72	0.77	0.69	0.74	0.86	0.73	0.74	0.72	0.77	0.80	0.77
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important (1)	**14**	1	5	5	4	5	9	7	6	2	2	6	3	-	10	2	10
	1%	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*
Not very important (2)	**43**	11	14	7	11	24	18	22	20	7	4	12	5	6	20	7	27
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
Neither important nor unimportant (3)	**256**	40	79	66	72	119	138	158	94	34	46	59	57	30	162	36	197
	10%	*8%*	*9%*	**13%a**	*11%*	*8%*	**12%e**	*10%*	*9%*	*11%*	*13%*	*8%*	*9%*	*7%*	*10%*	*11%*	*9%*
Important (4)	**931**	180	347	186	218	527	404	566	350	114	128	241	240	140	609	115	760
	36%	*34%*	*37%*	*36%*	*35%*	*36%*	*35%*	*36%*	*35%*	*36%*	*36%*	*35%*	*38%*	*34%*	*36%*	*36%*	*36%*
Very important (5)	**1327**	295	470	257	305	765	562	784	524	153	175	369	328	227	872	153	1117
	51%	*56%*	*51%*	*49%*	*49%*	*53%*	*49%*	*50%*	*52%*	*48%*	*49%*	*53%*	*52%*	*56%*	*52%*	*48%*	*53%*
Don't know	**30**	2	12	*	16	14	16	16	12	7	5	6	1	4	11	8	15
	1%	*	*1%*	*	**3%ac**	*1%*	*1%*	*1%*	*1%*	**2%lm**	*1%*	*1%*	*	*1%*	*1%*	**3%p**	*1%*
NET Not at all important/ Not very important	**57**	11	18	12	15	30	27	30	25	9	6	17	7	6	30	9	37
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*
NET Important / Very important	**2258**	475	817	443	523	1292	966	1350	874	266	302	610	568	367	1480	268	1877
	87%	**90%d**	*88%*	*85%*	*84%*	**89%f**	*84%*	*87%*	*87%*	*84%*	*84%*	*88%*	*90%*	*90%*	*88%*	*83%*	*88%*
Mean	**4.37**	**4.44c**	4.38	4.31	4.33	**4.40f**	4.32	4.36	4.38	4.32	4.32	4.39	4.40	4.46	4.38	4.31	4.40
Std Dev.	**0.77**	0.73	0.75	0.82	0.80	0.74	0.81	0.76	0.78	0.81	0.78	0.78	0.72	0.70	0.76	0.81	0.75
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important	(1)	**14**	11	3	3	10	2	2	*	*	-	1	1	-	3	-	4	-	1	1
		1%	*1%*	*1%*	**2%a**	*	*1%*	*1%*	*	*	-	*1%*	*1%*	-	*1%*	-	*1%*	-	**3%ilnp**	*
Not very important	(2)	**43**	38	5	1	30	8	4	1	-	5	6	1	1	-	7	7	3	-	8
		2%	*2%*	*1%*	*1%*	*1%*	**4%d**	*3%*	*1%*	-	*2%*	*3%*	*1%*	*	-	*2%*	*2%*	*1%*	-	**4%hklm**
Neither important nor unimportant	(3)	**256**	232	24	4	212	25	11	9	9	32	21	18	33	16	34	17	30	3	21
		10%	**10%c**	*6%*	*3%*	*10%*	*11%*	*9%*	*11%*	*8%*	*11%*	*10%*	*9%*	**15%mo**	*7%*	*10%*	*5%*	**14%o**	*10%*	**11%o**
Important	(4)	**931**	781	150	49	789	63	48	31	42	72	63	84	74	87	134	150	82	13	51
		36%	*35%*	*40%*	*40%*	**36%e**	*28%*	**38%e**	**41%e**	**37%ir**	*25%*	*29%*	**44%ljr**	*33%*	*36%*	**40%ir**	**44%ljr**	**38%ir**	*37%*	*27%*
Very important	(5)	**1327**	1140	187	62	1108	124	61	35	60	172	122	87	113	137	152	165	100	17	107
		51%	*51%*	*50%*	*51%*	*51%*	*55%*	*49%*	*46%*	*53%*	**60%knqp**	*56%*	*45%*	*51%*	*56%*	*45%*	*48%*	*46%*	*50%*	*56%*
Don't know		**30**	25	5	3	27	3	*	1	1	5	4	1	2	-	11	-	2	-	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	-	**3%o**	-	*1%*	-	*1%*
NET Not at all important/ Not very important		**57**	49	8	4	40	10	6	1	*	5	7	3	1	3	7	11	3	1	9
		2%	*2%*	*2%*	*3%*	*2%*	**5%d**	**4%d**	*1%*	*	*2%*	*3%*	*1%*	*	*1%*	*2%*	*3%*	*1%*	*3%*	**5%hl**
NET Important / Very important		**2258**	1921	337	110	1896	187	109	66	103	244	185	170	187	224	286	315	182	30	157
		87%	*86%*	*90%*	*91%*	*87%*	*83%*	*87%*	*87%*	*91%*	*85%*	*85%*	*89%*	*84%*	**92%ljpr**	*84%*	**92%r**	*84%*	*86%*	*83%*
Mean		**4.37**	4.36	4.39	4.40	4.37	4.34	4.30	4.32	4.44	4.46	4.40	4.32	4.35	4.46	4.32	4.35	4.30	4.29	4.35
Std Dev.		**0.77**	0.78	0.74	0.80	0.76	0.89	0.86	0.74	0.68	0.76	0.83	0.73	0.75	0.71	0.75	0.78	0.76	0.92	0.88
Std Error		**0.02**	0.02	0.02	0.04	0.02	0.04	0.04	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important	(1)	14	1	3	4	4	1	4	6	3	3	5	1	1	6	2
		1%	*	*	1%a	2%abf	3%af	*	2%abf	*	*	1%	1%	3%	*	1%
Not very important	(2)	43	16	9	9	6	1	25	7	10	20	6	5	1	30	6
		2%	2%	1%	2%	3%	2%	1%	3%	1%	2%	1%	4%	2%	2%	3%
Neither important nor unimportant	(3)	256	60	82	75	29	6	142	35	47	107	68	13	15	154	28
		10%	6%	8%	19%abf	16%abf	10%	7%	14%abf	5%	11%h	16%him	10%	33%	8%h	16%hm
Important	(4)	931	330	371	145	61	16	701	77	318	391	165	46	8	709	54
		36%	34%	38%	36%	33%	28%	36%	31%	33%	39%	39%	34%	18%	36%	30%
Very important	(5)	1327	555	489	163	82	27	1044	109	570	479	179	68	17	1049	85
		51%	57%bcdg	51%c	41%	44%	48%	54%cdg	45%	60%ijmn	47%	42%	51%	39%	53%ij	48%
Don't know		30	3	13	3	4	5	16	10	8	14	4	*	2	22	2
		1%	*	1%	1%	2%a	9%abcf	1%	4%abcf	1%	1%	1%	*	5%	1%	1%
NET Not at all important/ Not very important		57	17	13	13	10	3	29	13	13	23	11	6	3	36	8
		2%	2%	1%	3%	6%abf	5%	2%	5%abf	1%	2%	3%	4%	6%	2%	5%h
NET Important / Very important		2258	885	860	308	143	42	1745	185	888	870	344	114	25	1758	139
		87%	92%cdeg	89%cdeg	77%	76%	75%	90%cdeg	76%	93%ijkmn	86%	81%	86%	57%	89%ijn	78%
Mean		4.37	4.48cdg	4.40cdg	4.14	4.15	4.27	4.44cdg	4.18	4.52ijkmn	4.32j	4.20	4.32	3.90	4.42ijn	4.22
Std Dev.		0.77	0.70	0.72	0.88	0.97	0.97	0.71	0.97	0.67	0.77	0.84	0.84	1.09	0.73	0.92
Std Error		0.02	0.02	0.02	0.05	0.07	0.13	0.02	0.06	0.02	0.02	0.04	0.07	0.17	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**14**	1	13	-	3	6	4	14	*	*	-	14	-
		1%	*1%*	*1%*	-	*	*	**3%de**	*1%*	*2%*	*	-	*1%*	-
Not very important	(2)	**43**	3	40	-	9	24	10	40	-	1	1	41	1
		2%	*1%*	*2%*	-	*1%*	*1%*	**7%de**	*2%*	-	*6%*	*23%*	*2%*	*8%*
Neither important nor unimportant	(3)	**256**	17	238	2	70	164	22	244	5	1	2	250	4
		10%	*9%*	*10%*	*5%*	*9%*	*10%*	*15%*	*10%*	*17%*	*12%*	*48%*	*10%*	*28%*
Important	(4)	**931**	47	870	14	249	635	47	905	17	6	*	928	2
		36%	*26%*	**37%a**	*34%*	*33%*	*38%*	*31%*	*36%*	*58%*	*49%*	*2%*	*36%*	*18%*
Very important	(5)	**1327**	112	1193	22	419	847	61	1310	7	4	1	1321	5
		51%	*61%*	*50%*	*54%*	**55%f**	*50%*	*40%*	*52%*	*24%*	*33%*	*27%*	*51%*	*39%*
Don't know		**30**	5	22	3	6	18	7	29	-	-	-	29	1
		1%	*3%*	*1%*	*7%*	*1%*	*1%*	**5%de**	*1%*	-	-	-	*1%*	*7%*
NET Not at all important/ Not very important		**57**	4	53	-	12	30	15	53	*	1	1	55	1
		2%	*2%*	*2%*	-	*2%*	*2%*	**10%de**	*2%*	*2%*	*7%*	*23%*	*2%*	*8%*
NET Important / Very important		**2258**	160	2063	35	668	1482	108	2215	24	10	1	2249	8
		87%	*86%*	*87%*	*88%*	**88%f**	**87%f**	*71%*	*87%*	*82%*	*82%*	*29%*	*87%*	*57%*
Mean		**4.37**	4.48	4.36	4.52	**4.43f**	**4.37f**	4.04	4.38	4.02	4.07	3.34	4.37	3.95
Std Dev.		**0.77**	0.79	0.77	0.61	0.75	0.75	1.07	0.77	0.75	0.89	1.24	0.77	1.07
Std Error		**0.02**	0.06	0.02	0.10	0.03	0.02	0.09	0.02	0.14	0.21	0.56	0.02	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**14**	5	-	4	5	1	-	4	-	-	-	1	-	3	-	5	-
	1%	*1%*	-	*	*1%*	*	-	*1%*	-	-	-	*	-	*1%*	-	*1%*	-
Not very important (2)	**43**	21	9	8	4	6	-	16	-	9	-	2	-	7	-	4	-
	2%	*2%*	*2%*	*1%*	*1%*	*1%*	-	**4%kq**	-	*2%*	-	*	-	*1%*	-	*1%*	-
Neither important nor unimportant (3)	**256**	72	47	92	45	31	-	41	-	47	-	38	-	54	-	45	-
	10%	*8%*	*11%*	*10%*	*10%*	*7%*	-	*10%*	-	*11%*	-	*9%*	-	*12%*	-	*10%*	-
Important (4)	**931**	306	140	326	160	145	-	160	-	140	-	165	-	160	-	160	-
	36%	*36%*	*34%*	*37%*	*35%*	*35%*	-	*37%*	-	*34%*	-	*38%*	-	*36%*	-	*35%*	-
Very important (5)	**1327**	436	215	434	242	236	-	200	-	215	-	216	-	218	-	242	-
	51%	*51%*	*52%*	*50%*	*52%*	**56%g**	-	*47%*	-	*52%*	-	*50%*	-	*49%*	-	*52%*	-
Don't know	**30**	9	4	12	5	2	-	7	-	4	-	10	-	2	-	5	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*	-	*1%*	-
NET Not at all important/ Not very important	**57**	27	9	12	9	7	-	20	-	9	-	3	-	9	-	9	-
	2%	*3%*	*2%*	*1%*	*2%*	*2%*	-	**5%k**	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-
NET Important / Very important	**2258**	741	355	760	401	381	-	360	-	355	-	382	-	379	-	401	-
	87%	*87%*	*85%*	*87%*	*87%*	**90%g**	-	*84%*	-	*85%*	-	*88%*	-	*85%*	-	*87%*	-
Mean	**4.37**	4.36	4.36	4.36	4.38	**4.45g**	-	4.27	-	4.36	-	4.40	-	4.32	-	4.38	-
Std Dev.	**0.77**	0.80	0.77	0.75	0.78	0.72	-	0.86	-	0.77	-	0.70	-	0.79	-	0.78	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.03	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	14	-	14	8	6	1	-	1	1	10	-	2	1	2	11	2	12	-	13
	1%	-	1%	1%	*	*	-	*	*	2%	-	1%	*	*	1%	*	1%	-	1%
Not very important (2)	31	-	31	19	12	3	4	4	2	3	9	6	7	6	18	15	29	2	31
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%	1%	1%	2%	3%m	1%	1%	1%
Neither important nor unimportant (3)	225	-	225	130	92	48	36	40	33	24	14	30	84	72	69	44	198	27	199
	9%	-	9%	10%d	7%	13%ij	11%ij	8%	10%l	5%	5%	11%ij	12%n	9%	6%	7%	8%	11%	8%
Important (4)	913	-	913	448	464	103	124	172	101	190	115	108	227	273	412	222	822	89	950
	35%	-	35%	35%	36%	28%	37%e	36%	31%	38%e	36%	39%e	32%	34%	38%	37%	35%	38%	37%
Very important (5)	1399	-	1399	679	718	209	166	259	188	265	178	133	375	447	576	311	1263	117	1371
	54%	-	54%	53%	55%	56%	50%	54%	58%	53%	56%	48%	53%	56%	53%	52%	54%	50%	53%
Don't know	20	-	20	8	12	8	1	1	2	6	2	-	9	3	7	2	18	1	18
	1%	-	1%	1%	1%	2%	*	*	1%	1%	1%	-	1%	*	1%	*	1%	1%	1%
NET Not at all important/ Not very important	45	-	45	26	18	4	4	5	3	12	9	7	8	8	29	17	41	2	44
	2%	-	2%	2%	1%	1%	1%	1%	1%	3%	3%	3%	1%	1%	3%	3%	2%	1%	2%
NET Important / Very important	2311	-	2311	1127	1182	312	290	431	290	455	293	240	602	721	989	533	2086	205	2321
	89%	-	89%	87%	91%c	84%	88%	90%e	89%	92%e	92%e	87%	86%	90%	90%l	89%	89%	87%	90%
Mean	4.41	-	4.41	4.38	4.45	4.42	4.37	4.44	4.46	4.42	4.46	4.31	4.40	4.45	4.40	4.39	4.42	4.37	4.42
Std Dev.	0.74	-	0.74	0.77	0.71	0.77	0.72	0.71	0.71	0.78	0.72	0.79	0.75	0.71	0.77	0.76	0.74	0.72	0.73
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important (1)	**14**	2	4	3	4	6	7	9	5	4	5	1	1	*	7	4	7
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*	**1%k**	**1%k**	*	*	*	*	*1%*	*
Not very important (2)	**31**	8	10	6	6	19	12	13	17	2	3	9	5	10	17	2	27
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**225**	44	66	55	61	110	116	148	75	37	46	36	43	42	125	40	168
	9%	*8%*	*7%*	*10%*	*10%*	*8%*	*10%*	*10%*	*7%*	**12%kn**	**13%kln**	*5%*	*7%*	**10%k**	*7%*	**12%p**	*8%*
Important (4)	**913**	159	331	193	231	489	424	537	358	105	122	267	219	127	608	106	751
	35%	*30%*	*36%*	*37%*	*37%*	*34%*	*37%*	*35%*	*36%*	*33%*	*34%*	*39%*	*35%*	*31%*	*36%*	*33%*	*35%*
Very important (5)	**1399**	310	504	264	321	813	585	834	543	167	182	374	363	222	918	168	1158
	54%	*59%*	*54%*	*51%*	*51%*	*56%*	*51%*	*54%*	*54%*	*53%*	*51%*	*54%*	*57%*	*54%*	*55%*	*52%*	*54%*
Don't know	**20**	5	11	*	3	17	3	13	6	*	1	6	2	6	8	*	15
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**45**	10	15	10	10	25	19	22	22	7	8	10	7	10	24	7	34
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*
NET Important / Very important	**2311**	468	834	457	552	1303	1009	1371	901	273	304	641	581	349	1527	274	1909
	89%	*89%*	*90%*	*88%*	*88%*	*90%*	*88%*	*88%*	*90%*	*86%*	*85%*	**93%ijm**	**92%ijm**	*86%*	**91%jm**	*85%*	*90%*
Mean	**4.41**	4.46	4.44	4.36	4.38	**4.45f**	4.37	4.41	4.42	4.35	4.33	**4.46j**	**4.48j**	4.39	**4.44j**	4.34	4.43
Std Dev.	**0.74**	0.75	0.72	0.77	0.75	0.73	0.76	0.75	0.75	0.83	0.83	0.67	0.68	0.78	0.71	0.83	0.72
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important (1)	**14**	12	2	-	10	2	1	-	-	2	1	4	1	-	-	-	2	1	1
	1%	*1%*	*1%*	-	*	*1%*	*1%*	-	-	*1%*	*1%*	*2%*	*	-	-	-	*1%*	**3%hmno**	*1%*
Not very important (2)	**31**	26	5	*	22	4	3	1	2	1	2	2	1	-	5	4	6	*	4
	1%	*1%*	*1%*	*	*1%*	*2%*	*3%*	*1%*	*1%*	*	*1%*	*1%*	*	-	*2%*	*1%*	*3%*	*	*2%*
Neither important nor unimportant (3)	**225**	200	26	5	192	21	8	5	12	35	22	15	31	16	25	15	22	2	19
	9%	*9%*	*7%*	*4%*	*9%*	*9%*	*6%*	*6%*	**11%o**	**12%o**	*10%*	*8%*	**14%o**	*6%*	*7%*	*4%*	*10%*	*5%*	**10%o**
Important (4)	**913**	779	134	44	769	74	42	29	42	62	74	71	61	102	138	142	78	16	58
	35%	*35%*	*36%*	*36%*	*35%*	*33%*	*33%*	*38%*	**37%l**	*22%*	**34%l**	**37%l**	*27%*	**42%ilr**	**41%il**	**41%il**	**36%l**	**46%il**	*30%*
Very important (5)	**1399**	1192	206	70	1164	123	71	41	57	182	117	102	125	126	170	181	106	16	107
	54%	*54%*	*55%*	*58%*	*54%*	*55%*	*56%*	*54%*	*50%*	**63%hnpq**	*54%*	*53%*	*56%*	*52%*	*50%*	*52%*	*49%*	*45%*	*56%*
Don't know	**20**	18	2	2	18	1	*	1	1	4	1	-	4	-	2	3	3	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**45**	38	7	*	32	6	5	1	2	4	3	5	2	-	5	4	8	1	5
	2%	*2%*	*2%*	*	*1%*	*3%*	**4%d**	*1%*	*1%*	*1%*	*1%*	**3%m**	*1%*	-	*2%*	*1%*	**4%m**	**4%m**	**3%m**
NET Important / Very important	**2311**	1971	340	114	1933	196	113	69	99	243	192	172	186	228	307	322	183	31	165
	89%	*89%*	*91%*	*94%*	*89%*	*87%*	*90%*	*91%*	*87%*	*85%*	*88%*	*90%*	*84%*	**94%ilpr**	*91%*	**94%ilpr**	*85%*	*91%*	*87%*
Mean	**4.41**	4.41	4.44	4.54	4.42	4.39	4.42	4.45	4.37	4.48	4.41	4.38	4.41	4.45	4.40	4.46	4.31	4.30	4.40
Std Dev.	**0.74**	0.75	0.73	0.59	0.73	0.81	0.82	0.68	0.73	0.80	0.74	0.82	0.78	0.61	0.69	0.63	0.84	0.86	0.80
Std Error	**0.01**	0.02	0.02	0.03	0.02	0.04	0.04	0.04	0.06	0.07	0.06	0.07	0.06	0.05	0.06	0.05	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important (1)	**14**	1	8	3	-	2	9	2	1	5	1	5	1	6	7
	1%	*	*1%*	*1%*	-	**3%af**	*	*1%*	*	*1%*	*	**4%hijm**	*3%*	*	**4%hijm**
Not very important (2)	**31**	10	13	8	-	-	23	-	5	20	5	*	-	25	*
	1%	*1%*	*1%*	*2%*	-	-	*1%*	-	*1%*	**2%h**	*1%*	*	-	*1%*	*
Neither important nor unimportant (3)	**225**	47	61	78	23	8	109	31	47	62	78	18	10	110	28
	9%	*5%*	*6%*	**20%abf**	**12%abf**	**15%af**	*6%*	**13%abf**	*5%*	*6%*	**18%him**	**14%hlm**	*22%*	*6%*	**16%hlm**
Important (4)	**913**	288	391	132	82	12	679	94	252	462	148	37	9	714	46
	35%	*30%*	**40%aef**	*33%*	**44%ae**	*21%*	**35%a**	**38%a**	*26%*	**46%hjkmn**	**35%h**	*28%*	*20%*	**36%hn**	*26%*
Very important (5)	**1399**	614	492	174	82	26	1106	108	647	458	188	71	22	1104	93
	54%	**64%bcdefg**	*51%*	*44%*	*44%*	*47%*	**57%bcdg**	*44%*	**68%ijkmn**	*45%*	*44%*	*53%*	*50%*	**56%ij**	*53%*
Don't know	**20**	4	2	4	*	8	6	8	3	6	5	1	2	10	3
	1%	*	*	*1%*	*	**15%abcdfg**	*	**3%abf**	*	*1%*	*1%*	*1%*	*5%*	*	*2%*
NET Not at all important/ Not very important	**45**	11	21	11	-	2	32	2	6	25	6	5	1	32	7
	2%	*1%*	*2%*	*3%*	-	*3%*	*2%*	*1%*	*1%*	**2%h**	*1%*	**4%h**	*3%*	*2%*	**4%h**
NET Important / Very important	**2311**	903	883	306	164	38	1785	202	899	920	337	108	31	1819	139
	89%	**94%cdeg**	**91%ceg**	*77%*	**88%ce**	*67%*	**92%ceg**	**83%e**	**94%ijkn**	**91%jkn**	*79%*	*81%*	*70%*	**92%jkn**	*78%*
Mean	**4.41**	**4.56bcdefg**	**4.40c**	4.18	4.32	4.26	**4.48bcdg**	4.30	**4.61ijkmn**	4.34	4.23	4.28	4.18	**4.47jkn**	4.26
Std Dev.	**0.74**	0.65	0.74	0.87	0.68	1.01	0.70	0.76	0.62	0.73	0.81	0.98	1.03	0.69	0.99
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.13	0.02	0.05	0.02	0.02	0.04	0.09	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**14**	-	14	-	4	8	2	14	-	-	-	14	-
		1%	-	*1%*	-	*	*	*1%*	*1%*	-	-	-	*1%*	-
Not very important	(2)	**31**	*	30	-	10	19	2	29	*	*	1	30	-
		1%	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*23%*	*1%*	-
Neither important nor unimportant	(3)	**225**	20	205	*	58	147	20	217	1	1	2	219	4
		9%	*11%*	*9%*	*	*8%*	*9%*	*13%*	*9%*	*4%*	*6%*	*50%*	*8%*	*27%*
Important	(4)	**913**	51	849	13	232	632	49	882	19	7	1	908	4
		35%	*27%*	*36%*	*32%*	*31%*	**37%d**	*32%*	*35%*	*63%*	*57%*	*25%*	*35%*	*27%*
Very important	(5)	**1399**	112	1262	25	444	879	76	1381	8	5	*	1393	5
		54%	*60%*	*53%*	*63%*	**59%e**	*52%*	*50%*	*54%*	*27%*	*37%*	*2%*	*54%*	*39%*
Don't know		**20**	2	16	2	8	9	3	18	1	-	-	19	1
		1%	*1%*	*1%*	*5%*	*1%*	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	*7%*
NET Not at all important/ Not very important		**45**	*	44	-	13	28	4	43	*	*	1	43	-
		2%	*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*2%*	*	*23%*	*2%*	-
NET Important / Very important		**2311**	162	2110	38	676	1510	125	2263	27	12	1	2301	9
		89%	*88%*	*89%*	*95%*	*89%*	*89%*	*83%*	*89%*	*91%*	*94%*	*27%*	*89%*	*66%*
Mean		**4.41**	4.49	4.40	4.66	4.48	4.40	4.32	4.42	4.22	4.30	3.07	4.42	4.13
Std Dev.		**0.74**	0.70	0.75	0.49	0.74	0.74	0.84	0.74	0.59	0.62	0.84	0.74	0.87
Std Error		**0.01**	0.05	0.02	0.08	0.03	0.02	0.07	0.01	0.12	0.15	0.38	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**14**	5	1	7	*	-	-	5	-	1	-	5	-	2	-	*	-
	1%	*1%*	*	*1%*	*	-	-	*1%*	-	*	-	*1%*	-	*	-	*	-
Not very important (2)	**31**	11	5	5	10	2	-	9	-	5	-	5	-	1	-	10	-
	1%	*1%*	*1%*	*1%*	*2%*	*	-	**2%m**	-	*1%*	-	*1%*	-	*	-	**2%m**	-
Neither important nor unimportant (3)	**225**	73	33	80	40	35	-	38	-	33	-	40	-	40	-	40	-
	9%	*9%*	*8%*	*9%*	*9%*	*8%*	-	*9%*	-	*8%*	-	*9%*	-	*9%*	-	*9%*	-
Important (4)	**913**	327	112	297	177	148	-	178	-	112	-	146	-	151	-	177	-
	35%	**38%b**	*27%*	*34%*	**38%b**	*35%*	-	**42%l**	-	*27%*	-	*34%*	-	*34%*	-	**38%l**	-
Very important (5)	**1399**	428	263	479	229	231	-	196	-	263	-	232	-	247	-	229	-
	54%	*50%*	**63%acd**	*55%*	*50%*	*55%*	-	*46%*	-	**63%gko**	-	*54%*	-	**56%g**	-	*50%*	-
Don't know	**20**	6	1	8	5	5	-	1	-	1	-	5	-	3	-	5	-
	1%	*1%*	*	*1%*	*1%*	*1%*	-	*	-	*	-	*1%*	-	*1%*	-	*1%*	-
NET Not at all important/ Not very important	**45**	16	6	13	10	2	-	14	-	6	-	10	-	3	-	10	-
	2%	*2%*	*1%*	*1%*	*2%*	*	-	**3%em**	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
NET Important / Very important	**2311**	755	375	776	405	380	-	375	-	375	-	378	-	398	-	405	-
	89%	*89%*	*90%*	*89%*	*88%*	*90%*	-	*88%*	-	*90%*	-	*87%*	-	*90%*	-	*88%*	-
Mean	**4.41**	4.38	**4.52ad**	4.42	4.37	**4.46g**	-	4.29	-	**4.52go**	-	4.39	-	**4.45g**	-	4.37	-
Std Dev.	**0.74**	0.74	0.72	0.75	0.74	0.66	-	0.81	-	0.72	-	0.80	-	0.70	-	0.74	-
Std Error	**0.01**	0.03	0.03	0.03	0.04	0.03	-	0.04	-	0.03	-	0.04	-	0.03	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Not at all important (1)	57	-	57	41	14	1	3	4	12	15	11	10	4	17	36	21	56	*	47
	2%	-	2%	3%d	1%	*	1%	1%	4%eg	3%e	3%e	4%e	1%	2%	3%l	3%l	2%	*	2%
Not very important (2)	92	-	92	52	41	20	3	19	10	21	11	8	23	29	40	18	82	10	100
	4%	-	4%	4%	3%	5%f	1%	4%f	3%	4%f	3%	3%	3%	4%	4%	3%	3%	4%	4%
Neither important nor unimportant (3)	398	-	398	198	198	77	67	71	46	67	30	42	143	117	138	72	355	37	407
	15%	-	15%	15%	15%	21%ij	20%j	15%	14%	13%	9%	15%	20%mno	15%	13%	12%	15%	16%	16%
Important (4)	1030	-	1030	530	499	144	146	192	122	189	120	116	290	314	426	237	940	86	1046
	40%	-	40%	41%	38%	39%	44%	40%	37%	38%	38%	42%	41%	39%	39%	40%	40%	36%	41%
Very important (5)	993	-	993	461	532	126	109	186	126	199	145	102	235	312	446	247	882	98	957
	38%	-	38%	36%	41%	34%	33%	39%	39%	40%	45%ef	37%	33%	39%	41%l	41%l	38%	42%	37%
Don't know	31	-	31	10	21	5	3	4	11	6	2	-	8	15	8	2	26	4	25
	1%	-	1%	1%	2%	1%	1%	1%	3%k	1%	1%	-	1%	2%	1%	*	1%	2%	1%
NET Not at all important/ Not very important	149	-	149	93	55	21	6	24	22	36	22	18	27	46	76	39	138	11	147
	6%	-	6%	7%d	4%	6%	2%	5%	7%f	7%f	7%f	6%f	4%	6%	7%l	7%	6%	5%	6%
NET Important / Very important	2023	-	2023	991	1031	270	255	378	248	388	265	218	525	626	872	483	1822	184	2003
	78%	-	78%	77%	79%	72%	77%	79%	76%	78%	83%e	79%	75%	78%	80%	81%l	78%	78%	78%
Mean	4.09	-	4.09	4.03	4.16c	4.02	4.08	4.13	4.07	4.09	4.19	4.05	4.05	4.11	4.11	4.13	4.08	4.17	4.08
Std Dev.	0.94	-	0.94	0.98	0.88	0.89	0.80	0.88	1.01	0.99	0.98	0.97	0.85	0.93	0.98	0.98	0.94	0.87	0.92
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.04	0.04	0.06	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Not at all important (1)	**57**	11	24	16	6	35	22	38	19	9	11	6	17	12	34	9	46
	2%	*2%*	*3%*	**3%d**	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	**3%k**	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*
Not very important (2)	**92**	24	33	18	16	57	35	62	30	7	13	23	26	16	62	7	78
	4%	*5%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*2%*	*4%*
Neither important nor unimportant (3)	**398**	61	130	92	116	190	208	242	146	48	54	125	85	43	264	50	311
	15%	*11%*	*14%*	**18%a**	**19%a**	*13%*	**18%e**	*16%*	*15%*	*15%*	*15%*	**18%m**	*13%*	*11%*	*16%*	*16%*	*15%*
Important (4)	**1030**	176	397	220	238	572	458	611	407	123	145	285	255	158	684	124	857
	40%	*33%*	**43%a**	**42%a**	*38%*	*39%*	*40%*	*39%*	*40%*	*39%*	*40%*	*41%*	*40%*	*39%*	*41%*	*39%*	*40%*
Very important (5)	**993**	251	331	175	236	582	411	587	386	122	132	248	250	171	630	122	817
	38%	**48%bcd**	*36%*	*34%*	*38%*	*40%*	*36%*	*38%*	*38%*	*39%*	*37%*	*36%*	*39%*	*42%*	*37%*	*38%*	*38%*
Don't know	**31**	5	12	-	14	17	14	14	16	7	4	5	*	7	9	7	16
	1%	*1%*	*1%*	-	**2%c**	*1%*	*1%*	*1%*	*2%*	**2%ln**	*1%*	*1%*	*	**2%l**	*1%*	**2%p**	*1%*
NET Not at all important/ Not very important	**149**	35	57	34	22	92	56	99	49	17	24	29	42	28	96	17	125
	6%	*7%*	*6%*	*7%*	*4%*	*6%*	*5%*	*6%*	*5%*	*5%*	*7%*	*4%*	*7%*	*7%*	*6%*	*5%*	*6%*
NET Important / Very important	**2023**	427	727	395	474	1154	869	1198	793	245	277	533	505	330	1315	247	1674
	78%	*81%*	*79%*	*76%*	*76%*	*79%*	*76%*	*77%*	*79%*	*77%*	*77%*	*77%*	*80%*	*81%*	*78%*	*77%*	*79%*
Mean	**4.09**	**4.21c**	4.07	4.00	4.11	4.12	4.06	4.07	4.12	4.10	4.05	4.09	4.10	4.15	4.08	4.09	4.10
Std Dev.	**0.94**	0.97	0.94	0.97	0.87	0.95	0.92	0.96	0.91	0.95	0.97	0.87	0.96	0.97	0.93	0.95	0.93
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Not at all important (1)	**57**	38	19	2	48	4	2	3	2	12	5	10	2	13	2	2	2	1	3
	2%	*2%*	**5%a**	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*	**4%no**	*2%*	**5%lnop**	*1%*	**5%lnop**	*	*	*1%*	*3%*	*1%*
Not very important (2)	**92**	79	13	3	70	9	10	3	6	5	5	8	8	3	8	9	19	1	8
	4%	*4%*	*3%*	*2%*	*3%*	*4%*	**8%d**	*4%*	**5%m**	*2%*	*2%*	*4%*	*3%*	*1%*	*2%*	*3%*	**9%ijmno**	*3%*	*4%*
Neither important nor unimportant (3)	**398**	339	59	18	339	29	18	13	16	39	33	29	39	38	50	49	46	4	25
	15%	*15%*	*16%*	*15%*	*16%*	*13%*	*15%*	*17%*	*14%*	*14%*	*15%*	*15%*	*18%*	*15%*	*15%*	*14%*	*21%*	*11%*	*13%*
Important (4)	**1030**	891	139	51	862	88	48	32	49	106	81	79	84	108	131	143	81	10	77
	40%	*40%*	*37%*	*42%*	*40%*	*39%*	*38%*	*42%*	*43%*	*37%*	*37%*	*41%*	*38%*	*45%*	*39%*	*41%*	*37%*	*30%*	*41%*
Very important (5)	**993**	850	143	45	830	93	46	24	40	116	91	67	89	79	138	143	67	18	75
	38%	*38%*	*38%*	*37%*	*38%*	*41%*	*36%*	*32%*	*35%*	*41%*	*42%*	*35%*	*40%*	*33%*	*41%*	*41%*	*31%*	**53%hkmp**	*39%*
Don't know	**31**	29	2	2	27	3	1	1	1	8	2	-	2	2	10	-	2	-	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%o**	*1%*	-	*1%*	*1%*	**3%o**	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**149**	118	31	4	118	12	12	6	8	16	10	18	9	16	10	10	21	2	10
	6%	*5%*	*8%*	*4%*	*5%*	*5%*	**10%d**	*8%*	*7%*	*6%*	*4%*	**9%no**	*4%*	*6%*	*3%*	*3%*	**10%no**	*6%*	*5%*
NET Important / Very important	**2023**	1741	282	97	1691	181	94	57	88	223	172	146	173	188	269	285	148	28	152
	78%	*78%*	*75%*	*80%*	*78%*	*80%*	*75%*	*75%*	*78%*	*78%*	*79%*	*76%*	*78%*	*77%*	**79%p**	**83%p**	*68%*	*83%*	**80%p**
Mean	**4.09**	4.11	4.01	4.14	4.10	**4.16g**	4.01	3.97	4.05	4.12	**4.15p**	3.96	4.13	3.99	**4.20kp**	**4.21kp**	3.90	**4.27p**	**4.14p**
Std Dev.	**0.94**	0.91	1.06	0.86	0.93	0.91	1.00	1.00	0.94	1.00	0.92	1.06	0.88	1.01	0.82	0.81	0.97	1.00	0.90
Std Error	**0.02**	0.02	0.04	0.04	0.03	0.04	0.05	0.06	0.08	0.08	0.08	0.09	0.07	0.09	0.07	0.07	0.08	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Not at all important (1)	**57**	20	20	8	4	5	40	8	22	17	7	6	4	39	9
	2%	*2%*	*2%*	*2%*	*2%*	**9%abcf**	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*8%*	*2%*	**5%im**
Not very important (2)	**92**	43	27	14	8	*	70	8	25	39	17	11	-	64	11
	4%	*4%*	*3%*	*4%*	*4%*	*	*4%*	*3%*	*3%*	*4%*	*4%*	**8%hm**	-	*3%*	*6%*
Neither important nor unimportant (3)	**398**	110	133	103	34	9	243	44	114	138	112	19	7	252	26
	15%	*11%*	*14%*	**26%abf**	**18%a**	*17%*	*13%*	**18%a**	*12%*	*14%*	**26%hikmn**	*14%*	*16%*	*13%*	*15%*
Important (4)	**1030**	351	410	154	83	24	761	107	331	463	158	54	19	794	73
	40%	*36%*	*42%*	*39%*	*44%*	*42%*	*39%*	*44%*	*35%*	**46%hjm**	*37%*	*40%*	*42%*	**40%h**	*41%*
Very important (5)	**993**	437	365	118	54	13	802	67	456	340	130	44	13	796	57
	38%	**45%bcdeg**	**38%cg**	*30%*	*29%*	*22%*	**41%cdeg**	*27%*	**48%ijkmn**	*34%*	*30%*	*33%*	*28%*	**40%ij**	*32%*
Don't know	**31**	5	12	3	4	6	17	10	7	17	2	-	2	25	2
	1%	*	*1%*	*1%*	**2%a**	**10%abcf**	*1%*	**4%abcf**	*1%*	*2%*	*1%*	-	*5%*	*1%*	*1%*
NET Not at all important/ Not very important	**149**	63	47	22	11	5	110	16	48	55	25	16	4	103	20
	6%	*6%*	*5%*	*5%*	*6%*	*9%*	*6%*	*7%*	*5%*	*5%*	*6%*	**12%him**	*8%*	*5%*	**11%him**
NET Important / Very important	**2023**	788	775	271	137	36	1563	174	787	803	288	98	32	1590	129
	78%	**82%cdeg**	**80%ceg**	*68%*	*73%*	*65%*	**81%ceg**	*71%*	**82%ijn**	**79%ij**	*67%*	*74%*	*70%*	**81%j**	*73%*
Mean	**4.09**	**4.19cdeg**	**4.12ceg**	3.91	3.96	3.77	**4.16cdeg**	3.92	**4.24ijkn**	**4.08ij**	3.91	3.91	3.87	**4.15jkn**	3.90
Std Dev.	**0.94**	0.95	0.90	0.93	0.91	1.13	0.92	0.96	0.93	0.88	0.94	1.08	1.12	0.91	1.09
Std Error	**0.02**	0.03	0.03	0.05	0.06	0.15	0.02	0.06	0.03	0.03	0.05	0.09	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Not at all important	(1)	**57**	1	52	3	14	42	*	56	*	-	-	57	-
		2%	*1%*	*2%*	*7%*	*2%*	*2%*	*	*2%*	*2%*	-	-	*2%*	-
Not very important	(2)	**92**	5	87	-	26	57	8	91	-	1	-	92	-
		4%	*3%*	*4%*	-	*3%*	*3%*	*5%*	*4%*	-	*5%*	-	*4%*	-
Neither important nor unimportant	(3)	**398**	26	370	2	100	259	40	381	3	4	5	388	5
		15%	*14%*	*16%*	*5%*	*13%*	*15%*	**26%de**	*15%*	*11%*	*29%*	*98%*	*15%*	*39%*
Important	(4)	**1030**	58	956	17	261	713	55	1001	19	6	-	1026	4
		40%	*31%*	*40%*	*42%*	*35%*	**42%d**	*36%*	*39%*	*64%*	*48%*	-	*40%*	*26%*
Very important	(5)	**993**	89	887	17	340	608	45	980	7	2	*	989	4
		38%	**48%b**	*37%*	*42%*	**45%ef**	*36%*	*30%*	*39%*	*23%*	*18%*	*2%*	*38%*	*27%*
Don't know		**31**	6	23	2	14	15	3	30	-	-	-	30	1
		1%	**3%b**	*1%*	*5%*	*2%*	*1%*	*2%*	*1%*	-	-	-	*1%*	*7%*
NET Not at all important/ Not very important		**149**	7	139	3	41	100	9	148	*	1	-	149	-
		6%	*4%*	*6%*	*7%*	*5%*	*6%*	*6%*	*6%*	*2%*	*5%*	-	*6%*	-
NET Important / Very important		**2023**	146	1843	34	601	1321	100	1982	26	8	*	2015	7
		78%	*79%*	*78%*	*83%*	**80%f**	**78%f**	*66%*	*78%*	*87%*	*66%*	*2%*	*78%*	*53%*
Mean		**4.09**	4.26	4.08	4.16	**4.20ef**	4.06	3.92	4.10	4.07	3.79	3.05	4.10	3.87
Std Dev.		**0.94**	0.88	0.94	1.09	0.93	0.94	0.90	0.94	0.70	0.83	0.33	0.94	0.87
Std Error		**0.02**	0.07	0.02	0.17	0.03	0.02	0.07	0.02	0.13	0.20	0.15	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Not at all important (1)	**57**	22	7	24	4	12	-	9	-	7	-	12	-	12	-	4	-
	2%	*3%*	*2%*	*3%*	*1%*	*3%*	-	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*1%*	-
Not very important (2)	**92**	29	11	32	20	12	-	17	-	11	-	20	-	12	-	20	-
	4%	*3%*	*3%*	*4%*	*4%*	*3%*	-	*4%*	-	*3%*	-	*5%*	-	*3%*	-	*4%*	-
Neither important nor unimportant (3)	**398**	133	67	127	71	70	-	63	-	67	-	60	-	66	-	71	-
	15%	*16%*	*16%*	*14%*	*15%*	*17%*	-	*15%*	-	*16%*	-	*14%*	-	*15%*	-	*15%*	-
Important (4)	**1030**	334	154	361	182	161	-	172	-	154	-	172	-	188	-	182	-
	40%	*39%*	*37%*	*41%*	*39%*	*38%*	-	*40%*	-	*37%*	-	*40%*	-	*43%*	-	*39%*	-
Very important (5)	**993**	319	171	321	181	163	-	156	-	171	-	158	-	163	-	181	-
	38%	*38%*	*41%*	*37%*	*39%*	*39%*	-	*36%*	-	*41%*	-	*36%*	-	*37%*	-	*39%*	-
Don't know	**31**	12	6	12	2	2	-	10	-	6	-	10	-	1	-	2	-
	1%	*1%*	*1%*	*1%*	*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*	-	*	-
NET Not at all important/ Not very important	**149**	51	17	55	25	24	-	27	-	17	-	32	-	24	-	25	-
	6%	*6%*	*4%*	*6%*	*5%*	*6%*	-	*6%*	-	*4%*	-	*7%*	-	*5%*	-	*5%*	-
NET Important / Very important	**2023**	653	325	682	363	325	-	328	-	325	-	330	-	352	-	363	-
	78%	*77%*	*78%*	*78%*	*79%*	*77%*	-	*77%*	-	*78%*	-	*76%*	-	*79%*	-	*79%*	-
Mean	**4.09**	4.07	4.15	4.07	4.12	4.08	-	4.07	-	4.15	-	4.05	-	4.09	-	4.12	-
Std Dev.	**0.94**	0.95	0.90	0.95	0.90	0.97	-	0.94	-	0.90	-	0.98	-	0.93	-	0.90	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.05	-	0.05	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Low cost	**2291**	-	2291	1119	1170	308	299	426	291	451	285	232	606	716	968	517	2054	213	2272
	88%	-	*88%*	*87%*	*90%*	*83%*	**90%e**	**89%e**	*89%*	**91%ek**	*89%*	*84%*	*86%*	*89%*	*89%*	*87%*	*88%*	*91%*	*88%*
Fast delivery	**2141**	-	2141	1028	1109	316	287	422	252	416	252	196	603	674	863	448	1909	209	2130
	82%	-	*82%*	*80%*	**85%c**	**85%k**	**87%hk**	**88%hjk**	*77%*	**84%k**	*79%*	*71%*	**86%no**	**84%o**	*79%*	*75%*	*82%*	*89%*	*82%*
Next day delivery option	**1660**	-	1660	812	847	282	251	359	183	274	174	137	533	542	585	311	1454	188	1666
	64%	-	*64%*	*63%*	*65%*	**76%hijk**	**76%hijk**	**75%hijk**	*56%*	*55%*	*55%*	*50%*	**76%mno**	**67%no**	*54%*	*52%*	*62%*	**80%p**	*65%*
Delivery within 3 days	**2221**	-	2221	1082	1138	296	288	407	282	445	282	221	584	690	948	503	2007	192	2204
	85%	-	*85%*	*84%*	*87%*	*79%*	**87%e**	*85%*	*86%*	**89%ek**	**88%ek**	*80%*	*83%*	*86%*	*87%*	*84%*	*86%*	*82%*	*85%*
Convenient to post (within 1/2 mile)	**2226**	-	2226	1081	1142	285	281	412	285	437	288	239	566	697	963	526	2001	204	2141
	86%	-	*86%*	*84%*	**88%c**	*76%*	**85%e**	**86%e**	**87%e**	**88%e**	**90%e**	**86%e**	*80%*	**87%l**	**88%l**	**88%l**	*85%*	*87%*	*83%*
Same price to send to anywhere within the UK	**2258**	-	2258	1105	1150	291	277	424	286	443	290	247	568	710	980	538	2043	193	2250
	87%	-	*87%*	*86%*	*88%*	*78%*	*84%*	**89%e**	**88%e**	**89%e**	**91%ef**	**89%e**	*81%*	**88%l**	**90%l**	**90%l**	*87%*	*82%*	*87%*
Guaranteed delivery to recipient's door	**2311**	-	2311	1127	1182	312	290	431	290	455	293	240	602	721	989	533	2086	205	2321
	89%	-	*89%*	*87%*	**91%c**	*84%*	*88%*	**90%e**	*89%*	**92%e**	**92%e**	*87%*	*86%*	*90%*	**90%l**	*89%*	*89%*	*87%*	*90%*
Daily collection service	**2023**	-	2023	991	1031	270	255	378	248	388	265	218	525	626	872	483	1822	184	2003
	78%	-	*78%*	*77%*	*79%*	*72%*	*77%*	*79%*	*76%*	*78%*	**83%e**	*79%*	*75%*	*78%*	*80%*	**81%l**	*78%*	*78%*	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Low cost	**2291**	471	822	448	550	1293	998	1369	888	269	319	624	563	356	1506	272	1894
	88%	*89%*	*89%*	*86%*	*88%*	*89%*	*87%*	*88%*	*88%*	*85%*	*89%*	*90%*	*89%*	*87%*	*89%*	*85%*	*89%*
Fast delivery	**2141**	447	757	433	504	1204	937	1312	791	244	284	564	552	349	1401	245	1780
	82%	*85%*	*82%*	*83%*	*81%*	*83%*	*82%*	**84%h**	*79%*	*77%*	*79%*	*82%*	**87%ijk**	**86%i**	**83%l**	*76%*	**84%o**
Next day delivery option	**1660**	354	556	333	417	910	750	1050	579	196	200	447	401	291	1048	197	1363
	64%	*67%*	*60%*	*64%*	**67%b**	*63%*	*65%*	**68%h**	*58%*	*62%*	*56%*	**65%j**	*63%*	**71%ijn**	*62%*	*61%*	*64%*
Delivery within 3 days	**2221**	456	789	450	527	1245	977	1347	843	268	299	583	567	353	1449	272	1829
	85%	*86%*	*85%*	*86%*	*84%*	*86%*	*85%*	*87%*	*84%*	*85%*	*83%*	*84%*	**90%jk**	*87%*	*86%*	*85%*	*86%*
Convenient to post (within 1/2 mile)	**2226**	457	814	423	532	1271	955	1324	866	269	298	593	544	362	1436	271	1829
	86%	*87%*	**88%c**	*81%*	*85%*	**87%f**	*83%*	*85%*	*86%*	*85%*	*83%*	*86%*	*86%*	*89%*	*85%*	*85%*	*86%*
Same price to send to anywhere within the UK	**2258**	475	817	443	523	1292	966	1350	874	266	302	610	568	367	1480	268	1877
	87%	**90%d**	*88%*	*85%*	*84%*	**89%f**	*84%*	*87%*	*87%*	*84%*	*84%*	*88%*	*90%*	*90%*	*88%*	*83%*	*88%*
Guaranteed delivery to recipient's door	**2311**	468	834	457	552	1303	1009	1371	901	273	304	641	581	349	1527	274	1909
	89%	*89%*	*90%*	*88%*	*88%*	*90%*	*88%*	*88%*	*90%*	*86%*	*85%*	**93%ijm**	**92%ijm**	*86%*	**91%jm**	*85%*	*90%*
Daily collection service	**2023**	427	727	395	474	1154	869	1198	793	245	277	533	505	330	1315	247	1674
	78%	*81%*	*79%*	*76%*	*76%*	*79%*	*76%*	*77%*	*79%*	*77%*	*77%*	*77%*	*80%*	*81%*	*78%*	*77%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Low cost	**2291**	1964	327	107	1923	196	108	64	101	245	190	174	198	223	304	312	177	31	165
	88%	*88%*	*87%*	*88%*	*88%*	*87%*	*86%*	*85%*	*89%*	*86%*	*88%*	*90%*	*89%*	**91%p**	*90%*	**91%p**	*81%*	*90%*	*87%*
Fast delivery	**2141**	1838	302	100	1799	178	98	66	91	230	179	156	173	213	296	303	157	27	152
	82%	*83%*	*81%*	*83%*	*83%*	*79%*	*78%*	**87%ef**	*80%*	*80%*	*82%*	*81%*	*78%*	**87%lp**	**87%lp**	**88%lpr**	*73%*	*78%*	*80%*
Next day delivery option	**1660**	1432	228	74	1395	134	80	51	66	174	144	113	134	156	249	249	110	21	113
	64%	*64%*	*61%*	*61%*	*64%*	*59%*	*63%*	*67%*	*58%*	*61%*	**66%p**	*59%*	*60%*	**64%p**	**74%hiklpr**	**72%hiklpr**	*51%*	*60%*	*59%*
Delivery within 3 days	**2221**	1906	315	105	1851	197	109	65	97	231	181	166	183	219	284	313	177	29	168
	85%	*86%*	*84%*	*87%*	*85%*	*88%*	*86%*	*85%*	*86%*	*81%*	*83%*	*86%*	*82%*	**90%l**	*84%*	**91%ilp**	*82%*	*85%*	*88%*
Convenient to post (within 1/2 mile)	**2226**	1911	315	93	1873	186	104	63	94	249	183	172	194	208	280	320	172	26	160
	86%	**86%c**	*84%*	*77%*	*86%*	*83%*	*83%*	*82%*	*83%*	*87%*	*84%*	**89%pq**	*87%*	*86%*	*83%*	**93%hjnpqr**	*79%*	*76%*	*84%*
Same price to send to anywhere within the UK	**2258**	1921	337	110	1896	187	109	66	103	244	185	170	187	224	286	315	182	30	157
	87%	*86%*	*90%*	*91%*	*87%*	*83%*	*87%*	*87%*	*91%*	*85%*	*85%*	*89%*	*84%*	**92%lpr**	*84%*	**92%r**	*84%*	*86%*	*83%*
Guaranteed delivery to recipient's door	**2311**	1971	340	114	1933	196	113	69	99	243	192	172	186	228	307	322	183	31	165
	89%	*89%*	*91%*	*94%*	*89%*	*87%*	*90%*	*91%*	*87%*	*85%*	*88%*	*90%*	*84%*	**94%ilpr**	*91%*	**94%ilpr**	*85%*	*91%*	*87%*
Daily collection service	**2023**	1741	282	97	1691	181	94	57	88	223	172	146	173	188	269	285	148	28	152
	78%	*78%*	*75%*	*80%*	*78%*	*80%*	*75%*	*75%*	*78%*	*78%*	*79%*	*76%*	*78%*	*77%*	**79%p**	**83%p**	*68%*	*83%*	**80%p**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Low cost	**2291**	855	878	320	169	50	1734	219	879	902	340	115	39	1781	154
	88%	**89%c**	**91%c**	*80%*	**90%c**	*88%*	**90%c**	**90%c**	**92%j**	**89%j**	*80%*	*87%*	*86%*	**90%j**	*87%*
Fast delivery	**2141**	803	824	301	148	45	1628	193	826	843	319	109	24	1670	133
	82%	**83%c**	**85%c**	*75%*	*79%*	*80%*	**84%c**	*79%*	**86%jn**	**83%jn**	*75%*	*82%*	*54%*	**85%jn**	*75%*
Next day delivery option	**1660**	590	652	240	126	34	1242	159	612	675	255	78	27	1287	105
	64%	*61%*	**67%a**	*60%*	*67%*	*60%*	*64%*	*66%*	*64%*	*67%*	*60%*	*59%*	*60%*	*65%*	*59%*
Delivery within 3 days	**2221**	864	839	297	165	41	1703	205	856	890	323	103	35	1746	137
	85%	**90%ce**	**87%ce**	*75%*	**88%ce**	*72%*	**88%ce**	**84%c**	**90%jkn**	**88%jkn**	*76%*	*77%*	*77%*	**89%jkn**	*77%*
Convenient to post (within 1/2 mile)	**2226**	857	859	297	152	45	1716	197	860	874	340	104	34	1734	138
	86%	**89%cdg**	**89%cdg**	*74%*	*81%*	*80%*	**89%cdg**	*81%*	**90%jkn**	**86%jn**	*80%*	*78%*	*77%*	**88%jkn**	*78%*
Same price to send to anywhere within the UK	**2258**	885	860	308	143	42	1745	185	888	870	344	114	25	1758	139
	87%	**92%cdeg**	**89%cdeg**	*77%*	*76%*	*75%*	**90%cdeg**	*76%*	**93%ijkmn**	*86%*	*81%*	*86%*	*57%*	**89%ijn**	*78%*
Guaranteed delivery to recipient's door	**2311**	903	883	306	164	38	1785	202	899	920	337	108	31	1819	139
	89%	**94%cdeg**	**91%ceg**	*77%*	**88%ce**	*67%*	**92%ceg**	**83%e**	**94%ijkn**	**91%jkn**	*79%*	*81%*	*70%*	**92%jkn**	*78%*
Daily collection service	**2023**	788	775	271	137	36	1563	174	787	803	288	98	32	1590	129
	78%	**82%cdeg**	**80%ceg**	*68%*	*73%*	*65%*	**81%ceg**	*71%*	**82%jn**	**79%j**	*67%*	*74%*	*70%*	**81%j**	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Low cost	**2291**	156	2102	33	667	1505	119	2247	28	8	3	2282	6
	88%	*84%*	*88%*	*83%*	**88%f**	**89%f**	*79%*	*88%*	*94%*	*61%*	*52%*	*88%*	*45%*
Fast delivery	**2141**	161	1944	36	641	1384	115	2095	25	11	1	2130	9
	82%	*87%*	*82%*	*89%*	*85%*	*82%*	*76%*	*82%*	*83%*	*91%*	*29%*	*82%*	*65%*
Next day delivery option	**1660**	134	1497	30	509	1045	106	1617	28	6	1	1650	8
	64%	*72%*	*63%*	*74%*	**67%e**	*62%*	*70%*	*64%*	*95%*	*48%*	*26%*	*64%*	*61%*
Delivery within 3 days	**2221**	153	2035	33	658	1445	118	2181	25	9	*	2215	6
	85%	*83%*	*86%*	*83%*	**87%f**	*85%*	*78%*	*86%*	*84%*	*75%*	*2%*	*86%*	*45%*
Convenient to post (within 1/2 mile)	**2226**	155	2035	36	646	1457	123	2186	23	9	1	2218	7
	86%	*83%*	*86%*	*90%*	*85%*	*86%*	*81%*	*86%*	*77%*	*74%*	*25%*	*86%*	*54%*
Same price to send to anywhere within the UK	**2258**	160	2063	35	668	1482	108	2215	24	10	1	2249	8
	87%	*86%*	*87%*	*88%*	**88%f**	**87%f**	*71%*	*87%*	*82%*	*82%*	*29%*	*87%*	*57%*
Guaranteed delivery to recipient's door	**2311**	162	2110	38	676	1510	125	2263	27	12	1	2301	9
	89%	*88%*	*89%*	*95%*	*89%*	*89%*	*83%*	*89%*	*91%*	*94%*	*27%*	*89%*	*66%*
Daily collection service	**2023**	146	1843	34	601	1321	100	1982	26	8	*	2015	7
	78%	*79%*	*78%*	*83%*	**80%f**	**78%f**	*66%*	*78%*	*87%*	*66%*	*2%*	*78%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Low cost	**2291**	748	370	767	406	384	-	364	-	370	-	385	-	382	-	406	-
	88%	*88%*	*89%*	*88%*	*88%*	**91%g**	-	*85%*	-	*89%*	-	*89%*	-	*86%*	-	*88%*	-
Fast delivery	**2141**	708	341	709	384	358	-	350	-	341	-	349	-	359	-	384	-
	82%	*83%*	*82%*	*81%*	*83%*	*85%*	-	*82%*	-	*82%*	-	*81%*	-	*81%*	-	*83%*	-
Next day delivery option	**1660**	532	266	556	306	262	-	270	-	266	-	255	-	302	-	306	-
	64%	*63%*	*64%*	*64%*	*66%*	*62%*	-	*63%*	-	*64%*	-	*59%*	-	**65%k**	-	*66%*	-
Delivery within 3 days	**2221**	736	360	735	391	364	-	372	-	360	-	362	-	373	-	391	-
	85%	*87%*	*87%*	*84%*	*85%*	*86%*	-	*87%*	-	*87%*	-	*84%*	-	*84%*	-	*85%*	-
Convenient to post (within 1/2 mile)	**2226**	725	353	752	396	365	-	360	-	353	-	369	-	382	-	396	-
	86%	*85%*	*85%*	*86%*	*86%*	*87%*	-	*84%*	-	*85%*	-	*85%*	-	*86%*	-	*86%*	-
Same price to send to anywhere within the UK	**2258**	741	355	760	401	381	-	360	-	355	-	382	-	379	-	401	-
	87%	*87%*	*85%*	*87%*	*87%*	**90%g**	-	*84%*	-	*85%*	-	*88%*	-	*85%*	-	*87%*	-
Guaranteed delivery to recipient's door	**2311**	755	375	776	405	380	-	375	-	375	-	378	-	398	-	405	-
	89%	*89%*	*90%*	*89%*	*88%*	*90%*	-	*88%*	-	*90%*	-	*87%*	-	*90%*	-	*88%*	-
Daily collection service	**2023**	653	325	682	363	325	-	328	-	325	-	330	-	352	-	363	-
	78%	*77%*	*78%*	*78%*	*79%*	*77%*	-	*77%*	-	*78%*	-	*76%*	-	*79%*	-	*79%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Low cost	**52**	-	52	33	19	11	4	2	8	8	14	5	15	10	27	19	45	7	43
	2%	-	*2%*	*3%*	*1%*	**3%g**	*1%*	*	**3%g**	*2%*	**4%g**	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*
Fast delivery	**69**	-	69	37	32	5	5	9	9	11	11	19	10	19	40	30	67	3	68
	3%	-	*3%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	**7%efgl**	*1%*	*2%*	**4%l**	**5%l**	*3%*	*1%*	*3%*
Next day delivery option	**288**	-	288	167	121	20	18	38	43	70	49	49	38	81	168	98	274	9	270
	11%	-	*11%*	**13%d**	*9%*	*5%*	*5%*	*8%*	**13%ef**	**14%efg**	**16%efg**	**18%efg**	*5%*	**10%l**	**15%lm**	**16%lm**	**12%q**	*4%*	*10%*
Delivery within 3 days	**62**	-	62	42	20	17	6	6	10	7	8	9	22	16	25	18	55	8	59
	2%	-	*2%*	**3%d**	*2%*	**4%gl**	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
Convenient to post (within 1/2 mile)	**76**	-	76	49	27	19	10	11	4	13	9	10	28	15	32	19	69	6	96
	3%	-	*3%*	*4%*	*2%*	*5%*	*3%*	*2%*	*1%*	*3%*	*3%*	*4%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*
Same price to send to anywhere within the UK	**57**	-	57	32	25	15	6	8	5	14	5	5	20	13	23	10	51	6	56
	2%	-	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Guaranteed delivery to recipient's door	**45**	-	45	26	18	4	4	5	3	12	9	7	8	8	29	17	41	2	44
	2%	-	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*
Daily collection service	**149**	-	149	93	55	21	6	24	22	36	22	18	27	46	76	39	138	11	147
	6%	-	*6%*	**7%d**	*4%*	*6%*	*2%*	*5%*	**7%f**	**7%f**	**7%f**	**6%f**	*4%*	*6%*	**7%l**	*7%*	*6%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Low cost	52	12	29	7	4	41	11	34	17	2	9	10	10	12	28	2	41
	2%	2%	3%d	1%	1%	3%f	1%	2%	2%	1%	2%	1%	2%	3%	2%	1%	2%
Fast delivery	69	16	26	13	14	43	27	30	38	12	10	20	9	12	39	14	52
	3%	3%	3%	2%	2%	3%	2%	2%	4%g	4%	3%	3%	1%	3%	2%	4%	2%
Next day delivery option	288	47	129	52	59	176	111	144	141	47	49	72	69	37	190	47	230
	11%	9%	14%a	10%	9%	12%	10%	9%	14%g	15%	14%	10%	11%	9%	11%	15%	11%
Delivery within 3 days	62	14	34	10	5	47	15	29	33	7	8	16	13	14	38	7	53
	2%	3%	4%d	2%	1%	3%f	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%
Convenient to post (within 1/2 mile)	76	11	26	21	17	38	38	47	28	4	19	16	24	7	59	4	67
	3%	2%	3%	4%	3%	3%	3%	3%	3%	1%	5%i	2%	4%	2%	4%	1%	3%
Same price to send to anywhere within the UK	57	11	18	12	15	30	27	30	25	9	6	17	7	6	30	9	37
	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	3%	1%	2%	2%	3%	2%
Guaranteed delivery to recipient's door	45	10	15	10	10	25	19	22	22	7	8	10	7	10	24	7	34
	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	3%	1%	2%	2%
Daily collection service	149	35	57	34	22	92	56	99	49	17	24	29	42	28	96	17	125
	6%	7%	6%	7%	4%	6%	5%	6%	5%	5%	7%	4%	7%	7%	6%	5%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Low cost	52	49	3	1	39	5	5	2	*	6	1	1	6	5	7	12	2	-	5
	2%	2%	1%	1%	2%	2%	4%d	2%	*	2%	1%	*	3%	2%	2%	3%	1%	-	3%
Fast delivery	69	57	12	2	51	6	10	2	3	5	3	8	3	8	7	5	8	*	6
	3%	3%	3%	1%	2%	3%	8%deg	2%	2%	2%	1%	4%	1%	3%	2%	2%	4%	1%	3%
Next day delivery option	288	245	43	11	238	28	16	5	12	38	25	25	21	23	26	35	34	2	27
	11%	11%	12%	9%	11%	13%	13%	7%	11%	13%	12%	13%	9%	9%	8%	10%	16%n	5%	14%
Delivery within 3 days	62	55	7	1	50	6	4	2	2	9	6	3	10	4	5	7	5	1	5
	2%	2%	2%	*	2%	3%	4%	2%	2%	3%	3%	2%	4%	2%	1%	2%	2%	3%	3%
Convenient to post (within 1/2 mile)	76	59	17	8	57	9	6	3	2	9	6	7	5	5	10	6	8	2	7
	3%	3%	4%	6%a	3%	4%	5%	4%	2%	3%	3%	4%	2%	2%	3%	2%	4%	5%	4%
Same price to send to anywhere within the UK	57	49	8	4	40	10	6	1	*	5	7	3	1	3	7	11	3	1	9
	2%	2%	2%	3%	2%	5%d	4%d	1%	*	2%	3%	1%	*	1%	2%	3%	1%	3%	5%hi
Guaranteed delivery to recipient's door	45	38	7	*	32	6	5	1	2	4	3	5	2	-	5	4	8	1	5
	2%	2%	2%	*	1%	3%	4%d	1%	1%	1%	1%	3%m	1%	-	2%	1%	4%m	4%m	3%m
Daily collection service	149	118	31	4	118	12	12	6	8	16	10	18	9	16	10	10	21	2	10
	6%	5%	8%	4%	5%	5%	10%d	8%	7%	6%	4%	9%no	4%	6%	3%	3%	10%no	6%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Low cost	52	27	18	4	3	*	45	3	22	17	8	3	*	39	3
	2%	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*	*2%*	*2%*
Fast delivery	69	24	24	7	11	4	48	15	18	36	7	2	6	54	7
	3%	*2%*	*2%*	*2%*	**6%cf**	*7%*	*2%*	**6%abcf**	*2%*	*4%*	*2%*	*1%*	*12%*	*3%*	*4%*
Next day delivery option	288	139	89	34	21	4	228	25	129	98	34	18	6	226	25
	11%	**14%bc**	*9%*	*9%*	*11%*	*7%*	*12%*	*10%*	**13%j**	*10%*	*8%*	*14%*	*14%*	*11%*	*14%*
Delivery within 3 days	62	21	23	11	6	1	43	7	19	20	17	4	2	39	6
	2%	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*
Convenient to post (within 1/2 mile)	76	22	31	12	9	1	53	10	29	29	7	7	3	57	10
	3%	*2%*	*3%*	*3%*	*5%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*5%*	*6%*	*3%*	**6%j**
Same price to send to anywhere within the UK	57	17	13	13	10	3	29	13	13	23	11	6	3	36	8
	2%	*2%*	*1%*	*3%*	**6%abf**	*5%*	*2%*	**5%abf**	*1%*	*2%*	*3%*	*4%*	*6%*	*2%*	**5%h**
Guaranteed delivery to recipient's door	45	11	21	11	-	2	32	2	6	25	6	5	1	32	7
	2%	*1%*	*2%*	*3%*	-	*3%*	*2%*	*1%*	*1%*	**2%h**	*1%*	**4%h**	*3%*	*2%*	**4%h**
Daily collection service	149	63	47	22	11	5	110	16	48	55	25	16	4	103	20
	6%	*6%*	*5%*	*5%*	*6%*	*9%*	*6%*	*7%*	*5%*	*5%*	*6%*	**12%him**	*8%*	*5%*	**11%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Low cost	**52**	1	48	3	21	25	6	49	*	3	-	52	-
	2%	*	*2%*	*7%*	*3%*	*1%*	*4%*	*2%*	*2%*	*21%*	-	*2%*	-
Fast delivery	**69**	2	67	1	24	40	5	68	*	*	1	68	-
	3%	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*	*23%*	*3%*	-
Next day delivery option	**288**	11	273	4	82	199	7	285	1	-	1	286	1
	11%	*6%*	*11%*	*9%*	*11%*	**12%f**	*4%*	*11%*	*2%*	-	*25%*	*11%*	*4%*
Delivery within 3 days	**62**	*	58	4	15	42	5	60	1	-	-	61	1
	2%	*	*2%*	*9%*	*2%*	*2%*	*3%*	*2%*	*4%*	-	-	*2%*	*8%*
Convenient to post (within 1/2 mile)	**76**	1	74	-	27	47	2	74	2	-	-	76	-
	3%	*1%*	*3%*	-	*4%*	*3%*	*1%*	*3%*	*6%*	-	-	*3%*	-
Same price to send to anywhere within the UK	**57**	4	53	-	12	30	15	53	*	1	1	55	1
	2%	*2%*	*2%*	-	*2%*	*2%*	**10%de**	*2%*	*2%*	*7%*	*23%*	*2%*	*8%*
Guaranteed delivery to recipient's door	**45**	*	44	-	13	28	4	43	*	*	1	43	-
	2%	*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*2%*	*	*23%*	*2%*	-
Daily collection service	**149**	7	139	3	41	100	9	148	*	1	-	149	-
	6%	*4%*	*6%*	*7%*	*5%*	*6%*	*6%*	*6%*	*2%*	*5%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Low cost	**52**	19	5	13	15	9	-	10	-	5	-	8	-	5	-	15	-
	2%	*2%*	*1%*	*1%*	*3%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*3%*	-
Fast delivery	**69**	32	4	22	11	11	-	21	-	4	-	9	-	13	-	11	-
	3%	***4%b***	*1%*	*3%*	*2%*	*3%*	-	***5%i***	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-
Next day delivery option	**288**	93	49	94	52	48	-	45	-	49	-	48	-	46	-	52	-
	11%	*11%*	*12%*	*11%*	*11%*	*11%*	-	*10%*	-	*12%*	-	*11%*	-	*10%*	-	*11%*	-
Delivery within 3 days	**62**	19	7	27	9	8	-	11	-	7	-	13	-	15	-	9	-
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	-	*3%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-
Convenient to post (within 1/2 mile)	**76**	28	9	28	10	13	-	15	-	9	-	11	-	17	-	10	-
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*4%*	-	*2%*	-
Same price to send to anywhere within the UK	**57**	27	9	12	9	7	-	20	-	9	-	3	-	9	-	9	-
	2%	*3%*	*2%*	*1%*	*2%*	*2%*	-	***5%k***	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-
Guaranteed delivery to recipient's door	**45**	16	6	13	10	2	-	14	-	6	-	10	-	3	-	10	-
	2%	*2%*	*1%*	*1%*	*2%*	*	-	***3%em***	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
Daily collection service	**149**	51	17	55	25	24	-	27	-	17	-	32	-	24	-	25	-
	6%	*6%*	*4%*	*6%*	*5%*	*6%*	-	*6%*	-	*4%*	-	*7%*	-	*5%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Low cost	**4.34**	-	4.34	4.30	**4.39c**	4.29	**4.37ek**	**4.43eijk**	**4.36k**	**4.35k**	**4.32k**	4.22	4.33	**4.40lno**	4.31	4.27	4.33	**4.42p**	4.32
Fast delivery	**4.20**	-	4.20	4.14	**4.27c**	**4.37ghijk**	**4.40ghijk**	**4.28hjk**	**4.10k**	**4.22hjk**	**4.06k**	3.86	**4.38mno**	**4.20no**	**4.08o**	3.96	4.18	**4.38p**	4.18
Next day delivery option	**3.80**	-	3.80	3.77	3.83	**4.16hijk**	**4.10hijk**	**4.01hijk**	3.60	3.61	3.55	3.44	**4.13mno**	**3.84no**	3.55	3.50	3.75	**4.21p**	3.80
Delivery within 3 days	**4.26**	-	4.26	4.20	**4.32c**	4.24	4.26	4.25	4.29	**4.27k**	**4.35k**	4.11	4.25	4.27	4.25	4.24	4.26	4.22	4.24
Convenient to post (within 1/2 mile)	**4.29**	-	4.29	4.23	**4.35c**	4.14	4.20	**4.32e**	**4.35e**	**4.34e**	**4.36e**	4.32	4.17	**4.33l**	**4.34l**	**4.34l**	4.28	4.31	4.22
Same price to send to anywhere within the UK	**4.37**	-	4.37	4.32	**4.41c**	4.22	4.30	**4.39e**	**4.45e**	4.37	**4.47ef**	4.37	4.26	**4.42l**	**4.40l**	**4.43l**	4.37	4.31	4.37
Guaranteed delivery to recipient's door	**4.41**	-	4.41	4.38	4.45	4.42	4.37	4.44	4.46	4.42	4.46	4.31	4.40	4.45	4.40	4.39	4.42	4.37	4.42
Daily collection service	**4.09**	-	4.09	4.03	**4.16c**	4.02	4.08	4.13	4.07	4.09	4.19	4.05	4.05	4.11	4.11	4.13	4.08	4.17	4.08

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Low cost	**4.34**	4.34	4.34	4.32	4.37	4.34	4.35	4.34	4.36	4.34	4.34	**4.39m**	4.35	4.32	4.36	4.34	4.35
Fast delivery	**4.20**	**4.26b**	4.16	4.20	4.20	4.20	4.20	**4.27h**	4.09	4.12	4.11	4.19	**4.28ijkn**	**4.26ij**	**4.21ij**	4.10	**4.22o**
Next day delivery option	**3.80**	**3.91b**	3.72	3.79	3.82	3.79	3.80	**3.90h**	3.64	3.67	3.64	**3.82j**	3.78	**3.98ijln**	3.77	3.66	3.81
Delivery within 3 days	**4.26**	4.33	4.22	4.25	4.25	4.26	4.25	4.27	4.23	4.21	4.24	4.25	4.30	4.30	4.26	4.21	4.27
Convenient to post (within 1/2 mile)	**4.29**	**4.35c**	**4.33c**	4.16	4.28	**4.34f**	4.23	4.27	4.31	4.31	4.21	4.30	4.26	4.37	4.27	4.30	4.29
Same price to send to anywhere within the UK	**4.37**	**4.44c**	4.38	4.31	4.33	**4.40f**	4.32	4.36	4.38	4.32	4.32	4.39	4.40	4.46	4.38	4.31	4.40
Guaranteed delivery to recipient's door	**4.41**	4.46	4.44	4.36	4.38	**4.45f**	4.37	4.41	4.42	4.35	4.33	**4.46j**	**4.48j**	4.39	**4.44j**	4.34	4.43
Daily collection service	**4.09**	**4.21c**	4.07	4.00	4.11	4.12	4.06	4.07	4.12	4.10	4.05	4.09	4.10	4.15	4.08	4.09	4.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Low cost	**4.34**	4.35	4.30	4.32	**4.36e**	4.26	4.23	4.22	**4.41p**	**4.37pr**	**4.40pr**	**4.36p**	**4.35p**	**4.43pr**	**4.41pr**	**4.35p**	4.19	4.34	4.24
Fast delivery	**4.20**	**4.21b**	4.14	4.17	**4.21f**	4.16	4.02	4.24	**4.20p**	**4.24kp**	**4.25kp**	4.04	**4.19kp**	**4.25kp**	**4.34iklpr**	**4.31klpr**	3.92	4.14	**4.16p**
Next day delivery option	**3.80**	3.81	3.70	3.80	3.80	3.77	3.70	3.85	**3.77p**	**3.78p**	**3.81p**	3.63	**3.81p**	**3.78p**	**4.09hijklmpqr**	**3.86p**	3.48	3.72	**3.77p**
Delivery within 3 days	**4.26**	4.26	4.22	4.32	4.26	4.26	4.23	4.22	**4.29p**	**4.30p**	**4.32p**	4.25	4.19	**4.32pq**	4.29	4.24	4.09	4.05	**4.30p**
Convenient to post (within 1/2 mile)	**4.29**	**4.30c**	4.23	4.13	**4.31fg**	4.21	4.18	4.15	4.27	**4.38pq**	**4.37pq**	4.22	4.27	**4.34pq**	4.27	**4.44kpqr**	4.11	4.01	4.24
Same price to send to anywhere within the UK	**4.37**	4.36	4.39	4.40	4.37	4.34	4.30	4.32	4.44	4.46	4.40	4.32	4.35	4.46	4.32	4.35	4.30	4.29	4.35
Guaranteed delivery to recipient's door	**4.41**	4.41	4.44	4.54	4.42	4.39	4.42	4.45	4.37	4.48	4.41	4.38	4.41	4.45	4.40	4.46	4.31	4.30	4.40
Daily collection service	**4.09**	4.11	4.01	4.14	4.10	**4.16g**	4.01	3.97	4.05	4.12	**4.15p**	3.96	4.13	3.99	**4.20kp**	**4.21kp**	3.90	**4.27p**	**4.14p**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Low cost	**4.34**	**4.39bcd**	**4.34c**	4.23	4.30	**4.69abcdfg**	**4.37c**	**4.39c**	**4.45ijm**	**4.32j**	4.16	**4.35j**	**4.53ij**	**4.38ij**	**4.40j**
Fast delivery	**4.20**	**4.22dg**	**4.22dg**	4.15	4.07	4.21	**4.22cdg**	4.10	**4.31ijklmn**	**4.17jln**	**4.09l**	**4.14l**	3.71	**4.24ijln**	**4.04l**
Next day delivery option	**3.80**	3.73	3.85	3.78	3.80	3.96	3.79	3.83	3.80	3.82	3.78	3.67	3.67	3.81	3.67
Delivery within 3 days	**4.26**	**4.37bc**	**4.23c**	4.04	**4.29c**	4.18	**4.30c**	**4.27c**	**4.40ijkmn**	**4.23j**	4.05	4.13	4.15	**4.31ijkn**	4.13
Convenient to post (within 1/2 mile)	**4.29**	**4.41bcdg**	**4.30cd**	4.06	4.13	4.50	**4.35cdg**	4.21	**4.47ijkmn**	4.22	4.14	4.08	4.28	**4.34ijkn**	4.13
Same price to send to anywhere within the UK	**4.37**	**4.48cdg**	**4.40cdg**	4.14	4.15	4.27	**4.44cdg**	4.18	**4.52ijkmn**	**4.32j**	4.20	4.32	3.90	**4.42ijn**	4.22
Guaranteed delivery to recipient's door	**4.41**	**4.56bcdefg**	**4.40c**	4.18	4.32	4.26	**4.48bcdg**	4.30	**4.61ijkmn**	4.34	4.23	4.28	4.18	**4.47ijkn**	4.26
Daily collection service	**4.09**	**4.19cdeg**	**4.12ceg**	3.91	3.96	3.77	**4.16cdeg**	3.92	**4.24ijkn**	**4.08j**	3.91	3.91	3.87	**4.15jkn**	3.90

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Low cost	**4.34**	4.40	4.34	4.30	**4.38f**	**4.34f**	4.23	4.35	4.18	3.84	3.54	4.35	3.74
Fast delivery	**4.20**	**4.38b**	4.18	**4.44b**	**4.25ef**	4.19	4.09	4.20	4.16	3.98	2.88	4.20	4.08
Next day delivery option	**3.80**	**4.05b**	3.78	3.87	3.86	3.75	3.96	3.79	4.20	3.74	3.26	3.80	3.99
Delivery within 3 days	**4.26**	4.34	4.25	4.33	**4.33e**	4.23	4.16	4.26	4.09	4.15	3.05	4.26	3.70
Convenient to post (within 1/2 mile)	**4.29**	4.37	4.28	4.46	4.33	4.28	4.21	4.30	3.89	3.81	3.26	4.29	3.84
Same price to send to anywhere within the UK	**4.37**	4.48	4.36	4.52	**4.43f**	**4.37f**	4.04	4.38	4.02	4.07	3.34	4.37	3.95
Guaranteed delivery to recipient's door	**4.41**	4.49	4.40	4.66	4.48	4.40	4.32	4.42	4.22	4.30	3.07	4.42	4.13
Daily collection service	**4.09**	4.26	4.08	4.16	**4.20ef**	4.06	3.92	4.10	4.07	3.79	3.05	4.10	3.87

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Low cost	**4.34**	4.35	4.39	4.33	4.34	**4.40gm**	-	4.29	-	**4.39g**	-	4.33	-	4.32	-	4.34	-
Fast delivery	**4.20**	4.18	**4.26ac**	4.18	4.21	**4.24gk**	-	4.12	-	**4.26gk**	-	4.16	-	**4.21g**	-	**4.21g**	-
Next day delivery option	**3.80**	3.79	3.78	3.78	3.85	3.79	-	3.78	-	3.78	-	3.73	-	3.83	-	3.85	-
Delivery within 3 days	**4.26**	4.26	4.31	4.23	4.24	4.29	-	4.23	-	4.31	-	4.26	-	4.21	-	4.24	-
Convenient to post (within 1/2 mile)	**4.29**	4.26	4.32	4.28	4.33	4.28	-	4.24	-	4.32	-	4.27	-	4.29	-	4.33	-
Same price to send to anywhere within the UK	**4.37**	4.36	4.36	4.36	4.38	**4.45g**	-	4.27	-	4.36	-	4.40	-	4.32	-	4.38	-
Guaranteed delivery to recipient's door	**4.41**	4.38	**4.52ad**	4.42	4.37	**4.46g**	-	4.29	-	**4.52go**	-	4.39	-	**4.45g**	-	4.37	-
Daily collection service	**4.09**	4.07	4.15	4.07	4.12	4.08	-	4.07	-	4.15	-	4.05	-	4.09	-	4.12	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	69	-	69	45	23	17	17	22	6	2	2	3	34	28	7	5	61	8	54
		3%	-	3%	3%	2%	5%ij	5%ijk	5%ij	2%	*	1%	1%	5%no	3%no	1%	1%	3%	3%	2%
Slightly more	(4)	185	-	185	86	98	34	28	62	25	13	5	18	61	87	37	23	163	20	171
		7%	-	7%	7%	7%	9%ij	8%ij	13%ijk	8%ij	3%	2%	6%j	9%no	11%no	3%	4%	7%	9%	7%
No change	(3)	1460	-	1460	739	718	154	171	228	190	319	213	184	325	418	716	398	1338	105	1435
		56%	-	56%	57%	55%	41%	52%e	48%	58%eg	64%efg	67%efg	66%efg	46%	52%	66%lm	67%lm	57%q	45%	56%
Slightly less	(2)	478	-	478	232	247	94	51	87	51	100	55	40	144	138	196	96	433	45	480
		18%	-	18%	18%	19%	25%fhk	15%	18%	16%	20%	17%	15%	21%	17%	18%	16%	18%	19%	19%
Much less	(1)	389	-	389	184	204	63	62	76	53	61	42	32	125	128	135	74	328	56	419
		15%	-	15%	14%	16%	17%	19%	16%	16%	12%	13%	12%	18%n	16%	12%	12%	14%	24%p	16%
Don't know		21	-	21	6	15	12	3	2	2	2	-	*	14	4	2	*	18	2	23
		1%	-	1%	*	1%	3%gijk	1%	*	1%	*	-	*	2%mno	*	*	*	1%	1%	1%
NET Much/Slightly more		254	-	254	131	121	51	45	84	31	15	8	21	95	115	44	29	224	28	225
		10%	-	10%	10%	9%	14%ij	14%ij	18%hijk	9%ij	3%	2%	8%ij	14%no	14%no	4%	5%	10%	12%	9%
NET Much/Slightly less		867	-	867	416	451	156	113	163	104	161	97	72	269	267	331	170	761	101	899
		33%	-	33%	32%	35%	42%hijk	34%	34%	32%	32%	31%	26%	38%no	33%	30%	29%	33%	43%p	35%
Mean		2.64	-	2.64	2.67	2.60	2.58	2.66	2.72	2.63	2.59	2.59	2.71	2.62	2.68	2.62	2.65	2.65	2.48	2.59
Std Dev.		0.91	-	0.91	0.92	0.90	1.03	1.04	1.03	0.91	0.75	0.76	0.80	1.04	0.98	0.77	0.78	0.90	1.05	0.91
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.06	0.05	0.05	0.03	0.04	0.05	0.04	0.04	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	69	30	17	14	7	47	22	58	11	3	6	6	12	39	23	3	62
		3%	**6%bd**	*2%*	*3%*	*1%*	*3%*	*2%*	**4%h**	*1%*	*1%*	*2%*	*1%*	*2%*	**10%ijkln**	*1%*	*1%*	*3%*
Slightly more	(4)	185	49	52	41	42	102	83	142	42	13	20	50	44	52	114	13	168
		7%	*9%*	*6%*	*8%*	*7%*	*7%*	*7%*	**9%h**	*4%*	*4%*	*6%*	*7%*	*7%*	**13%ijkln**	*7%*	*4%*	*8%*
No change	(3)	1460	262	556	277	365	818	641	793	640	169	188	438	341	206	967	173	1189
		56%	*50%*	**60%a**	*53%*	**58%a**	*56%*	*56%*	*51%*	**64%g**	*53%*	*52%*	**63%ijlm**	*54%*	*50%*	*57%*	*54%*	*56%*
Slightly less	(2)	478	94	168	101	116	261	217	313	160	69	81	117	118	55	317	69	376
		18%	*18%*	*18%*	*19%*	*19%*	*18%*	*19%*	**20%h**	*16%*	**22%m**	**23%m**	*17%*	*19%*	*14%*	*19%*	*22%*	*18%*
Much less	(1)	389	89	130	88	83	218	170	235	148	56	59	79	116	56	253	56	321
		15%	*17%*	*14%*	*17%*	*13%*	*15%*	*15%*	*15%*	*15%*	**18%k**	*16%*	*11%*	**18%k**	*14%*	*15%*	*18%*	*15%*
Don't know		21	4	4	1	12	7	13	13	5	6	5	2	2	1	9	6	10
		1%	*1%*	*	*	**2%bc**	*1%*	*1%*	*1%*	*	**2%k**	*1%*	*	*	*	*1%*	**2%p**	*
NET Much/Slightly more		254	80	69	55	50	149	105	200	53	16	26	55	56	90	138	16	231
		10%	**15%bd**	*7%*	*11%*	*8%*	*10%*	*9%*	**13%h**	*5%*	*5%*	*7%*	*8%*	*9%*	**22%ijkln**	*8%*	*5%*	**11%o**
NET Much/Slightly less		867	182	297	188	199	480	388	547	308	126	140	196	234	111	570	126	696
		33%	*34%*	*32%*	*36%*	*32%*	*33%*	*34%*	*35%*	*31%*	**40%km**	**39%km**	*28%*	**37%km**	*27%*	*34%*	*39%*	*33%*
Mean		2.64	2.69	2.63	2.60	2.63	2.65	2.62	2.66	2.61	2.48	2.53	**2.69ijl**	2.55	**2.91ijkln**	2.60	2.48	**2.66o**
Std Dev.		0.91	1.04	0.86	0.95	0.84	0.93	0.89	0.97	0.83	0.87	0.89	0.80	0.93	1.09	0.87	0.87	0.93
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.06	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**69**	62	7	6	60	1	5	3	1	6	8	6	4	5	18	10	3	-	1
		3%	*3%*	*2%*	*5%*	*3%*	*1%*	**4%e**	**3%e**	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	**5%r**	*3%*	*1%*	-	*1%*
Slightly more	(4)	**185**	163	22	6	158	12	7	8	7	35	9	6	17	10	29	30	15	*	12
		7%	*7%*	*6%*	*5%*	*7%*	*5%*	*5%*	**10%e**	*6%*	**12%jkmq**	*4%*	*3%*	*8%*	*4%*	*8%*	*9%*	*7%*	*1%*	*6%*
No change	(3)	**1460**	1227	233	71	1221	134	70	34	62	184	140	116	139	138	147	182	112	20	114
		56%	*55%*	**62%a**	*59%*	**56%g**	**60%gl**	*55%*	*45%*	*54%*	**64%np**	**64%np**	**60%n**	**63%n**	**57%n**	*43%*	*53%*	*52%*	*60%*	**60%n**
Slightly less	(2)	**478**	409	69	22	397	42	26	14	21	38	34	37	30	45	63	75	54	7	35
		18%	*18%*	*19%*	*18%*	*18%*	*19%*	*21%*	*18%*	*19%*	*13%*	*16%*	*19%*	*13%*	*19%*	*19%*	*22%*	**25%ll**	*19%*	*18%*
Much less	(1)	**389**	350	39	14	322	32	18	16	20	20	26	26	32	45	79	44	30	5	27
		15%	**16%b**	*10%*	*12%*	*15%*	*14%*	*14%*	**22%d**	**18%i**	*7%*	*12%*	*13%*	*14%*	**18%i**	**23%ijo**	*13%*	*14%*	*14%*	**14%i**
Don't know		**21**	16	4	2	16	3	1	1	2	2	-	3	1	-	3	2	2	2	1
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	-	*2%*	*	-	*1%*	*1%*	*1%*	**6%jjlmnopr**	*1%*
NET Much/Slightly more		**254**	225	29	12	218	13	12	10	8	41	17	12	21	15	46	40	18	*	13
		10%	*10%*	*8%*	*10%*	*10%*	*6%*	*9%*	**14%e**	*7%*	**14%kmqr**	*8%*	*6%*	*9%*	*6%*	**14%q**	*12%*	*8%*	*1%*	*7%*
NET Much/Slightly less		**867**	759	108	36	719	74	44	30	41	58	61	62	61	90	142	119	84	11	62
		33%	*34%*	*29%*	*30%*	*33%*	*33%*	*35%*	*40%*	**36%l**	*20%*	*28%*	**32%l**	*28%*	**37%l**	**42%ijl**	**35%l**	**39%l**	*34%*	**33%l**
Mean		**2.64**	2.63	2.70	2.73	2.65	2.59	2.65	2.55	2.54	**2.89hkmnopqr**	2.71	2.63	2.69	2.53	2.53	2.67	2.56	2.50	2.60
Std Dev.		**0.91**	0.93	0.81	0.92	0.92	0.83	0.93	1.06	0.90	0.79	0.86	0.87	0.87	0.91	1.10	0.91	0.87	0.77	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.08	0.07	0.07	0.07	0.07	0.08	0.09	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	69	52	11	5	2	-	63	2	42	19	4	4	-	61	4
		3%	5%bcdfg	1%	1%	1%	-	3%b	1%	4%jl	2%	1%	3%	-	3%	2%
Slightly more	(4)	185	74	83	13	15	*	157	15	72	94	14	3	-	167	3
		7%	8%c	9%c	3%	8%c	*	8%c	6%	8%jn	9%jkn	3%	2%	-	8%jkn	1%
No change	(3)	1460	590	521	235	73	23	1111	96	560	547	251	61	25	1107	85
		56%	61%bdeg	54%dg	59%deg	39%	40%	57%deg	39%	59%kn	54%	59%k	46%	55%	56%	48%
Slightly less	(2)	478	132	198	81	54	11	330	65	140	206	91	33	7	346	40
		18%	14%	20%a	20%a	29%af	20%	17%	27%af	15%	20%h	21%h	25%h	15%	18%	22%
Much less	(1)	389	117	149	61	41	21	266	62	139	141	64	31	13	280	44
		15%	12%	15%	15%	22%af	37%abcf	14%	25%abcf	14%	14%	15%	23%him	29%	14%	25%hijm
Don't know		21	1	6	4	3	2	7	4	3	7	3	2	*	9	2
		1%	*	1%	1%	1%a	3%af	*	2%af	*	1%	1%	2%	*	*	1%
NET Much/Slightly more		254	126	93	18	17	*	219	17	114	113	18	6	-	227	6
		10%	13%ceg	10%c	4%	9%	*	11%ce	7%	12%jn	11%jn	4%	5%	-	12%jn	3%
NET Much/Slightly less		867	249	347	142	94	32	595	126	279	347	155	63	20	626	83
		33%	26%	36%af	36%a	50%abcf	57%abcf	31%a	52%abcf	29%	34%	36%h	48%him	44%	32%	47%hijm
Mean		2.64	2.81bcdefg	2.59deg	2.54eg	2.37	2.04	2.70bcdeg	2.29	2.73jkn	2.65kn	2.54n	2.35	2.26	2.68jkn	2.33
Std Dev.		0.91	0.94	0.89	0.83	0.95	0.90	0.92	0.95	0.95	0.90	0.82	0.95	0.89	0.93	0.94
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**69**	30	35	3	34	29	6	69	*	-	-	69	-
		3%	***16%b***	*1%*	*8%*	***4%e***	*2%*	*4%*	*3%*	*2%*	-	-	*3%*	-
Slightly more	(4)	**185**	25	157	3	65	111	9	179	6	*	-	185	-
		7%	***14%b***	*7%*	*7%*	*9%*	*7%*	*6%*	*7%*	*19%*	*	-	*7%*	-
No change	(3)	**1460**	78	1371	11	380	1006	73	1435	6	6	5	1447	8
		56%	*42%*	***58%a***	*28%*	*50%*	***59%df***	*48%*	*56%*	*20%*	*48%*	*96%*	*56%*	*58%*
Slightly less	(2)	**478**	15	447	17	141	307	31	467	9	2	-	478	-
		18%	*8%*	***19%a***	*41%*	*19%*	*18%*	*20%*	*18%*	*31%*	*18%*	-	*19%*	-
Much less	(1)	**389**	35	349	5	128	233	28	373	8	4	*	385	3
		15%	*19%*	*15%*	*13%*	*17%*	*14%*	*18%*	*15%*	*28%*	*34%*	*4%*	*15%*	*23%*
Don't know		**21**	3	17	1	7	8	5	18	-	-	-	18	3
		1%	*1%*	*1%*	*2%*	*1%*	*	***3%e***	*1%*	-	-	-	*1%*	*19%*
NET Much/Slightly more		**254**	55	192	6	99	140	15	248	6	*	-	254	-
		10%	***30%b***	*8%*	*16%*	***13%e***	*8%*	*10%*	*10%*	*21%*	*	-	*10%*	-
NET Much/Slightly less		**867**	50	795	22	269	540	59	840	17	6	*	864	3
		33%	*27%*	*33%*	*54%*	*36%*	*32%*	*39%*	*33%*	*59%*	*52%*	*4%*	*33%*	*23%*
Mean		**2.64**	3.01b	2.61	2.56	2.65	2.64	2.55	2.64	2.36	2.14	2.92	2.64	2.42
Std Dev.		**0.91**	1.29	0.87	1.10	1.01	0.86	1.00	0.91	1.14	0.94	0.43	0.92	0.95
Std Error		**0.02**	0.10	0.02	0.17	0.04	0.02	0.08	0.02	0.22	0.22	0.19	0.02	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**69**	14	6	32	18	6	-	8	-	6	-	9	-	23	-	18	-
		3%	*2%*	*1%*	*4%*	*4%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	***5%el***	-	*4%*	-
Slightly more	(4)	**185**	57	31	59	37	33	-	24	-	31	-	25	-	34	-	37	-
		7%	*7%*	*8%*	*7%*	*8%*	*8%*	-	*6%*	-	*8%*	-	*6%*	-	*8%*	-	*8%*	-
No change	(3)	**1460**	446	250	500	263	207	-	239	-	250	-	247	-	253	-	263	-
		56%	*53%*	***60%a***	*57%*	*57%*	*49%*	-	*56%*	-	***60%e***	-	*57%*	-	*57%*	-	*57%*	-
Slightly less	(2)	**478**	171	50	180	78	96	-	75	-	50	-	96	-	84	-	78	-
		18%	***20%b***	*12%*	***21%b***	*17%*	***23%l***	-	*17%*	-	*12%*	-	***22%l***	-	***19%l***	-	*17%*	-
Much less	(1)	**389**	153	75	102	59	76	-	77	-	75	-	56	-	46	-	59	-
		15%	***18%c***	***18%c***	*12%*	*13%*	***18%m***	-	***18%m***	-	***18%m***	-	*13%*	-	*10%*	-	*13%*	-
Don't know		**21**	9	3	4	5	3	-	6	-	3	-	1	-	3	-	5	-
		1%	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**254**	71	37	91	55	39	-	31	-	37	-	34	-	57	-	55	-
		10%	*8%*	*9%*	*10%*	*12%*	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*13%*	-	*12%*	-
NET Much/Slightly less		**867**	323	125	282	137	172	-	152	-	125	-	151	-	130	-	137	-
		33%	***38%bd***	*30%*	*32%*	*30%*	***41%imo***	-	*35%*	-	*30%*	-	*35%*	-	*29%*	-	*30%*	-
Mean		**2.64**	2.53	2.62	**2.70a**	**2.73a**	2.52	-	2.55	-	2.62	-	2.62	-	**2.78eg**	-	**2.73eg**	-
Std Dev.		**0.91**	0.92	0.91	0.89	0.93	0.93	-	0.91	-	0.91	-	0.86	-	0.92	-	0.93	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**59**	-	59	37	21	19	6	20	8	6	1	-	24	28	7	1	57	2	47
		2%	-	*2%*	*3%*	*2%*	**5%ijk**	*2%*	**4%ijk**	*3%*	*1%*	*	-	**3%no**	**3%no**	*1%*	*	*2%*	*1%*	*2%*
Slightly more	(4)	**199**	-	199	96	103	65	34	49	23	8	8	11	100	73	27	19	159	39	166
		8%	-	*8%*	*7%*	*8%*	**18%fghijk**	**10%ijk**	**10%ijk**	**7%i**	*2%*	*3%*	*4%*	**14%mno**	**9%no**	*2%*	*3%*	*7%*	**16%p**	*6%*
No change	(3)	**1417**	-	1417	717	698	158	179	259	199	295	183	144	337	458	622	327	1285	113	1383
		54%	-	*54%*	*56%*	*53%*	*42%*	**54%e**	**54%e**	**61%e**	**59%e**	**57%e**	*52%*	*48%*	**57%l**	**57%l**	*55%*	*55%*	*48%*	*54%*
Slightly less	(2)	**436**	-	436	212	224	63	65	72	25	77	61	73	128	97	211	134	390	45	434
		17%	-	*17%*	*16%*	*17%*	**17%h**	**20%h**	**15%h**	*8%*	**16%h**	**19%h**	**26%eghi**	**18%m**	*12%*	**19%m**	**22%m**	*17%*	*19%*	*17%*
Much less	(1)	**471**	-	471	224	247	60	43	76	71	108	65	50	102	146	223	115	435	35	524
		18%	-	*18%*	*17%*	*19%*	*16%*	*13%*	*16%*	**22%f**	**22%f**	*20%*	*18%*	*15%*	*18%*	**20%l**	*19%*	*19%*	*15%*	*20%*
Don't know		**18**	-	18	6	11	8	5	2	1	3	*	*	12	2	4	*	16	2	28
		1%	-	*1%*	*	*1%*	*2%*	*1%*	*	*	*1%*	*	*	**2%mno**	*	*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		**259**	-	259	133	124	84	40	69	32	14	10	11	124	101	34	20	216	41	213
		10%	-	*10%*	*10%*	*10%*	**23%fghijk**	**12%ijk**	**14%ijk**	**10%ijk**	*3%*	*3%*	*4%*	**18%mno**	**13%no**	*3%*	*3%*	*9%*	**17%p**	*8%*
NET Much/Slightly less		**908**	-	908	436	471	123	107	148	96	185	126	123	230	243	434	249	825	80	958
		35%	-	*35%*	*34%*	*36%*	*33%*	*32%*	*31%*	*29%*	*37%*	*40%*	**44%efgh**	*33%*	*30%*	**40%lm**	**42%lm**	*35%*	*34%*	*37%*
Mean		**2.59**	-	2.59	2.62	2.56	**2.78ijk**	**2.68ijk**	**2.72ijk**	2.61	2.45	2.44	2.41	**2.73no**	**2.67no**	2.43	2.43	2.58	2.70	2.52
Std Dev.		**0.95**	-	0.95	0.95	0.94	1.08	0.89	0.99	0.98	0.89	0.86	0.83	1.00	0.99	0.86	0.84	0.95	0.95	0.95
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.05	0.06	0.04	0.05	0.05	0.04	0.04	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	59	29	11	9	11	39	20	51	9	4	6	5	8	34	18	4	52
		2%	5%bcd	1%	2%	2%	3%	2%	3%h	1%	1%	2%	1%	1%	8%ijkln	1%	1%	2%
Slightly more	(4)	199	59	42	48	50	101	98	148	44	25	24	41	57	41	123	25	168
		8%	11%b	5%	9%b	8%b	7%	9%	10%h	4%	8%	7%	6%	9%	10%	7%	8%	8%
No change	(3)	1417	236	537	279	365	772	644	832	573	161	184	415	336	215	935	165	1162
		54%	45%	58%a	54%a	58%a	53%	56%	54%	57%	51%	51%	60%ijl	53%	53%	56%	51%	55%
Slightly less	(2)	436	113	155	89	80	267	169	244	175	55	64	107	111	64	283	55	354
		17%	21%d	17%	17%	13%	18%	15%	16%	17%	17%	18%	15%	18%	16%	17%	17%	17%
Much less	(1)	471	88	177	94	112	265	206	267	200	65	79	124	117	52	319	66	381
		18%	17%	19%	18%	18%	18%	18%	17%	20%	21%m	22%m	18%	18%	13%	19%m	20%	18%
Don't know		18	4	5	3	7	9	10	11	4	6	2	*	4	2	6	6	8
		1%	1%	1%	*	1%	1%	1%	1%	*	2%kn	1%	*	1%	*	*	2%p	*
NET Much/Slightly more		259	88	52	57	61	140	118	199	53	30	30	46	65	75	141	30	220
		10%	17%bcd	6%	11%b	10%b	10%	10%	13%h	5%	9%	8%	7%	10%	18%ijkln	8%	9%	10%
NET Much/Slightly less		908	200	332	183	193	532	375	511	375	120	143	231	228	116	602	121	736
		35%	38%	36%	35%	31%	37%	33%	33%	37%	38%m	40%m	33%	36%	28%	36%	38%	35%
Mean		2.59	2.67b	2.52	2.59	2.62	2.57	2.61	2.66h	2.49	2.51	2.48	2.56	2.57	2.85ijkln	2.55	2.52	2.60
Std Dev.		0.95	1.05	0.89	0.94	0.93	0.96	0.94	0.98	0.89	0.96	0.96	0.87	0.93	1.04	0.92	0.96	0.95
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 130

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**59**	54	6	5	53	3	2	1	3	4	5	2	9	4	16	9	2	-	3
		2%	*2%*	*1%*	*4%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*4%*	*2%*	*5%*	*3%*	*1%*	*-*	*2%*
Slightly more	(4)	**199**	178	21	11	172	16	7	4	6	24	18	7	17	13	49	21	17	1	15
		8%	*8%*	*6%*	*9%*	*8%*	*7%*	*5%*	*5%*	*6%*	*8%*	*8%*	*4%*	*8%*	*5%*	**15%hkmoq**	*6%*	*8%*	*2%*	*8%*
No change	(3)	**1417**	1197	220	62	1189	124	71	32	60	160	137	109	122	148	148	195	112	21	103
		54%	*54%*	*59%*	*51%*	**55%g**	**55%g**	**57%g**	*42%*	*53%*	*56%*	**63%n**	**56%n**	*55%*	**61%n**	*44%*	**57%n**	*52%*	**62%n**	*54%*
Slightly less	(2)	**436**	370	67	19	371	35	18	13	25	69	27	39	32	36	51	56	37	6	30
		17%	*17%*	*18%*	*16%*	*17%*	*16%*	*14%*	*17%*	**22%j**	**24%j**	*13%*	*20%*	*15%*	*15%*	*15%*	*16%*	*17%*	*16%*	*16%*
Much less	(1)	**471**	417	55	21	379	43	27	23	18	28	30	34	41	43	74	64	46	5	38
		18%	*19%*	*15%*	*18%*	*17%*	*19%*	*21%*	**30%de**	*16%*	*10%*	*14%*	*18%*	**18%l**	*18%*	**22%i**	**19%l**	**21%l**	*13%*	**20%l**
Don't know		**18**	12	6	2	11	3	1	3	1	2	-	2	2	-	2	-	3	2	1
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**4%d**	*1%*	*1%*	*-*	*1%*	*1%*	*-*	*	*-*	*1%*	**6%hijklmnor**	*1%*
NET Much/Slightly more		**259**	232	27	16	225	19	9	5	10	27	23	9	26	17	65	30	19	1	18
		10%	*10%*	*7%*	*13%*	*10%*	*8%*	*7%*	*7%*	*9%*	*10%*	*10%*	*5%*	*12%*	*7%*	**19%hikmopqr**	*9%*	*9%*	*2%*	*10%*
NET Much/Slightly less		**908**	786	122	41	750	78	44	36	43	97	57	73	73	79	124	120	83	10	68
		35%	*35%*	*32%*	*34%*	*34%*	*35%*	*35%*	**47%de**	*38%*	*34%*	*26%*	*38%*	*33%*	*33%*	*37%*	*35%*	*38%*	*30%*	*36%*
Mean		**2.59**	2.59	2.61	2.66	**2.61g**	**2.55g**	**2.52g**	2.29	2.57	2.67	**2.72k**	2.49	2.64	2.58	2.66	2.58	2.49	2.56	2.55
Std Dev.		**0.95**	0.96	0.86	1.02	0.95	0.93	0.95	1.03	0.93	0.82	0.88	0.86	1.00	0.90	1.12	0.95	0.94	0.77	0.96
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.06	0.08	0.07	0.07	0.07	0.08	0.08	0.09	0.08	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	59	47	11	1	-	-	58	-	40	16	3	*	-	57	*
		2%	5%bcdg	1%	*	-	-	3%bcg	-	4%jn	2%	1%	*	-	3%j	*
Slightly more	(4)	199	86	84	19	10	*	170	10	82	90	19	6	-	171	6
		8%	9%cg	9%	5%	5%	*	9%cg	4%	9%j	9%j	4%	4%	-	9%j	3%
No change	(3)	1417	544	518	246	71	22	1062	93	543	528	247	52	31	1071	83
		54%	56%deg	54%dg	62%bdeg	38%	39%	55%dg	38%	57%k	52%k	58%kn	39%	68%	54%k	47%
Slightly less	(2)	436	143	174	62	46	11	317	57	117	198	77	35	10	314	45
		17%	15%	18%	16%	24%acf	20%	16%	24%af	12%	19%h	18%h	26%hm	22%	16%	25%hm
Much less	(1)	471	143	177	65	59	23	320	82	172	178	76	38	4	350	42
		18%	15%	18%	16%	32%abcf	41%abcf	17%	34%abcf	18%	18%	18%	29%hijm	9%	18%	24%
Don't know		18	2	3	6	1	-	5	1	2	4	5	1	*	6	2
		1%	*	*	2%af	1%	-	*	1%	*	*	1%	1%	1%	*	1%
NET Much/Slightly more		259	133	95	20	10	*	228	10	122	106	21	6	-	228	6
		10%	14%cdeg	10%cg	5%	5%	*	12%cdeg	4%	13%jkn	10%jn	5%	4%	-	12%jkn	3%
NET Much/Slightly less		908	286	351	127	105	34	637	139	289	375	153	74	14	664	87
		35%	30%	36%a	32%	56%abcf	61%abcf	33%	57%abcf	30%	37%h	36%	55%hijm	30%	34%	49%hijm
Mean		2.59	2.74bcdeg	2.56deg	2.56deg	2.17	1.98	2.65deg	2.13	2.69jkn	2.57kn	2.51kn	2.19	2.60	2.63kn	2.30
Std Dev.		0.95	0.98	0.93	0.83	0.94	0.90	0.96	0.93	1.00	0.93	0.86	0.92	0.65	0.97	0.87
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.10	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**59**	22	34	3	22	27	10	59	*	*	-	59	-
		2%	***12%b***	*1%*	*8%*	*3%*	*2%*	***7%e***	*2%*	*2%*	*1%*	-	*2%*	-
Slightly more	(4)	**199**	16	181	2	55	136	8	188	10	1	-	198	1
		8%	*9%*	*8%*	*5%*	*7%*	*8%*	*5%*	*7%*	*33%*	*7%*	-	*8%*	*8%*
No change	(3)	**1417**	87	1312	18	361	973	83	1401	3	4	4	1409	4
		54%	*47%*	*55%*	*44%*	*48%*	***57%d***	*55%*	*55%*	*11%*	*36%*	*74%*	*55%*	*32%*
Slightly less	(2)	**436**	34	394	8	155	260	21	417	11	1	1	430	6
		17%	*18%*	*17%*	*19%*	***20%e***	*15%*	*14%*	*16%*	*38%*	*12%*	*23%*	*17%*	*41%*
Much less	(1)	**471**	26	437	8	158	290	24	462	5	5	*	471	-
		18%	*14%*	*18%*	*21%*	*21%*	*17%*	*16%*	*18%*	*16%*	*38%*	*4%*	*18%*	-
Don't know		**18**	1	17	1	6	7	5	15	-	1	-	16	3
		1%	*	*1%*	*2%*	*1%*	*	***3%de***	*1%*	-	*7%*	-	*1%*	*19%*
NET Much/Slightly more		**259**	38	215	5	77	164	18	246	10	1	-	257	1
		10%	***21%b***	*9%*	*14%*	*10%*	*10%*	*12%*	*10%*	*34%*	*8%*	-	*10%*	*8%*
NET Much/Slightly less		**908**	60	832	16	312	550	45	879	16	6	1	901	6
		35%	*32%*	*35%*	*40%*	***41%ef***	*32%*	*30%*	*35%*	*54%*	*49%*	*26%*	*35%*	*41%*
Mean		**2.59**	**2.86b**	2.57	2.60	2.50	**2.61d**	2.72	2.59	2.65	2.16	2.70	2.59	2.59
Std Dev.		**0.95**	1.14	0.93	1.15	1.00	0.92	1.03	0.95	1.16	1.13	0.60	0.95	0.70
Std Error		**0.02**	0.09	0.02	0.18	0.04	0.02	0.08	0.02	0.22	0.27	0.27	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 130

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**59**	12	5	24	19	4	-	7	-	5	-	9	-	15	-	19	-
		2%	*1%*	*1%*	*3%*	**4%ab**	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*3%*	-	**4%ei**	-
Slightly more	(4)	**199**	73	26	62	38	31	-	42	-	26	-	28	-	34	-	38	-
		8%	*9%*	*6%*	*7%*	*8%*	*7%*	-	*10%*	-	*6%*	-	*6%*	-	*8%*	-	*8%*	-
No change	(3)	**1417**	430	239	490	258	229	-	202	-	239	-	239	-	251	-	258	-
		54%	*51%*	*58%*	*56%*	*56%*	*54%*	-	*47%*	-	**58%g**	-	*55%*	-	**57%g**	-	*56%*	-
Slightly less	(2)	**436**	160	69	134	73	75	-	85	-	69	-	72	-	62	-	73	-
		17%	*19%*	*17%*	*15%*	*16%*	*18%*	-	*20%*	-	*17%*	-	*17%*	-	*14%*	-	*16%*	-
Much less	(1)	**471**	167	72	159	73	78	-	90	-	72	-	83	-	76	-	73	-
		18%	*20%*	*17%*	*18%*	*16%*	*18%*	-	*21%*	-	*17%*	-	*19%*	-	*17%*	-	*16%*	-
Don't know		**18**	7	4	6	*	4	-	3	-	4	-	1	-	5	-	*	-
		1%	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*	-
NET Much/Slightly more		**259**	84	31	86	57	36	-	49	-	31	-	37	-	49	-	57	-
		10%	*10%*	*7%*	*10%*	*12%*	*8%*	-	*11%*	-	*7%*	-	*9%*	-	*11%*	-	*12%*	-
NET Much/Slightly less		**908**	327	141	293	146	153	-	175	-	141	-	155	-	138	-	146	-
		35%	*39%*	*34%*	*33%*	*32%*	*36%*	-	**41%mo**	-	*34%*	-	*36%*	-	*31%*	-	*32%*	-
Mean		**2.59**	2.53	2.57	2.61	**2.69a**	2.54	-	2.51	-	2.57	-	2.56	-	2.66	-	**2.69g**	-
Std Dev.		**0.95**	0.95	0.89	0.96	0.97	0.91	-	0.99	-	0.89	-	0.95	-	0.97	-	0.97	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.04	-	0.05	-	0.04	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	66	-	66	46	19	18	14	20	12	*	2	-	32	32	2	2	55	10	50
		3%	-	3%	4%d	1%	5%ijk	4%ijk	4%ijk	4%ik	*	1%	-	4%no	4%no	*	*	2%	4%	2%
Slightly more	(4)	189	-	189	106	83	49	36	36	27	24	8	8	85	63	41	17	163	24	160
		7%	-	7%	8%	6%	13%gijk	11%ijk	8%j	8%j	5%	3%	3%	12%mno	8%no	4%	3%	7%	10%	6%
No change	(3)	1431	-	1431	679	748	178	203	273	196	255	172	154	381	469	581	326	1291	127	1399
		55%	-	55%	53%	57%	48%	61%ei	57%e	60%e	51%	54%	55%	54%	58%	53%	55%	55%	54%	54%
Slightly less	(2)	423	-	423	231	191	59	36	76	31	110	52	60	95	107	222	112	390	28	450
		16%	-	16%	18%	15%	16%	11%	16%h	9%	22%fh	16%	22%fh	13%	13%	20%lm	19%m	17%	12%	17%
Much less	(1)	461	-	461	216	245	54	38	70	59	103	84	53	92	129	240	137	416	43	483
		18%	-	18%	17%	19%	14%	12%	15%	18%	21%f	26%efg	19%	13%	16%	22%lm	23%lm	18%	18%	19%
Don't know		31	-	31	12	19	15	4	1	3	5	1	2	19	4	8	3	26	4	40
		1%	-	1%	1%	1%	4%gij	1%	*	1%	1%	*	1%	3%mno	*	1%	*	1%	2%	2%
NET Much/Slightly more		255	-	255	152	102	67	49	56	39	25	10	8	116	95	43	18	218	34	210
		10%	-	10%	12%d	8%	18%ijk	15%ijk	12%ijk	12%ijk	5%	3%	3%	17%no	12%no	4%	3%	9%	15%	8%
NET Much/Slightly less		884	-	884	448	435	113	74	147	89	213	136	113	187	236	462	249	806	71	933
		34%	-	34%	35%	33%	30%	22%	31%f	27%	43%efgh	43%efgh	41%efgh	27%	29%	42%lm	42%lm	34%	30%	36%
Mean		2.60	-	2.60	2.64	2.57	2.77ijk	2.85ijk	2.70ijk	2.70ijk	2.41	2.34	2.43	2.81no	2.70no	2.39	2.38	2.59	2.70	2.55
Std Dev.		0.95	-	0.95	0.98	0.92	1.03	0.92	0.95	0.98	0.87	0.92	0.83	0.97	0.97	0.88	0.88	0.94	1.03	0.93
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.06	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	66	34	9	14	9	43	23	57	9	6	13	5	8	34	25	6	60
		3%	6%bcd	1%	3%	1%	3%	2%	4%h	1%	2%	4%kn	1%	1%	8%ijkln	2%	2%	3%
Slightly more	(4)	189	54	51	46	37	106	83	148	38	19	18	52	41	51	111	19	165
		7%	10%bd	6%	9%	6%	7%	7%	10%h	4%	6%	5%	8%	6%	13%ijln	7%	6%	8%
No change	(3)	1431	250	539	268	374	789	642	839	575	171	187	405	356	199	948	175	1166
		55%	47%	58%a	51%	60%ac	54%	56%	54%	57%	54%	52%	59%m	56%	49%	56%	54%	55%
Slightly less	(2)	423	103	147	95	78	250	173	257	157	44	62	104	114	72	281	44	357
		16%	20%d	16%	18%d	13%	17%	15%	17%	16%	14%	17%	15%	18%	18%	17%	14%	17%
Much less	(1)	461	81	172	91	118	252	209	234	216	70	72	124	105	50	301	70	360
		18%	15%	19%	17%	19%	17%	18%	15%	22%g	22%m	20%m	18%	17%	12%	18%	22%	17%
Don't know		31	7	7	8	9	14	17	18	10	8	6	2	9	2	17	8	18
		1%	1%	1%	1%	2%	1%	1%	1%	1%	3%k	2%k	*	1%	*	1%	3%p	1%
NET Much/Slightly more		255	88	61	60	46	149	106	205	47	25	31	57	49	85	136	25	225
		10%	17%bd	7%	11%b	7%	10%	9%	13%h	5%	8%	9%	8%	8%	21%ijkln	8%	8%	11%
NET Much/Slightly less		884	184	319	186	196	503	382	491	374	113	134	229	220	122	582	113	717
		34%	35%	34%	36%	31%	35%	33%	32%	37%g	36%	37%	33%	35%	30%	35%	35%	34%
Mean		2.60	2.73b	2.54	2.60	2.58	2.61	2.59	2.70h	2.46	2.51	2.54	2.58	2.57	2.87ijkln	2.57	2.51	2.62
Std Dev.		0.95	1.05	0.89	0.97	0.91	0.96	0.94	0.97	0.90	0.97	0.99	0.89	0.89	1.06	0.91	0.96	0.95
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**66**	59	6	5	60	3	1	2	4	2	4	5	7	7	24	7	-	-	3
		3%	*3%*	*2%*	*4%*	*3%*	*1%*	*1%*	*2%*	**3%p**	*1%*	*2%*	*3%*	*3%*	*3%*	**7%ipr**	*2%*	-	-	*2%*
Slightly more	(4)	**189**	170	19	13	161	19	6	3	5	22	22	8	18	9	36	28	13	2	17
		7%	*8%*	*5%*	**11%b**	*7%*	*8%*	*5%*	*4%*	*5%*	*8%*	*10%*	*4%*	*8%*	*4%*	**11%m**	*8%*	*6%*	*5%*	*9%*
No change	(3)	**1431**	1230	201	61	1202	121	70	39	59	170	131	108	125	142	170	177	119	21	100
		55%	*55%*	*54%*	*51%*	*55%*	*54%*	*55%*	*51%*	*52%*	*59%*	*60%*	*56%*	*56%*	*58%*	*50%*	*51%*	*55%*	*62%*	*53%*
Slightly less	(2)	**423**	346	78	16	356	33	18	16	24	55	25	34	29	31	45	68	43	2	31
		16%	*16%*	**21%a**	*13%*	*16%*	*15%*	*14%*	*21%*	**21%jq**	*19%*	*12%*	*18%*	*13%*	*13%*	*13%*	*20%*	*20%*	*7%*	*16%*
Much less	(1)	**461**	395	66	23	375	43	27	15	20	33	35	32	41	55	62	61	37	7	36
		18%	*18%*	*18%*	*19%*	*17%*	*19%*	*22%*	*20%*	*18%*	*11%*	*16%*	*17%*	*18%*	**22%i**	*18%*	*18%*	*17%*	*21%*	*19%*
Don't know		**31**	26	5	2	21	5	3	1	1	4	-	5	3	-	2	2	5	2	3
		1%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*3%*	*1%*	-	*	*1%*	*2%*	**6%hjmno**	*2%*
NET Much/Slightly more		**255**	230	25	18	220	22	8	5	9	24	26	13	24	16	60	36	13	2	20
		10%	*10%*	*7%*	**15%b**	*10%*	*10%*	*6%*	*6%*	*8%*	*8%*	*12%*	*7%*	*11%*	*7%*	**18%hikmp**	*10%*	*6%*	*5%*	*10%*
NET Much/Slightly less		**884**	741	143	39	732	76	46	31	44	88	60	66	70	85	107	130	80	9	67
		34%	*33%*	*38%*	*32%*	*34%*	*34%*	*36%*	*41%*	*39%*	*31%*	*28%*	*34%*	*31%*	*35%*	*32%*	*38%*	*37%*	*28%*	*35%*
Mean		**2.60**	2.62	2.52	2.67	**2.62g**	2.57	2.48	2.46	2.54	2.66	2.70	2.57	2.64	2.52	2.75	2.57	2.51	2.54	2.57
Std Dev.		**0.95**	0.96	0.90	1.04	0.95	0.94	0.94	0.94	0.95	0.81	0.92	0.91	0.97	0.97	1.10	0.95	0.85	0.90	0.95
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.07	0.08	0.08	0.08	0.08	0.09	0.08	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 131

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	66	48	15	-	2	-	64	2	47	14	2	2	*	62	2
		3%	**5%bcdg**	*2%*	-	*1%*	-	**3%c**	*1%*	**5%jl**	*1%*	*	*1%*	*1%*	**3%jl**	*1%*
Slightly more	(4)	189	59	89	20	12	8	148	20	64	89	23	4	7	153	12
		7%	*6%*	*9%*	*5%*	*7%*	**14%c**	*8%*	*8%*	*7%*	*9%*	*5%*	*3%*	*16%*	*8%*	*7%*
No change	(3)	1431	554	509	244	86	22	1063	108	536	551	243	60	24	1087	84
		55%	**57%deg**	*53%*	**61%bdeg**	*46%*	*39%*	**55%g**	*44%*	*56%*	*54%*	*57%*	*45%*	*54%*	*55%*	*47%*
Slightly less	(2)	423	139	186	54	35	7	325	42	126	185	78	29	3	312	32
		16%	*14%*	**19%a**	*14%*	*19%*	*13%*	*17%*	*17%*	*13%*	**18%h**	*18%*	**22%h**	*7%*	*16%*	*18%*
Much less	(1)	461	159	159	72	49	19	317	68	176	165	76	32	10	341	42
		18%	*16%*	*16%*	*18%*	**26%abf**	**34%abcf**	*16%*	**28%abcf**	*18%*	*16%*	*18%*	*24%*	*22%*	*17%*	*24%*
Don't know		31	6	9	7	2	-	15	2	6	8	5	5	-	15	5
		1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	**4%him**	-	*1%*	**3%hm**
NET Much/Slightly more		255	108	104	20	14	8	212	22	111	103	25	6	8	215	14
		10%	**11%c**	**11%c**	*5%*	*7%*	**14%c**	**11%c**	*9%*	**12%j**	**10%j**	*6%*	*5%*	*17%*	**11%j**	*8%*
NET Much/Slightly less		884	298	344	126	84	26	642	111	302	351	154	61	13	653	74
		34%	*31%*	*36%*	*32%*	**45%acf**	*47%*	*33%*	**45%abcf**	*32%*	*35%*	*36%*	**46%him**	*29%*	*33%*	**42%h**
Mean		2.60	**2.69deg**	**2.60dg**	2.54	2.36	2.33	**2.64dg**	2.36	**2.66kn**	**2.60k**	2.52	2.33	2.66	**2.63kn**	2.42
Std Dev.		0.95	0.99	0.92	0.85	0.98	1.10	0.96	1.01	1.01	0.91	0.86	0.94	1.03	0.96	0.97
Std Error		0.02	0.03	0.03	0.04	0.07	0.14	0.02	0.06	0.03	0.03	0.04	0.08	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	66	16	46	3	26	32	8	65	*	*	-	66	-
		3%	**9%b**	*2%*	*8%*	*3%*	*2%*	**5%e**	*3%*	*2%*	*1%*	-	*3%*	-
Slightly more	(4)	189	23	165	2	72	105	12	175	12	*	-	187	2
		7%	*12%*	*7%*	*4%*	**10%e**	*6%*	*8%*	*7%*	*41%*	*	-	*7%*	*18%*
No change	(3)	1431	80	1336	16	359	991	81	1412	5	6	4	1422	5
		55%	*43%*	**56%a**	*39%*	*47%*	**59%d**	*53%*	*56%*	*16%*	*49%*	*74%*	*55%*	*40%*
Slightly less	(2)	423	31	387	6	149	253	21	409	11	2	-	422	2
		16%	*17%*	*16%*	*14%*	**20%e**	*15%*	*14%*	*16%*	*36%*	*19%*	-	*16%*	*12%*
Much less	(1)	461	34	414	13	143	293	25	453	1	4	1	458	2
		18%	*18%*	*17%*	*33%*	*19%*	*17%*	*16%*	*18%*	*5%*	*31%*	*26%*	*18%*	*11%*
Don't know		31	3	27	1	6	20	5	28	*	-	-	28	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	**3%d**	*1%*	*1%*	-	-	*1%*	*19%*
NET Much/Slightly more		255	38	211	5	99	136	20	240	12	*	-	252	2
		10%	**21%b**	*9%*	*12%*	**13%e**	*8%*	*13%*	*9%*	*42%*	*1%*	-	*10%*	*18%*
NET Much/Slightly less		884	65	801	19	292	547	46	862	12	6	1	880	3
		34%	*35%*	*34%*	*47%*	**39%e**	*32%*	*30%*	*34%*	*41%*	*50%*	*26%*	*34%*	*23%*
Mean		2.60	2.76	2.59	2.40	2.59	2.60	2.71	2.60	2.98	2.21	2.47	2.60	2.79
Std Dev.		0.95	1.15	0.92	1.24	1.01	0.91	1.02	0.95	1.03	0.96	0.99	0.95	0.99
Std Error		0.02	0.09	0.02	0.20	0.04	0.02	0.08	0.02	0.20	0.23	0.44	0.02	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 131

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**66**	18	5	27	17	9	-	9	-	5	-	9	-	18	-	17	-
		3%	*2%*	*1%*	*3%*	*4%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	**4%l**	-	*4%*	-
Slightly more	(4)	**189**	81	24	39	46	30	-	51	-	24	-	12	-	27	-	46	-
		7%	**9%c**	*6%*	*4%*	**10%c**	**7%k**	-	**12%ikm**	-	*6%*	-	*3%*	-	*6%*	-	**10%k**	-
No change	(3)	**1431**	434	242	507	247	224	-	211	-	242	-	238	-	269	-	247	-
		55%	*51%*	*58%*	**58%a**	*54%*	*53%*	-	*49%*	-	**58%g**	-	*55%*	-	**61%g**	-	*54%*	-
Slightly less	(2)	**423**	148	63	141	71	69	-	79	-	63	-	86	-	55	-	71	-
		16%	*17%*	*15%*	*16%*	*15%*	*17%*	-	*18%*	-	*15%*	-	**20%m**	-	*12%*	-	*15%*	-
Much less	(1)	**461**	153	75	155	78	79	-	74	-	75	-	86	-	69	-	78	-
		18%	*18%*	*18%*	*18%*	*17%*	*19%*	-	*17%*	-	*18%*	-	*20%*	-	*16%*	-	*17%*	-
Don't know		**31**	15	7	6	3	10	-	5	-	7	-	1	-	5	-	3	-
		1%	*2%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	-	*2%*	-	*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**255**	98	28	66	62	39	-	60	-	28	-	21	-	45	-	62	-
		10%	**12%bc**	*7%*	*8%*	**13%bc**	*9%*	-	**14%ik**	-	*7%*	-	*5%*	-	**10%k**	-	**13%ik**	-
NET Much/Slightly less		**884**	301	138	296	149	149	-	153	-	138	-	173	-	124	-	149	-
		34%	*36%*	*33%*	*34%*	*32%*	*35%*	-	*36%*	-	*33%*	-	**40%m**	-	*28%*	-	*32%*	-
Mean		**2.60**	2.59	2.56	2.59	2.68	2.56	-	2.63	-	2.56	-	2.47	-	**2.71k**	-	**2.68k**	-
Std Dev.		**0.95**	0.96	0.89	0.94	0.99	0.95	-	0.98	-	0.89	-	0.91	-	0.95	-	0.99	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.05	-	0.05	-	0.04	-	0.04	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	71	-	71	49	23	25	7	23	11	2	1	3	32	33	6	5	60	11	51
		3%	-	3%	4%d	2%	7%fijk	2%	5%ij	3%i	*	*	1%	5%no	4%no	1%	1%	3%	5%	2%
Slightly more	(4)	144	-	144	76	69	40	33	37	18	8	3	6	73	55	16	8	128	14	129
		6%	-	6%	6%	5%	11%ijk	10%ijk	8%ijk	5%ij	2%	1%	2%	10%no	7%no	1%	1%	5%	6%	5%
No change	(3)	1433	-	1433	722	708	196	211	260	195	261	170	140	407	455	571	310	1290	127	1396
		55%	-	55%	56%	54%	53%	64%egijk	55%	60%	53%	53%	50%	58%	57%	52%	52%	55%	54%	54%
Slightly less	(2)	314	-	314	146	166	49	33	73	33	58	31	37	82	105	126	68	275	37	341
		12%	-	12%	11%	13%	13%	10%	15%	10%	12%	10%	13%	12%	13%	12%	11%	12%	16%	13%
Much less	(1)	604	-	604	288	316	46	41	78	70	166	113	90	87	148	370	203	557	45	627
		23%	-	23%	22%	24%	12%	12%	16%	21%ef	33%efgh	36%efgh	32%efgh	12%	18%l	34%lm	34%lm	24%	19%	24%
Don't know		34	-	34	11	23	17	6	6	1	2	*	2	23	7	4	2	31	2	38
		1%	-	1%	1%	2%	4%ghijk	2%	1%	*	*	*	1%	3%mno	1%	*	*	1%	1%	1%
NET Much/Slightly more		216	-	216	124	91	64	41	60	29	10	4	9	105	89	22	13	189	25	180
		8%	-	8%	10%	7%	17%hijk	12%ijk	13%ijk	9%ijk	2%	1%	3%	15%no	11%no	2%	2%	8%	11%	7%
NET Much/Slightly less		918	-	918	434	482	95	74	151	102	224	144	127	169	253	496	272	832	82	968
		35%	-	35%	34%	37%	26%	22%	32%f	31%	45%efgh	45%efgh	46%efgh	24%	32%l	45%lm	46%lm	36%	35%	37%
Mean		2.52	-	2.52	2.57	2.47	2.85hijk	2.79hijk	2.69ijk	2.59ijk	2.23	2.21	2.25	2.82mno	2.65no	2.23	2.23	2.51	2.61	2.46
Std Dev.		1.00	-	1.00	1.02	0.98	1.01	0.87	1.00	0.99	0.95	0.96	0.98	0.95	0.99	0.96	0.97	1.00	1.02	0.98
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.05	0.05	0.06	0.04	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	71	30	13	14	15	42	29	59	13	15	6	3	18	28	27	15	55
		3%	6%bd	1%	3%	2%	3%	3%	4%h	1%	5%kn	2%	*	3%k	7%jkln	2%	5%	3%
Slightly more	(4)	144	44	36	32	32	80	64	114	25	13	18	35	37	36	90	13	126
		6%	8%b	4%	6%	5%	6%	6%	7%h	3%	4%	5%	5%	6%	9%	5%	4%	6%
No change	(3)	1433	237	538	280	378	775	658	847	569	153	192	432	355	193	978	156	1185
		55%	45%	58%a	54%a	60%a	53%	57%	55%	57%	48%	53%	62%ijm	56%	47%	58%lm	49%	56%
Slightly less	(2)	314	85	109	62	57	194	119	205	104	37	41	66	74	69	181	37	258
		12%	16%d	12%	12%	9%	13%	10%	13%	10%	12%	11%	10%	12%	17%kn	11%	11%	12%
Much less	(1)	604	127	217	129	131	344	260	306	285	93	93	153	141	79	387	94	478
		23%	24%	23%	25%	21%	24%	23%	20%	28%g	29%m	26%	22%	22%	19%	23%	29%p	22%
Don't know		34	5	13	4	12	18	16	23	8	5	9	3	8	3	20	5	24
		1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	3%k	*	1%	1%	1%	2%	1%
NET Much/Slightly more		216	74	49	46	47	123	93	173	38	29	24	38	55	64	117	29	181
		8%	14%bd	5%	9%	8%	8%	8%	11%h	4%	9%	7%	5%	9%	16%ijkln	7%	9%	9%
NET Much/Slightly less		918	212	326	191	188	538	380	510	389	130	134	219	215	147	568	131	736
		35%	40%d	35%	37%	30%	37%	33%	33%	39%g	41%k	37%	32%	34%	36%	34%	41%	35%
Mean		2.52	2.55	2.47	2.50	2.58	2.50	2.54	2.62h	2.37	2.42	2.44	2.52	2.55	2.67ijn	2.51	2.43	2.53
Std Dev.		1.00	1.12	0.94	1.02	0.96	1.01	0.99	1.01	0.97	1.11	0.99	0.91	1.00	1.10	0.96	1.10	0.99
Std Error		0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.06	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	71	61	10	5	63	4	3	1	3	7	5	9	5	5	16	12	2	-	4
		3%	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*5%*	*2%*	*2%*	*5%*	*3%*	*1%*	*-*	*2%*
Slightly more	(4)	144	131	13	8	124	11	5	5	6	13	27	8	11	9	35	8	8	1	10
		6%	*6%*	*3%*	*7%*	*6%*	*5%*	*4%*	*7%*	*5%*	*5%*	**13%lklmopr**	*4%*	*5%*	*4%*	**10%mo**	*2%*	*4%*	*4%*	*5%*
No change	(3)	1433	1256	178	55	1210	120	67	37	63	168	127	102	125	139	180	194	110	22	98
		55%	**56%bc**	*47%*	*45%*	*56%*	*53%*	*53%*	*49%*	*56%*	*59%*	*58%*	*53%*	*56%*	*57%*	*53%*	*56%*	*51%*	*65%*	*51%*
Slightly less	(2)	314	258	56	16	260	25	17	12	16	37	15	25	23	22	47	54	22	2	23
		12%	*12%*	*15%*	*14%*	*12%*	*11%*	*13%*	*16%*	**14%j**	*13%*	*7%*	*13%*	*10%*	*9%*	*14%*	**16%j**	*10%*	*6%*	*12%*
Much less	(1)	604	490	114	33	494	59	32	19	23	58	44	43	56	68	58	71	73	5	54
		23%	*22%*	**30%a**	*27%*	*23%*	*26%*	*25%*	*26%*	*21%*	*20%*	*20%*	*22%*	*25%*	**28%n**	*17%*	*21%*	**34%hijnoq**	*16%*	**28%n**
Don't know		34	30	4	3	24	5	3	2	2	4	-	5	2	-	3	6	2	3	3
		1%	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-*	*3%*	*1%*	*-*	*1%*	*2%*	*1%*	**8%ijlmnopr**	*1%*
NET Much/Slightly more		216	193	23	13	187	15	8	6	9	20	32	17	16	14	51	19	10	1	14
		8%	*9%*	*6%*	*11%*	*9%*	*7%*	*6%*	*8%*	*8%*	*7%*	**15%lmopr**	*9%*	*7%*	*6%*	**15%lmopr**	*6%*	*5%*	*4%*	*7%*
NET Much/Slightly less		918	748	170	50	755	84	48	31	39	94	59	68	79	90	105	125	95	8	76
		35%	*34%*	**45%a**	*41%*	*35%*	*37%*	*38%*	*41%*	*35%*	*33%*	*27%*	*35%*	*36%*	*37%*	*31%*	*36%*	**44%jnq**	*22%*	**40%jq**
Mean		2.52	**2.55b**	2.33	2.45	2.54	2.44	2.44	2.41	**2.54p**	**2.56p**	**2.69mpr**	**2.55p**	2.48	2.43	**2.71mpr**	2.51	2.27	2.63	2.40
Std Dev.		1.00	0.99	1.04	1.10	1.00	1.00	1.00	1.00	0.96	0.95	1.00	1.05	1.00	1.00	1.02	0.96	1.01	0.83	1.03
Std Error		0.02	0.02	0.03	0.06	0.03	0.04	0.05	0.06	0.08	0.08	0.08	0.09	0.08	0.08	0.09	0.08	0.09	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 132

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	71	48	11	8	4	-	60	4	49	14	2	7	*	62	7
		3%	5%b	1%	2%	2%	-	3%b	2%	5%ij	1%	*	5%ij	*	3%ij	4%ij
Slightly more	(4)	144	45	61	21	14	4	106	17	52	63	17	8	4	115	13
		6%	5%	6%	5%	7%	7%	5%	7%	5%	6%	4%	6%	9%	6%	7%
No change	(3)	1433	551	518	242	83	23	1069	106	534	546	259	55	23	1079	78
		55%	57%dg	54%g	61%deg	44%	41%	55%dg	43%	56%kn	54%k	61%kn	41%	52%	55%kn	44%
Slightly less	(2)	314	96	118	55	36	9	214	45	92	137	60	18	7	229	25
		12%	10%	12%	14%	19%abf	16%	11%	19%abf	10%	14%h	14%	14%	15%	12%	14%
Much less	(1)	604	220	244	67	49	21	464	70	223	243	83	42	10	466	52
		23%	23%	25%c	17%	26%c	36%c	24%c	29%c	23%	24%	19%	32%j	23%	24%	30%j
Don't know		34	6	14	6	1	*	21	1	7	11	6	2	*	18	2
		1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more		216	93	73	29	18	4	165	21	100	77	19	15	4	177	20
		8%	10%	8%	7%	9%	7%	9%	9%	11%j	8%	4%	12%j	10%	9%j	11%j
NET Much/Slightly less		918	316	362	122	86	29	677	115	315	380	143	61	17	695	77
		35%	33%	37%	31%	46%acf	52%acf	35%	47%abcf	33%	38%	33%	46%hj	37%	35%	44%h
Mean		2.52	2.59beg	2.45	2.61bdeg	2.39	2.18	2.52g	2.34	2.59	2.47	2.51	2.39	2.50	2.53	2.42
Std Dev.		1.00	1.05	0.98	0.90	1.02	1.01	1.02	1.02	1.06	0.97	0.87	1.16	0.97	1.02	1.11
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.10	0.15	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**71**	16	51	4	28	37	7	71	*	*	-	71	-
		3%	**9%b**	*2%*	*11%*	*4%*	*2%*	*5%*	*3%*	*1%*	*1%*	-	*3%*	-
Slightly more	(4)	**144**	19	123	2	56	76	12	132	12	1	-	144	-
		6%	**10%b**	*5%*	*5%*	**7%e**	*4%*	*8%*	*5%*	*40%*	*6%*	-	*6%*	-
No change	(3)	**1433**	83	1333	17	400	955	79	1407	7	5	5	1419	9
		55%	*45%*	**56%a**	*42%*	*53%*	*56%*	*52%*	*55%*	*24%*	*44%*	*96%*	*55%*	*70%*
Slightly less	(2)	**314**	19	291	3	85	212	16	301	7	3	-	312	2
		12%	*10%*	*12%*	*8%*	*11%*	*13%*	*11%*	*12%*	*25%*	*26%*	-	*12%*	*11%*
Much less	(1)	**604**	47	545	12	178	398	28	599	2	3	*	604	-
		23%	*25%*	*23%*	*30%*	*23%*	*24%*	*19%*	*24%*	*7%*	*23%*	*4%*	*23%*	-
Don't know		**34**	1	31	2	10	16	9	30	1	-	-	31	3
		1%	*	*1%*	*4%*	*1%*	*1%*	**6%de**	*1%*	*3%*	-	-	*1%*	*19%*
NET Much/Slightly more		**216**	35	174	6	84	112	19	203	12	1	-	216	-
		8%	**19%b**	*7%*	*16%*	**11%e**	*7%*	**13%e**	*8%*	*41%*	*6%*	-	*8%*	-
NET Much/Slightly less		**918**	66	837	15	263	611	44	901	9	6	*	916	2
		35%	*36%*	*35%*	*38%*	*35%*	*36%*	*29%*	*35%*	*32%*	*49%*	*4%*	*35%*	*11%*
Mean		**2.52**	2.67	2.51	2.57	2.56	2.49	2.68	2.51	3.03	2.34	2.92	2.52	2.86
Std Dev.		**1.00**	1.21	0.98	1.31	1.05	0.97	1.05	1.00	1.00	0.96	0.43	1.00	0.37
Std Error		**0.02**	0.09	0.02	0.21	0.04	0.02	0.08	0.02	0.20	0.23	0.19	0.02	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 132

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**71**	15	10	22	24	10	-	5	-	10	-	5	-	17	-	24	-
		3%	*2%*	*2%*	*2%*	***5%a***	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*4%*	-	***5%gk***	-
Slightly more	(4)	**144**	46	22	50	27	16	-	30	-	22	-	18	-	32	-	27	-
		6%	*5%*	*5%*	*6%*	*6%*	*4%*	-	*7%*	-	*5%*	-	*4%*	-	*7%*	-	*6%*	-
No change	(3)	**1433**	463	243	476	252	230	-	232	-	243	-	227	-	249	-	252	-
		55%	*54%*	*58%*	*54%*	*55%*	*55%*	-	*54%*	-	*58%*	-	*52%*	-	*56%*	-	*55%*	-
Slightly less	(2)	**314**	92	46	109	66	41	-	52	-	46	-	60	-	49	-	66	-
		12%	*11%*	*11%*	*12%*	*14%*	*10%*	-	*12%*	-	*11%*	-	*14%*	-	*11%*	-	*14%*	-
Much less	(1)	**604**	219	89	205	91	119	-	100	-	89	-	118	-	86	-	91	-
		23%	*26%*	*21%*	*23%*	*20%*	***28%mo***	-	*23%*	-	*21%*	-	*27%*	-	*19%*	-	*20%*	-
Don't know		**34**	13	6	14	1	5	-	8	-	6	-	4	-	9	-	1	-
		1%	*2%*	*1%*	*2%*	*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	***2%o***	-	*	-
NET Much/Slightly more		**216**	61	32	72	51	26	-	35	-	32	-	23	-	49	-	51	-
		8%	*7%*	*8%*	*8%*	*11%*	*6%*	-	*8%*	-	*8%*	-	*5%*	-	***11%k***	-	***11%k***	-
NET Much/Slightly less		**918**	312	134	314	157	160	-	152	-	134	-	179	-	135	-	157	-
		35%	*37%*	*32%*	*36%*	*34%*	*38%*	-	*36%*	-	*32%*	-	***41%lm***	-	*31%*	-	*34%*	-
Mean		**2.52**	2.46	2.56	2.51	**2.62a**	2.42	-	2.50	-	**2.56k**	-	2.37	-	**2.64ek**	-	**2.62ek**	-
Std Dev.		**1.00**	1.00	0.97	1.00	1.03	1.02	-	0.97	-	0.97	-	0.97	-	1.01	-	1.03	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**104**	-	104	64	40	29	14	34	9	15	3	-	44	43	18	3	93	11	79
		4%	-	*4%*	*5%*	*3%*	**8%hijk**	**4%k**	**7%hijk**	*3%*	**3%k**	*1%*	-	**6%no**	**5%no**	*2%*	*1%*	*4%*	*5%*	*3%*
Slightly more	(4)	**361**	-	361	166	195	82	59	83	57	40	25	16	141	140	81	41	295	63	357
		14%	-	*14%*	*13%*	*15%*	**22%ijk**	**18%ijk**	**17%ijk**	**17%ijk**	*8%*	*8%*	*6%*	**20%no**	**17%no**	*7%*	*7%*	*13%*	**27%p**	*14%*
No change	(3)	**1535**	-	1535	767	764	174	200	249	203	332	201	178	374	452	710	378	1415	101	1547
		59%	-	*59%*	*59%*	*59%*	*47%*	**60%e**	*52%*	**62%eg**	**67%eg**	**63%eg**	**64%eg**	*53%*	*56%*	**65%lm**	**63%l**	**60%q**	*43%*	*60%*
Slightly less	(2)	**282**	-	282	141	140	46	19	61	29	46	44	35	66	91	126	80	265	17	288
		11%	-	*11%*	*11%*	*11%*	**12%f**	*6%*	**13%f**	*9%*	*9%*	**14%f**	**13%f**	*9%*	*11%*	*11%*	*13%*	*11%*	*7%*	*11%*
Much less	(1)	**278**	-	278	136	142	32	34	47	24	59	42	39	66	71	141	82	240	38	273
		11%	-	*11%*	*11%*	*11%*	*8%*	*10%*	*10%*	*7%*	*12%*	*13%*	*14%*	*9%*	*9%*	**13%m**	**14%m**	*10%*	*16%*	*11%*
Don't know		**40**	-	40	17	23	10	5	3	5	6	4	9	14	7	19	13	34	5	38
		2%	-	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%g**	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*
NET Much/Slightly more		**466**	-	466	230	236	111	73	117	66	54	28	16	184	183	98	44	387	75	436
		18%	-	*18%*	*18%*	*18%*	**30%hijk**	**22%ijk**	**25%ijk**	**20%ijk**	*11%*	*9%*	*6%*	**26%no**	**23%no**	*9%*	*7%*	*17%*	**32%p**	*17%*
NET Much/Slightly less		**560**	-	560	277	282	78	53	108	54	105	86	75	131	162	267	161	505	55	561
		22%	-	*22%*	*21%*	*22%*	*21%*	*16%*	*23%*	*16%*	*21%*	**27%fh**	**27%fh**	*19%*	*20%*	**24%l**	**27%lm**	*22%*	*23%*	*22%*
Mean		**2.90**	-	2.90	2.91	2.88	**3.09ijk**	**3.00ijk**	**2.99ijk**	**2.99ijk**	**2.81k**	2.69	2.63	**3.05no**	**2.99no**	2.73	2.66	2.89	2.97	2.87
Std Dev.		**0.92**	-	0.92	0.93	0.90	1.01	0.92	1.00	0.82	0.86	0.84	0.80	0.97	0.93	0.84	0.82	0.90	1.10	0.89
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	104	41	19	31	14	60	45	89	15	7	8	16	21	46	46	7	94
		4%	**8%bd**	*2%*	**6%bd**	*2%*	*4%*	*4%*	**6%h**	*1%*	*2%*	*2%*	*2%*	*3%*	**11%ijkln**	*3%*	*2%*	*4%*
Slightly more	(4)	361	93	139	60	69	232	129	260	93	34	40	87	112	67	239	34	313
		14%	**18%cd**	*15%*	*11%*	*11%*	**16%f**	*11%*	**17%h**	*9%*	*11%*	*11%*	*13%*	**18%ij**	*16%*	*14%*	*10%*	*15%*
No change	(3)	1535	284	556	302	393	840	695	883	632	181	205	440	368	228	1013	183	1255
		59%	*54%*	*60%*	*58%*	**63%a**	*58%*	*61%*	*57%*	**63%g**	*57%*	*57%*	*64%*	*58%*	*56%*	*60%*	*57%*	*59%*
Slightly less	(2)	282	66	87	64	65	153	129	156	121	42	38	73	61	41	172	42	217
		11%	*12%*	*9%*	*12%*	*10%*	*11%*	*11%*	*10%*	*12%*	*13%*	*11%*	*10%*	*10%*	*10%*	*10%*	*13%*	*10%*
Much less	(1)	278	38	119	56	65	157	121	151	121	47	58	72	60	23	190	47	218
		11%	*7%*	**13%a**	*11%*	*10%*	*11%*	*11%*	*10%*	*12%*	**15%m**	**16%klm**	*10%*	*9%*	*6%*	**11%m**	*15%*	*10%*
Don't know		40	6	6	8	20	12	28	14	24	6	9	5	10	3	24	8	28
		2%	*1%*	*1%*	*2%*	**3%b**	*1%*	**2%e**	*1%*	**2%g**	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
NET Much/Slightly more		466	134	158	90	83	292	173	349	107	41	49	103	133	113	285	41	407
		18%	**25%bcd**	*17%*	*17%*	*13%*	**20%f**	*15%*	**22%h**	*11%*	*13%*	*14%*	*15%*	**21%ijk**	**28%ijkn**	*17%*	*13%*	**19%o**
NET Much/Slightly less		560	103	206	121	130	310	251	307	243	89	96	145	121	64	362	89	435
		22%	*20%*	*22%*	*23%*	*21%*	*21%*	*22%*	*20%*	**24%g**	**28%lm**	**27%lm**	*21%*	*19%*	*16%*	*21%*	**26%p**	*20%*
Mean		2.90	**3.07bcd**	2.84	2.89	2.84	2.92	2.86	**2.99h**	2.75	2.72	2.72	2.86	**2.96ij**	**3.18ijkln**	**2.87ij**	2.72	**2.93o**
Std Dev.		0.92	0.95	0.91	0.95	0.85	0.93	0.90	0.95	0.84	0.93	0.95	0.85	0.89	0.96	0.89	0.93	0.92
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	104	94	10	6	95	4	4	2	4	5	8	8	10	7	29	22	4	-	4
		4%	4%	3%	5%	4%	2%	3%	2%	4%	2%	4%	4%	4%	3%	9%ijpr	6%	2%	-	2%
Slightly more	(4)	361	334	28	13	301	32	17	11	17	38	34	29	31	12	71	32	37	*	32
		14%	15%b	7%	11%	14%	14%	13%	15%	15%mq	13%mq	16%mq	15%mq	14%mq	5%	21%moq	9%	17%mq	1%	17%mq
No change	(3)	1535	1292	244	77	1272	144	78	42	71	167	131	116	130	163	170	198	125	25	118
		59%	58%	65%a	64%	58%	64%	62%	56%	63%n	58%	60%	60%	58%	67%n	50%	57%	58%	73%n	62%n
Slightly less	(2)	282	228	54	10	240	19	13	9	12	36	24	22	27	27	22	42	27	4	15
		11%	10%	14%	9%	11%	9%	10%	12%	11%	13%	11%	11%	12%	11%	7%	12%	12%	11%	8%
Much less	(1)	278	243	35	12	231	24	13	10	8	33	17	17	21	33	43	41	19	4	20
		11%	11%	9%	10%	11%	11%	11%	13%	7%	11%	8%	9%	9%	13%	13%	12%	9%	10%	11%
Don't know		40	36	5	3	35	2	1	2	1	7	3	1	3	2	3	10	5	1	1
		2%	2%	1%	2%	2%	1%	1%	2%	1%	3%	1%	1%	2%	1%	1%	3%	2%	3%	1%
NET Much/Slightly more		466	428	37	19	397	36	20	13	21	43	42	36	41	19	100	54	41	*	35
		18%	19%b	10%	16%	18%	16%	16%	17%	18%mq	15%q	19%mq	19%mq	18%mq	8%	30%hilmoqr	16%q	19%mq	1%	18%mq
NET Much/Slightly less		560	471	89	22	471	43	27	19	20	69	41	39	48	59	65	83	45	7	36
		22%	21%	24%	18%	22%	19%	21%	25%	18%	24%	19%	20%	22%	24%	19%	24%	21%	22%	19%
Mean		2.90	2.91	2.79	2.93	2.90	2.88	2.87	2.81	2.97m	2.80	2.96m	2.93	2.91	2.73	3.07imq	2.85	2.91	2.68	2.91
Std Dev.		0.92	0.93	0.81	0.89	0.92	0.84	0.88	0.93	0.83	0.88	0.86	0.89	0.91	0.87	1.07	0.98	0.85	0.69	0.86
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.07	0.07	0.07	0.08	0.07	0.07	0.09	0.08	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	104	73	13	11	5	*	87	6	74	26	3	2	-	99	2
		4%	**8%bcfg**	*1%*	*3%*	*3%*	*	**4%b**	*2%*	**8%ijkmn**	*3%*	*1%*	*1%*	-	**5%ij**	*1%*
Slightly more	(4)	361	123	170	35	24	9	294	33	147	160	35	13	6	307	19
		14%	*13%*	**18%ac**	*9%*	*13%*	*16%*	**15%c**	*14%*	**15%j**	**16%j**	*8%*	*10%*	*13%*	**16%j**	*11%*
No change	(3)	1535	592	561	259	78	27	1153	105	549	607	270	68	24	1156	93
		59%	**61%dg**	**58%dg**	**65%dg**	*42%*	*49%*	**60%dg**	*43%*	*57%*	*60%*	**63%n**	*51%*	*54%*	*59%*	*52%*
Slightly less	(2)	282	69	115	45	41	10	184	51	80	111	61	23	4	191	28
		11%	*7%*	**12%a**	*11%*	**22%abcf**	**18%a**	*10%*	**21%abcf**	*8%*	*11%*	**14%hm**	**18%hm**	*9%*	*10%*	**16%h**
Much less	(1)	278	95	91	45	37	10	187	47	98	95	48	25	10	193	36
		11%	*10%*	*9%*	*11%*	**20%abcf**	*17%*	*10%*	**19%abcf**	*10%*	*9%*	*11%*	**19%him**	*23%*	*10%*	**20%hijm**
Don't know		40	13	16	4	2	*	29	2	9	15	9	*	*	24	*
		2%	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*
NET Much/Slightly more		466	197	184	46	29	9	380	39	220	186	38	15	6	406	21
		18%	**20%c**	**19%c**	*11%*	*16%*	*16%*	**20%c**	*16%*	**23%jkn**	**18%j**	*9%*	*12%*	*13%*	**21%jkn**	*12%*
NET Much/Slightly less		560	164	206	90	78	20	371	98	178	206	109	49	15	384	63
		22%	*17%*	*21%*	*23%*	**42%abcf**	**35%af**	*19%*	**40%abcf**	*19%*	*20%*	**25%hm**	**37%him**	*33%*	*19%*	**36%him**
Mean		2.90	**3.01bcdeg**	**2.89dg**	**2.80dg**	2.57	2.64	**2.95cdeg**	2.58	**3.02jkn**	**2.91jkn**	2.72	2.57	2.57	**2.96jkn**	2.57
Std Dev.		0.92	0.95	0.85	0.86	1.04	0.96	0.91	1.02	0.98	0.86	0.80	0.96	1.00	0.92	0.97
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**104**	26	75	3	41	54	9	103	1	-	-	104	-
		4%	***14%b***	*3%*	*8%*	*5%*	*3%*	*6%*	*4%*	*3%*	-	-	*4%*	-
Slightly more	(4)	**361**	25	331	5	113	230	19	346	10	1	1	357	3
		14%	*13%*	*14%*	*13%*	*15%*	*14%*	*12%*	*14%*	*34%*	*6%*	*24%*	*14%*	*23%*
No change	(3)	**1535**	82	1439	15	377	1076	82	1520	2	5	4	1526	5
		59%	*44%*	***61%a***	*36%*	*50%*	***64%d***	*54%*	*60%*	*7%*	*38%*	*74%*	*59%*	*40%*
Slightly less	(2)	**282**	19	258	5	96	171	15	261	15	4	-	280	2
		11%	*10%*	*11%*	*13%*	*13%*	*10%*	*10%*	*10%*	*49%*	*28%*	-	*11%*	*18%*
Much less	(1)	**278**	29	239	10	115	144	20	273	1	3	*	278	-
		11%	*16%*	*10%*	*24%*	***15%e***	*8%*	*13%*	*11%*	*5%*	*28%*	*2%*	*11%*	-
Don't know		**40**	5	33	2	14	19	6	37	1	-	-	38	3
		2%	*3%*	*1%*	*5%*	*2%*	*1%*	***4%e***	*1%*	*2%*	-	-	*1%*	*19%*
NET Much/Slightly more		**466**	51	406	9	153	284	28	450	11	1	1	461	3
		18%	***27%b***	*17%*	*22%*	*20%*	*17%*	*19%*	*18%*	*37%*	*6%*	*24%*	*18%*	*23%*
NET Much/Slightly less		**560**	48	497	15	211	314	35	535	16	7	*	558	2
		22%	*26%*	*21%*	*37%*	***28%e***	*19%*	*23%*	*21%*	*54%*	*56%*	*2%*	*22%*	*18%*
Mean		**2.90**	3.00	2.89	2.67	2.82	**2.93d**	2.88	2.90	2.81	2.21	3.20	2.89	3.07
Std Dev.		**0.92**	1.21	0.88	1.26	1.04	0.84	1.01	0.91	1.09	0.96	0.61	0.92	0.74
Std Error		**0.02**	0.09	0.02	0.20	0.04	0.02	0.08	0.02	0.21	0.23	0.27	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 133

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**104**	26	13	43	22	8	-	17	-	13	-	6	-	37	-	22	-
		4%	*3%*	*3%*	*5%*	*5%*	*2%*	-	*4%*	-	*3%*	-	*1%*	-	***8%eik***	-	***5%k***	-
Slightly more	(4)	**361**	130	59	102	70	67	-	63	-	59	-	52	-	50	-	70	-
		14%	*15%*	*14%*	*12%*	*15%*	*16%*	-	*15%*	-	*14%*	-	*12%*	-	*11%*	-	*15%*	-
No change	(3)	**1535**	493	249	522	271	243	-	250	-	249	-	262	-	261	-	271	-
		59%	*58%*	*60%*	*60%*	*59%*	*58%*	-	*58%*	-	*60%*	-	*61%*	-	*59%*	-	*59%*	-
Slightly less	(2)	**282**	86	43	99	55	44	-	42	-	43	-	49	-	50	-	55	-
		11%	*10%*	*10%*	*11%*	*12%*	*10%*	-	*10%*	-	*10%*	-	*11%*	-	*11%*	-	*12%*	-
Much less	(1)	**278**	97	45	103	34	53	-	44	-	45	-	61	-	43	-	34	-
		11%	*11%*	*11%*	*12%*	*7%*	*13%*	-	*10%*	-	*11%*	-	***14%o***	-	*10%*	-	*7%*	-
Don't know		**40**	18	8	6	9	6	-	12	-	8	-	3	-	3	-	9	-
		2%	*2%*	*2%*	*1%*	*2%*	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**466**	156	72	145	93	75	-	81	-	72	-	58	-	87	-	93	-
		18%	*18%*	*17%*	*17%*	*20%*	*18%*	-	*19%*	-	*17%*	-	*13%*	-	*20%*	-	*20%*	-
NET Much/Slightly less		**560**	182	87	203	88	97	-	85	-	87	-	110	-	93	-	88	-
		22%	*21%*	*21%*	*23%*	*19%*	*23%*	-	*20%*	-	*21%*	-	*25%*	-	*21%*	-	*19%*	-
Mean		**2.90**	2.88	2.89	2.86	2.99	2.84	-	**2.93k**	-	2.89	-	2.75	-	**2.97k**	-	**2.99k**	-
Std Dev.		**0.92**	0.91	0.90	0.94	0.88	0.91	-	0.91	-	0.90	-	0.89	-	0.98	-	0.88	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**111**	-	111	63	47	40	17	21	12	16	6	-	56	33	22	6	93	16	101
		4%	-	*4%*	*5%*	*4%*	**11%fghijk**	**5%k**	**4%k**	**4%k**	**3%k**	*2%*	-	**8%mno**	**4%no**	*2%*	*1%*	*4%*	*7%*	*4%*
Slightly more	(4)	**362**	-	362	163	199	81	71	83	56	33	31	7	152	139	71	38	313	48	350
		14%	-	*14%*	*13%*	*15%*	**22%ijk**	**21%ijk**	**17%ijk**	**17%ijk**	*7%*	**10%k**	*2%*	**22%no**	**17%no**	*7%*	*6%*	*13%*	**20%p**	*14%*
No change	(3)	**1505**	-	1505	752	751	163	178	266	202	329	184	182	341	468	695	366	1378	111	1512
		58%	-	*58%*	*58%*	*58%*	*44%*	**54%e**	**56%e**	**62%e**	**66%efg**	**58%e**	**66%efg**	*49%*	**58%l**	**64%l**	**61%l**	**59%q**	*47%*	*59%*
Slightly less	(2)	**265**	-	265	135	129	43	33	51	20	49	37	32	75	71	118	69	244	16	259
		10%	-	*10%*	*10%*	*10%*	*11%*	*10%*	*11%*	*6%*	*10%*	*12%*	*12%*	*11%*	*9%*	*11%*	*12%*	*10%*	*7%*	*10%*
Much less	(1)	**321**	-	321	162	158	37	28	55	31	64	58	48	64	86	170	106	282	39	319
		12%	-	*12%*	*13%*	*12%*	*10%*	*8%*	*12%*	*10%*	*13%*	**18%efh**	**17%efh**	*9%*	*11%*	**16%lm**	**18%lm**	*12%*	*17%*	*12%*
Don't know		**38**	-	38	17	21	10	5	1	6	6	2	9	14	7	17	11	32	5	41
		1%	-	*1%*	*1%*	*2%*	**3%g**	*1%*	*	**2%g**	*1%*	*1%*	**3%g**	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
NET Much/Slightly more		**473**	-	473	226	246	120	88	104	67	50	37	7	208	172	93	43	406	64	451
		18%	-	*18%*	*17%*	*19%*	**32%ghijk**	**27%ijk**	**22%ijk**	**21%ijk**	**10%k**	**12%k**	*2%*	**30%mno**	**21%no**	*9%*	*7%*	*17%*	**27%p**	*17%*
NET Much/Slightly less		**586**	-	586	297	287	79	60	106	51	113	96	80	140	157	289	176	526	55	578
		23%	-	*23%*	*23%*	*22%*	*21%*	*18%*	*22%*	*16%*	*23%*	**30%fh**	**29%fh**	*20%*	*20%*	**26%lm**	**29%lm**	*22%*	*23%*	*22%*
Mean		**2.87**	-	2.87	2.87	2.88	**3.12gijk**	**3.05ijk**	**2.92jk**	**2.99ijk**	**2.77k**	2.65	2.55	**3.09mno**	**2.95no**	2.68	2.60	2.87	2.94	2.86
Std Dev.		**0.95**	-	0.95	0.96	0.94	1.08	0.93	0.96	0.88	0.88	0.95	0.81	1.01	0.93	0.89	0.89	0.93	1.11	0.94
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	111	44	21	26	20	65	46	91	17	10	14	12	22	46	47	10	95
		4%	**8%bd**	*2%*	**5%b**	*3%*	*4%*	*4%*	**6%h**	*2%*	*3%*	*4%*	*2%*	*3%*	**11%ijkln**	*3%*	*3%*	*4%*
Slightly more	(4)	362	86	124	77	75	210	152	267	89	28	46	103	103	64	251	28	321
		14%	*16%*	*13%*	*15%*	*12%*	*14%*	*13%*	**17%h**	*9%*	*9%*	*13%*	**15%l**	**16%l**	**16%l**	**15%l**	*9%*	**15%o**
No change	(3)	1505	278	552	292	382	831	674	857	621	183	183	415	382	225	981	185	1219
		58%	*53%*	*60%*	*56%*	**61%a**	*57%*	*59%*	*55%*	**62%g**	*58%*	*51%*	**60%j**	**60%j**	*55%*	*58%*	*58%*	*57%*
Slightly less	(2)	265	61	82	67	54	144	121	158	104	34	37	75	64	36	176	34	217
		10%	*12%*	*9%*	*13%*	*9%*	*10%*	*11%*	*10%*	*10%*	*11%*	*10%*	*11%*	*10%*	*9%*	*10%*	*11%*	*10%*
Much less	(1)	321	50	139	55	78	189	132	165	153	54	71	84	56	34	211	55	253
		12%	*9%*	**15%a**	*11%*	*12%*	*13%*	*12%*	*11%*	**15%g**	**17%lm**	**20%klmn**	*12%*	*9%*	*8%*	*13%*	**17%p**	*12%*
Don't know		38	9	8	4	18	16	21	15	20	7	8	4	6	3	18	9	22
		1%	*2%*	*1%*	*1%*	**3%bc**	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Much/Slightly more		473	130	145	103	95	275	198	358	106	38	59	114	124	110	298	38	416
		18%	**25%bd**	*16%*	*20%*	*15%*	*19%*	*17%*	**23%h**	*11%*	*12%*	*17%*	*17%*	**20%l**	**27%ijkn**	*18%*	*12%*	**20%o**
NET Much/Slightly less		586	111	221	122	131	332	254	323	257	88	108	159	120	70	386	89	469
		23%	*21%*	*24%*	*23%*	*21%*	*23%*	*22%*	*21%*	**26%g**	**28%lm**	**30%lmn**	*23%*	*19%*	*17%*	*23%*	*28%*	*22%*
Mean		2.87	**3.03bd**	2.79	2.91	2.85	2.87	2.87	**2.97h**	2.71	2.69	2.70	2.83	**2.95ij**	**3.13ijkln**	**2.85ij**	2.69	**2.90o**
Std Dev.		0.95	1.00	0.94	0.95	0.91	0.97	0.93	0.97	0.90	0.97	1.06	0.89	0.87	1.01	0.92	0.97	0.95
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.06	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**111**	101	10	6	94	7	6	3	5	8	11	9	8	4	21	21	7	*	7
		4%	*5%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	*2%*	*6%*	*6%*	*3%*	*	*4%*
Slightly more	(4)	**362**	323	39	14	303	31	15	12	16	28	34	31	36	20	71	31	37	2	29
		14%	*15%*	*10%*	*12%*	*14%*	*14%*	*12%*	*16%*	*14%*	*10%*	*15%*	*16%*	*16%*	*8%*	**21%lmo**	*9%*	**17%m**	*7%*	*15%*
No change	(3)	**1505**	1266	239	75	1253	134	79	38	74	163	133	117	122	161	164	202	118	24	110
		58%	*57%*	*64%*	*62%*	*58%*	*60%*	**63%g**	*50%*	**65%n**	*57%*	**61%n**	*61%*	*55%*	**66%n**	*48%*	*59%*	*54%*	**71%n**	*58%*
Slightly less	(2)	**265**	218	47	12	225	21	10	8	8	41	19	14	22	18	38	38	27	2	19
		10%	*10%*	*13%*	*10%*	*10%*	*9%*	*8%*	*11%*	*7%*	*14%*	*9%*	*7%*	*10%*	*8%*	*11%*	*11%*	*13%*	*7%*	*10%*
Much less	(1)	**321**	285	36	11	266	29	15	12	10	42	18	20	29	37	42	43	26	4	25
		12%	*13%*	*10%*	*9%*	*12%*	*13%*	*12%*	*16%*	*9%*	*15%*	*8%*	*10%*	*13%*	*15%*	*12%*	*13%*	*12%*	*12%*	*13%*
Don't know		**38**	34	3	3	33	3	*	2	1	5	3	2	6	2	3	8	2	1	1
		1%	*2%*	*1%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*
NET Much/Slightly more		**473**	424	49	20	397	38	22	16	21	36	45	40	44	24	92	52	44	3	36
		18%	**19%b**	*13%*	*17%*	*18%*	*17%*	*17%*	*21%*	**19%m**	*13%*	**21%m**	**21%m**	**20%m**	*10%*	**27%imoq**	*15%*	**20%m**	*7%*	**19%m**
NET Much/Slightly less		**586**	502	83	23	491	50	24	20	18	83	37	34	51	56	80	81	53	6	43
		23%	*23%*	*22%*	*19%*	*23%*	*22%*	*19%*	*27%*	*16%*	**29%hjk**	*17%*	*18%*	*23%*	*23%*	*24%*	*24%*	*25%*	*19%*	*23%*
Mean		**2.87**	2.88	2.84	2.93	2.88	2.85	2.91	2.82	**2.99im**	2.72	**3.01im**	**2.97im**	2.87	2.73	**2.97i**	2.85	2.87	2.76	2.87
Std Dev.		**0.95**	0.97	0.84	0.91	0.95	0.93	0.93	1.04	0.87	0.93	0.89	0.92	0.97	0.88	1.04	0.98	0.94	0.77	0.95
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.08	0.08	0.07	0.08	0.08	0.07	0.09	0.08	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	111	74	19	14	3	*	93	4	83	20	6	1	-	104	1
		4%	**8%bcdfg**	*2%*	*4%*	*2%*	*	**5%b**	*1%*	**9%jkmn**	*2%*	*1%*	*1%*	-	**5%jn**	*1%*
Slightly more	(4)	362	133	153	32	29	13	286	42	139	163	35	17	8	302	25
		14%	**14%c**	**16%c**	*8%*	**16%c**	**23%c**	**15%c**	**17%c**	**15%j**	**16%j**	*8%*	*13%*	*17%*	**15%j**	*14%*
No change	(3)	1505	564	555	257	84	28	1119	112	521	596	272	71	28	1117	99
		58%	**58%dg**	**57%dg**	**64%dg**	*45%*	*50%*	**58%dg**	*46%*	*54%*	*59%*	**64%hm**	*53%*	*62%*	*57%*	*56%*
Slightly less	(2)	265	81	100	41	38	4	181	42	89	104	59	10	2	193	12
		10%	*8%*	*10%*	*10%*	**20%abcf**	*7%*	*9%*	**17%abcf**	*9%*	*10%*	*14%*	*7%*	*4%*	*10%*	*7%*
Much less	(1)	321	105	124	49	31	11	229	42	118	115	45	33	7	233	40
		12%	*11%*	*13%*	*12%*	*16%*	*20%*	*12%*	**17%a**	*12%*	*11%*	*11%*	**25%hijm**	*16%*	*12%*	**23%hijm**
Don't know		38	9	16	6	2	*	25	2	6	15	9	*	*	21	*
		1%	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*
NET Much/Slightly more		473	207	173	46	33	13	379	45	222	184	41	19	8	406	26
		18%	**21%c**	**18%c**	*12%*	*17%*	*23%*	**20%c**	*19%*	**23%ij**	**18%j**	*10%*	*14%*	*17%*	**21%j**	*15%*
NET Much/Slightly less		586	186	224	90	69	15	409	84	207	219	104	43	9	426	52
		23%	*19%*	*23%*	*23%*	**37%abcf**	*27%*	*21%*	**34%abcf**	*22%*	*22%*	*24%*	**32%hijm**	*21%*	*22%*	*29%*
Mean		2.87	**2.99bcdg**	2.84	2.80	2.66	2.77	**2.91dg**	2.68	**2.98jkn**	**2.87kn**	2.75	2.58	2.80	**2.92jkn**	2.63
Std Dev.		0.95	0.98	0.92	0.89	0.99	1.03	0.96	1.00	1.04	0.89	0.81	1.04	0.92	0.97	1.01
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	111	22	86	4	41	63	7	109	*	-	-	109	2
		4%	*12%b*	*4%*	*9%*	*5%*	*4%*	*5%*	*4%*	*1%*	-	-	*4%*	*12%*
Slightly more	(4)	362	32	323	7	117	228	17	347	11	1	1	359	2
		14%	*17%*	*14%*	*17%*	*15%*	*13%*	*11%*	*14%*	*38%*	*11%*	*24%*	*14%*	*11%*
No change	(3)	1505	73	1418	14	363	1063	78	1481	4	8	4	1493	8
		58%	*39%*	*60%a*	*34%*	*48%*	*63%df*	*52%*	*58%*	*15%*	*68%*	*74%*	*58%*	*58%*
Slightly less	(2)	265	24	236	5	94	152	18	255	10	-	-	265	-
		10%	*13%*	*10%*	*11%*	*12%*	*9%*	*12%*	*10%*	*34%*	-	-	*10%*	-
Much less	(1)	321	30	282	9	129	171	21	315	4	2	*	321	-
		12%	*16%*	*12%*	*23%*	*17%e*	*10%*	*14%*	*12%*	*12%*	*20%*	*2%*	*12%*	-
Don't know		38	5	31	2	12	17	10	35	-	*	-	35	3
		1%	*3%*	*1%*	*5%*	*2%*	*1%*	*6%de*	*1%*	-	*	-	*1%*	*19%*
NET Much/Slightly more		473	54	409	11	158	290	25	456	11	1	1	469	3
		18%	*29%b*	*17%*	*26%*	*21%*	*17%*	*16%*	*18%*	*39%*	*11%*	*24%*	*18%*	*23%*
NET Much/Slightly less		586	54	518	14	223	324	39	570	14	2	*	586	-
		23%	*29%*	*22%*	*35%*	*30%e*	*19%*	*26%*	*22%*	*47%*	*20%*	*2%*	*23%*	-
Mean		2.87	2.95	2.87	2.76	2.79	2.92d	2.80	2.87	2.81	2.72	3.20	2.87	3.43
Std Dev.		0.95	1.21	0.92	1.28	1.08	0.88	1.00	0.95	1.13	0.95	0.61	0.95	0.77
Std Error		0.02	0.09	0.02	0.20	0.04	0.02	0.08	0.02	0.22	0.23	0.27	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**111**	37	16	38	20	23	-	14	-	16	-	11	-	27	-	20	-
		4%	*4%*	*4%*	*4%*	*4%*	*5%*	-	*3%*	-	*4%*	-	*3%*	-	*6%*	-	*4%*	-
Slightly more	(4)	**362**	129	51	109	73	58	-	70	-	51	-	47	-	62	-	73	-
		14%	*15%*	*12%*	*12%*	*16%*	*14%*	-	*16%*	-	*12%*	-	*11%*	-	*14%*	-	*16%*	-
No change	(3)	**1505**	477	237	519	271	244	-	233	-	237	-	255	-	264	-	271	-
		58%	*56%*	*57%*	*59%*	*59%*	*58%*	-	*54%*	-	*57%*	-	*59%*	-	*60%*	-	*59%*	-
Slightly less	(2)	**265**	85	44	91	44	31	-	54	-	44	-	50	-	41	-	44	-
		10%	*10%*	*11%*	*10%*	*10%*	*7%*	-	*13%*	-	*11%*	-	*12%*	-	*9%*	-	*10%*	-
Much less	(1)	**321**	105	53	112	52	58	-	46	-	53	-	66	-	45	-	52	-
		12%	*12%*	*13%*	*13%*	*11%*	*14%*	-	*11%*	-	*13%*	-	*15%*	-	*10%*	-	*11%*	-
Don't know		**38**	17	14	6	1	6	-	11	-	14	-	3	-	3	-	1	-
		1%	*2%d*	*3%cd*	*1%*	*	*1%*	-	*3%o*	-	*3%kmo*	-	*1%*	-	*1%*	-	*	-
NET Much/Slightly more		**473**	166	67	147	93	82	-	84	-	67	-	58	-	89	-	93	-
		18%	*19%*	*16%*	*17%*	*20%*	*19%*	-	*20%*	-	*16%*	-	*13%*	-	*20%*	-	*20%*	-
NET Much/Slightly less		**586**	190	97	203	96	90	-	100	-	97	-	117	-	86	-	96	-
		23%	*22%*	*23%*	*23%*	*21%*	*21%*	-	*23%*	-	*23%*	-	*27%*	-	*20%*	-	*21%*	-
Mean		**2.87**	2.89	2.83	2.85	2.92	2.90	-	2.88	-	2.83	-	2.74	-	**2.96k**	-	**2.92k**	-
Std Dev.		**0.95**	0.96	0.95	0.95	0.94	1.00	-	0.93	-	0.95	-	0.94	-	0.95	-	0.94	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	92	-	92	58	33	29	14	21	13	10	3	2	43	33	15	5	75	17	72
		4%	-	4%	5%d	3%	8%ijk	4%k	4%k	4%	2%	1%	1%	6%no	4%no	1%	1%	3%	7%p	3%
Slightly more	(4)	237	-	237	111	126	46	43	61	37	28	17	4	89	98	49	21	206	29	241
		9%	-	9%	9%	10%	12%ijk	13%ijk	13%ijk	11%ik	6%k	5%	2%	13%no	12%no	5%	4%	9%	12%	9%
No change	(3)	1673	-	1673	860	811	194	212	286	229	339	226	186	407	515	751	412	1534	125	1678
		64%	-	64%	67%	62%	52%	64%e	60%	70%eg	68%eg	71%eg	67%e	58%	64%	69%l	69%l	66%q	53%	65%
Slightly less	(2)	274	-	274	114	160	57	27	62	18	48	27	35	84	80	111	62	247	24	264
		11%	-	11%	9%	12%c	15%fh	8%	13%h	5%	10%	9%	13%h	12%	10%	10%	10%	11%	10%	10%
Much less	(1)	280	-	280	135	145	33	31	44	28	60	41	43	64	72	144	84	239	38	278
		11%	-	11%	10%	11%	9%	9%	9%	9%	12%	13%	15%	9%	9%	13%m	14%lm	10%	16%	11%
Don't know		45	-	45	14	30	12	4	3	3	11	3	8	17	6	23	12	41	3	49
		2%	-	2%	1%	2%	3%g	1%	1%	1%	2%	1%	3%	2%	1%	2%	2%	2%	1%	2%
NET Much/Slightly more		329	-	329	169	159	76	56	82	50	38	20	6	132	132	64	26	281	45	313
		13%	-	13%	13%	12%	20%ijk	17%ijk	17%ijk	15%ijk	8%k	6%	2%	19%no	16%no	6%	4%	12%	19%p	12%
NET Much/Slightly less		554	-	554	249	304	90	58	106	46	109	69	77	148	151	255	146	485	62	542
		21%	-	21%	19%	23%	24%h	17%	22%h	14%	22%h	22%	28%fh	21%	19%	23%	25%	21%	26%	21%
Mean		2.84	-	2.84	2.88	2.80	2.95ijk	2.94ijk	2.90ijk	2.97ijk	2.75k	2.72	2.58	2.95no	2.93no	2.70	2.66	2.84	2.83	2.83
Std Dev.		0.87	-	0.87	0.88	0.86	0.99	0.87	0.89	0.82	0.82	0.79	0.79	0.93	0.86	0.81	0.80	0.85	1.07	0.85
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	**92**	32	20	21	18	52	40	73	18	14	9	16	18	31	43	14	76
		4%	**6%b**	*2%*	*4%*	*3%*	*4%*	*3%*	**5%h**	*2%*	*4%*	*3%*	*2%*	*3%*	**8%jkln**	*3%*	*4%*	*4%*
Slightly more	(4)	**237**	53	93	44	47	146	91	179	54	16	25	60	60	58	145	16	209
		9%	*10%*	*10%*	*9%*	*7%*	*10%*	*8%*	**12%h**	*5%*	*5%*	*7%*	*9%*	*10%*	**14%ijkn**	*9%*	*5%*	**10%o**
No change	(3)	**1673**	312	608	329	425	919	754	949	697	202	213	475	427	236	1116	203	1365
		64%	*59%*	*66%*	*63%*	**68%a**	*63%*	*66%*	*61%*	**69%g**	*64%*	*59%*	**69%jm**	**68%m**	*58%*	**66%m**	*63%*	*64%*
Slightly less	(2)	**274**	72	79	66	57	151	123	176	93	28	39	67	66	48	172	28	226
		11%	**14%b**	*9%*	*13%*	*9%*	*10%*	*11%*	*11%*	*9%*	*9%*	*11%*	*10%*	*10%*	*12%*	*10%*	*9%*	*11%*
Much less	(1)	**280**	46	118	51	65	164	116	154	124	48	67	71	47	31	185	48	220
		11%	*9%*	*13%*	*10%*	*10%*	*11%*	*10%*	*10%*	*12%*	**15%lm**	**19%klmn**	*10%*	*7%*	*8%*	*11%*	*15%*	*10%*
Don't know		**45**	13	9	9	14	22	23	22	20	10	7	4	13	4	24	12	30
		2%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**3%k**	*2%*	*1%*	*2%*	*1%*	*1%*	**4%p**	*1%*
NET Much/Slightly more		**329**	85	113	66	65	198	131	252	72	30	34	76	78	89	188	30	285
		13%	**16%d**	*12%*	*13%*	*10%*	*14%*	*11%*	**16%h**	*7%*	*9%*	*9%*	*11%*	*12%*	**22%ijkln**	*11%*	*9%*	*13%*
NET Much/Slightly less		**554**	118	197	118	122	315	239	330	216	76	105	137	114	79	357	76	447
		21%	*22%*	*21%*	*23%*	*19%*	*22%*	*21%*	*21%*	*22%*	*24%*	**29%klmn**	*20%*	*18%*	*19%*	*21%*	*24%*	*21%*
Mean		**2.84**	2.91	2.80	2.84	2.83	2.84	2.84	**2.90h**	2.75	2.74	2.63	**2.83j**	**2.90ij**	**3.03ijkn**	**2.81j**	2.74	2.85
Std Dev.		**0.87**	0.92	0.87	0.87	0.83	0.89	0.85	0.90	0.81	0.94	0.95	0.81	0.78	0.94	0.84	0.94	0.87
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**92**	79	13	7	82	5	3	1	3	9	7	8	9	4	17	20	5	1	4
		4%	*4%*	*3%*	*5%*	*4%*	*2%*	*3%*	*1%*	*2%*	*3%*	*3%*	*4%*	*4%*	*1%*	*5%*	*6%*	*2%*	*2%*	*2%*
Slightly more	(4)	**237**	215	22	9	197	22	11	7	14	27	21	25	26	14	37	15	18	3	19
		9%	*10%*	*6%*	*7%*	*9%*	*10%*	*9%*	*9%*	**12%o**	*9%*	*10%*	**13%o**	**12%o**	*6%*	**11%o**	*4%*	*8%*	*9%*	**10%o**
No change	(3)	**1673**	1427	246	74	1400	141	84	48	78	186	142	125	141	163	209	217	140	23	118
		64%	*64%*	*66%*	*61%*	*64%*	*63%*	*67%*	*63%*	*69%*	*65%*	*65%*	*65%*	*63%*	*67%*	*62%*	*63%*	*64%*	*67%*	*62%*
Slightly less	(2)	**274**	218	57	17	230	25	11	8	11	26	28	11	16	31	30	51	27	3	22
		11%	*10%*	**15%a**	*14%*	*11%*	*11%*	*9%*	*11%*	*10%*	*9%*	*13%*	*6%*	*7%*	*13%*	*9%*	**15%k**	*12%*	*10%*	*12%*
Much less	(1)	**280**	252	28	10	231	25	15	9	7	33	17	18	26	32	42	35	20	3	22
		11%	*11%*	*7%*	*9%*	*11%*	*11%*	*12%*	*12%*	*6%*	*11%*	*8%*	*9%*	*12%*	*13%*	*12%*	*10%*	*9%*	*9%*	*11%*
Don't know		**45**	35	10	4	36	6	1	2	1	6	1	5	5	-	4	6	7	1	5
		2%	*2%*	*3%*	*4%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	-	*1%*	*2%*	**3%m**	**3%m**	**3%m**
NET Much/Slightly more		**329**	294	34	15	279	27	15	8	16	36	28	33	35	18	55	35	23	4	23
		13%	*13%*	*9%*	*13%*	*13%*	*12%*	*12%*	*11%*	*14%*	*12%*	*13%*	**17%m**	**16%m**	*7%*	**16%m**	*10%*	*11%*	*11%*	*12%*
NET Much/Slightly less		**554**	470	84	27	460	50	26	18	18	58	46	29	42	63	72	86	47	6	44
		21%	*21%*	*23%*	*23%*	*21%*	*22%*	*21%*	*23%*	*16%*	*20%*	*21%*	*15%*	*19%*	**26%k**	*21%*	*25%*	*22%*	*19%*	*23%*
Mean		**2.84**	2.84	2.82	2.87	2.85	2.80	2.82	2.76	**2.94m**	2.84	2.87	**2.97m**	2.88	2.70	2.87	2.81	2.82	2.84	2.80
Std Dev.		**0.87**	0.88	0.79	0.89	0.87	0.86	0.85	0.85	0.75	0.87	0.82	0.87	0.91	0.82	0.95	0.90	0.81	0.81	0.87
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.06	0.07	0.07	0.08	0.07	0.07	0.08	0.07	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	92	61	14	15	2	*	75	2	65	25	*	1	*	90	1
		4%	**6%bdfg**	*1%*	*4%*	*1%*	*	**4%b**	*1%*	**7%ijkn**	**3%j**	*	*1%*	*	**5%ij**	*1%*
Slightly more	(4)	237	75	123	24	9	6	197	15	94	105	24	6	7	198	13
		9%	*8%*	**13%acdg**	*6%*	*5%*	*11%*	*10%*	*6%*	*10%*	**10%j**	*6%*	*4%*	*17%*	**10%j**	*7%*
No change	(3)	1673	654	593	266	109	31	1247	140	612	651	285	79	26	1264	105
		64%	**68%bg**	*61%*	*67%*	*58%*	*55%*	*65%*	*58%*	*64%*	*64%*	*67%*	*60%*	*57%*	*64%*	*59%*
Slightly less	(2)	274	71	114	51	31	6	185	37	84	105	64	20	1	190	21
		11%	*7%*	**12%a**	**13%a**	**16%af**	*11%*	*10%*	**15%af**	*9%*	*10%*	**15%hm**	*15%*	*3%*	*10%*	*12%*
Much less	(1)	280	91	108	35	33	13	199	46	89	110	44	25	10	199	35
		11%	*9%*	*11%*	*9%*	**18%acf**	**23%abcf**	*10%*	**19%abcf**	*9%*	*11%*	*10%*	**19%him**	*22%*	*10%*	**20%hijm**
Don't know		45	14	15	8	3	*	29	3	12	17	9	2	*	29	2
		2%	*1%*	*2%*	*2%*	*2%*	*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*1%*	*1%*
NET Much/Slightly more		329	136	137	39	11	6	272	17	158	130	24	7	8	288	15
		13%	**14%dg**	**14%dg**	*10%*	*6%*	*11%*	**14%dg**	*7%*	**17%jkn**	**13%jk**	*6%*	*5%*	*17%*	**15%jk**	*8%*
NET Much/Slightly less		554	162	222	86	64	19	384	83	174	215	108	44	11	389	56
		21%	*17%*	**23%a**	*21%*	**34%abcf**	**34%af**	*20%*	**34%abcf**	*18%*	*21%*	**25%h**	**33%him**	*25%*	*20%*	**31%him**
Mean		2.84	**2.94bdeg**	**2.81dg**	**2.83dg**	2.54	2.55	**2.88deg**	2.54	**2.96ijkn**	**2.83jkn**	2.69	2.53	2.70	**2.89jkn**	2.58
Std Dev.		0.87	0.89	0.85	0.82	0.88	0.98	0.87	0.90	0.92	0.85	0.74	0.88	1.02	0.89	0.92
Std Error		0.02	0.03	0.03	0.04	0.06	0.13	0.02	0.06	0.03	0.03	0.04	0.08	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	92	21	66	5	42	45	5	91	1	-	-	92	-
		4%	**11%b**	*3%*	*11%*	**6%e**	*3%*	*3%*	*4%*	*2%*	-	-	*4%*	-
Slightly more	(4)	237	24	209	3	77	148	12	228	6	1	*	235	2
		9%	*13%*	*9%*	*8%*	*10%*	*9%*	*8%*	*9%*	*22%*	*6%*	*2%*	*9%*	*12%*
No change	(3)	1673	77	1578	18	432	1154	87	1643	10	6	5	1659	9
		64%	*42%*	**66%a**	*44%*	*57%*	**68%d**	*58%*	*65%*	*35%*	*48%*	*96%*	*64%*	*69%*
Slightly less	(2)	274	27	240	7	88	172	15	261	10	4	-	274	-
		11%	*15%*	*10%*	*18%*	*12%*	*10%*	*10%*	*10%*	*32%*	*33%*	-	*11%*	-
Much less	(1)	280	31	241	8	101	153	26	275	3	2	*	280	-
		11%	**17%b**	*10%*	*19%*	**13%e**	*9%*	**17%e**	*11%*	*9%*	*13%*	*2%*	*11%*	-
Don't know		45	5	40	*	17	22	6	43	-	-	-	43	3
		2%	*3%*	*2%*	*	*2%*	*1%*	*4%*	*2%*	-	-	-	*2%*	*19%*
NET Much/Slightly more		329	45	275	8	119	193	17	319	7	1	*	327	2
		13%	**24%b**	*12%*	*19%*	**16%e**	*11%*	*11%*	*13%*	*24%*	*6%*	*2%*	*13%*	*12%*
NET Much/Slightly less		554	58	482	15	188	325	41	536	12	6	*	554	-
		21%	**31%b**	*20%*	*37%*	**25%e**	*19%*	*27%*	*21%*	*41%*	*46%*	*2%*	*21%*	-
Mean		2.84	2.88	2.84	2.75	2.83	2.86	2.68	2.84	2.76	2.46	2.97	2.84	3.15
Std Dev.		0.87	1.19	0.83	1.20	0.98	0.80	0.97	0.87	0.97	0.83	0.37	0.87	0.37
Std Error		0.02	0.09	0.02	0.19	0.04	0.02	0.08	0.02	0.19	0.19	0.16	0.02	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**92**	21	12	37	21	13	-	8	-	12	-	13	-	24	-	21	-
		4%	*3%*	*3%*	*4%*	*5%*	*3%*	-	*2%*	-	*3%*	-	*3%*	-	***5%g***	-	*5%*	-
Slightly more	(4)	**237**	78	37	71	51	38	-	40	-	37	-	28	-	44	-	51	-
		9%	*9%*	*9%*	*8%*	*11%*	*9%*	-	*9%*	-	*9%*	-	*6%*	-	*10%*	-	*11%*	-
No change	(3)	**1673**	560	267	551	295	272	-	289	-	267	-	277	-	273	-	295	-
		64%	*66%*	*64%*	*63%*	*64%*	*65%*	-	*67%*	-	*64%*	-	*64%*	-	*62%*	-	*64%*	-
Slightly less	(2)	**274**	80	37	111	46	40	-	40	-	37	-	57	-	55	-	46	-
		11%	*9%*	*9%*	*13%*	*10%*	*10%*	-	*9%*	-	*9%*	-	*13%*	-	*12%*	-	*10%*	-
Much less	(1)	**280**	94	49	94	43	51	-	43	-	49	-	54	-	41	-	43	-
		11%	*11%*	*12%*	*11%*	*9%*	*12%*	-	*10%*	-	*12%*	-	*12%*	-	*9%*	-	*9%*	-
Don't know		**45**	15	13	11	5	7	-	8	-	13	-	5	-	7	-	5	-
		2%	*2%*	*3%*	*1%*	*1%*	*2%*	-	*2%*	-	*3%*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**329**	99	49	108	72	51	-	48	-	49	-	40	-	68	-	72	-
		13%	*12%*	*12%*	*12%*	*16%*	*12%*	-	*11%*	-	*12%*	-	*9%*	-	*15%*	-	***16%k***	-
NET Much/Slightly less		**554**	174	86	205	88	91	-	83	-	86	-	110	-	95	-	88	-
		21%	*21%*	*21%*	*23%*	*19%*	*22%*	-	*19%*	-	*21%*	-	*25%*	-	*22%*	-	*19%*	-
Mean		**2.84**	2.82	2.82	2.82	2.92	2.81	-	2.84	-	2.82	-	2.74	-	2.90	-	**2.92k**	-
Std Dev.		**0.87**	0.84	0.87	0.89	0.88	0.88	-	0.81	-	0.87	-	0.87	-	0.90	-	0.88	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	120	-	120	77	43	46	12	33	12	12	4	2	58	45	18	5	99	20	97
		5%	-	5%	6%d	3%	12%fhijk	4%	7%ijk	4%	3%	1%	1%	8%no	6%no	2%	1%	4%	9%p	4%
Slightly more	(4)	387	-	387	181	206	73	71	83	55	43	44	18	144	138	105	62	338	47	368
		15%	-	15%	14%	16%	20%ik	21%ik	17%ik	17%ik	9%	14%k	6%	20%no	17%no	10%	10%	14%	20%	14%
No change	(3)	1586	-	1586	769	814	185	191	267	221	329	205	189	376	488	722	394	1454	116	1608
		61%	-	61%	59%	62%	50%	58%	56%	67%eg	66%eg	64%e	68%eg	53%	61%l	66%l	66%l	62%q	49%	62%
Slightly less	(2)	222	-	222	125	96	27	27	50	13	52	24	31	54	62	106	54	209	13	225
		9%	-	9%	10%	7%	7%	8%	10%h	4%	10%h	7%	11%h	8%	8%	10%	9%	9%	6%	9%
Much less	(1)	254	-	254	128	127	34	26	42	25	54	37	36	60	67	127	73	215	36	247
		10%	-	10%	10%	10%	9%	8%	9%	8%	11%	12%	13%	8%	8%	12%	12%	9%	15%p	10%
Don't know		31	-	31	13	18	8	4	3	1	7	4	3	13	4	15	8	27	3	37
		1%	-	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2%	*	1%	1%	1%	1%	1%
NET Much/Slightly more		507	-	507	258	250	119	83	116	67	55	48	19	202	183	123	67	437	67	465
		20%	-	20%	20%	19%	32%hijk	25%ijk	24%ijk	21%ik	11%	15%k	7%	29%no	23%no	11%	11%	19%	28%p	18%
NET Much/Slightly less		476	-	476	252	223	60	53	91	38	106	61	66	113	129	233	128	424	50	472
		18%	-	18%	20%	17%	16%	16%	19%h	12%	21%h	19%	24%h	16%	16%	21%lm	21%	18%	21%	18%
Mean		2.96	-	2.96	2.96	2.96	3.19ijk	3.05ijk	3.03ik	3.05ijk	2.81	2.85	2.70	3.13no	3.04no	2.80	2.78	2.96	3.01	2.94
Std Dev.		0.90	-	0.90	0.94	0.87	1.05	0.87	0.95	0.81	0.84	0.85	0.80	0.97	0.90	0.83	0.83	0.88	1.11	0.88
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	120	42	30	28	21	72	48	96	22	18	16	16	28	36	59	18	100
		5%	8%bd	3%	5%	3%	5%	4%	6%h	2%	6%k	4%	2%	4%	9%kln	4%	6%	5%
Slightly more	(4)	387	103	138	77	68	242	145	264	118	26	44	117	103	79	264	26	349
		15%	20%d	15%	15%	11%	17%f	13%	17%h	12%	8%	12%	17%l	16%l	19%l	16%l	8%	16%o
No change	(3)	1586	282	581	296	427	863	723	900	661	206	203	424	393	232	1020	209	1269
		61%	54%	63%a	57%	68%ac	59%	63%	58%	66%g	65%	56%	61%	62%	57%	61%	65%	60%
Slightly less	(2)	222	55	69	58	40	124	98	140	78	17	38	64	50	34	152	17	189
		9%	10%	7%	11%d	6%	9%	9%	9%	8%	5%	11%	9%	8%	8%	9%	5%	9%
Much less	(1)	254	38	100	55	61	138	116	136	116	40	55	69	48	25	172	41	202
		10%	7%	11%	11%	10%	9%	10%	9%	12%	13%m	15%lmn	10%	8%	6%	10%	13%	9%
Don't know		31	7	9	8	8	15	16	18	10	10	3	3	11	1	17	10	18
		1%	1%	1%	2%	1%	1%	1%	1%	1%	3%kmn	1%	*	2%	*	1%	3%p	1%
NET Much/Slightly more		507	146	168	105	89	314	194	361	140	44	60	132	131	116	323	44	449
		20%	28%bcd	18%	20%d	14%	22%f	17%	23%h	14%	14%	17%	19%	21%	28%ijkln	19%	14%	21%o
NET Much/Slightly less		476	93	169	113	102	262	214	275	194	57	93	133	97	59	323	58	391
		18%	18%	18%	22%	16%	18%	19%	18%	19%	18%	26%lmn	19%	15%	14%	19%	18%	18%
Mean		2.96	3.11bcd	2.92	2.93	2.91	2.99	2.92	3.03h	2.85	2.88	2.80	2.92	3.02j	3.17ijkn	2.93	2.88	2.98
Std Dev.		0.90	0.95	0.89	0.95	0.84	0.92	0.89	0.93	0.85	0.94	0.99	0.86	0.86	0.93	0.89	0.94	0.91
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**120**	107	13	5	110	5	4	2	4	11	13	16	10	4	25	18	9	-	5
		5%	*5%*	*4%*	*4%*	*5%*	*2%*	*3%*	*2%*	*4%*	*4%*	*6%*	**8%mr**	*4%*	*2%*	**7%m**	*5%*	*4%*	-	*3%*
Slightly more	(4)	**387**	338	49	16	318	34	19	16	16	38	36	18	34	27	64	42	44	2	33
		15%	*15%*	*13%*	*13%*	*15%*	*15%*	*15%*	**21%d**	*14%*	*13%*	*16%*	*9%*	*15%*	*11%*	**19%kq**	*12%*	**20%kq**	*5%*	*17%*
No change	(3)	**1586**	1347	239	73	1329	137	80	40	78	173	136	130	136	160	184	208	125	27	110
		61%	*60%*	*64%*	*60%*	**61%g**	*61%*	**63%g**	*53%*	**69%n**	*60%*	*63%*	**67%n**	*61%*	*66%*	*54%*	*60%*	*58%*	**78%inopr**	*58%*
Slightly less	(2)	**222**	177	45	13	188	14	11	9	8	29	16	10	16	26	28	42	14	1	13
		9%	*8%*	**12%a**	*10%*	*9%*	*6%*	*9%*	**12%a**	*7%*	*10%*	*7%*	*5%*	*7%*	*11%*	*8%*	*12%*	*6%*	*3%*	*7%*
Much less	(1)	**254**	231	23	10	208	30	9	8	7	30	15	17	23	24	37	34	22	3	26
		10%	**10%b**	*6%*	*9%*	*10%*	*13%*	*7%*	*10%*	*6%*	*11%*	*7%*	*9%*	*10%*	*10%*	*11%*	*10%*	*10%*	*10%*	**14%h**
Don't know		**31**	26	5	4	23	4	3	1	1	5	1	2	5	2	2	2	3	1	3
		1%	*1%*	*1%*	**4%a**	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	**4%no**	*2%*
NET Much/Slightly more		**507**	445	62	21	427	40	23	18	20	49	49	34	44	32	88	59	52	2	38
		20%	*20%*	*17%*	*17%*	*20%*	*18%*	*18%*	*23%*	*18%*	*17%*	**22%q**	*18%*	**20%q**	*13%*	**26%mq**	*17%*	**24%mq**	*5%*	**20%q**
NET Much/Slightly less		**476**	408	68	23	396	44	20	17	15	59	31	26	38	50	65	76	36	4	39
		18%	*18%*	*18%*	*19%*	*18%*	*19%*	*16%*	*22%*	*13%*	*21%*	*14%*	*14%*	*17%*	*20%*	*19%*	*22%*	*17%*	*13%*	*21%*
Mean		**2.96**	2.96	2.96	2.94	2.97	2.87	2.98	2.93	3.02	2.90	**3.07m**	3.04	2.97	2.84	3.03	2.90	3.01	2.81	2.88
Std Dev.		**0.90**	0.92	0.80	0.88	0.91	0.92	0.81	0.93	0.78	0.91	0.87	0.91	0.91	0.82	1.00	0.92	0.92	0.69	0.95
Std Error		**0.02**	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.07	0.08	0.07	0.08	0.07	0.07	0.08	0.07	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	120	75	27	9	9	1	102	10	87	23	5	2	3	111	5
		5%	**8%bc**	*3%*	*2%*	*5%*	*2%*	**5%bc**	*4%*	**9%ijkmn**	*2%*	*1%*	*2%*	*6%*	**6%ij**	*3%*
Slightly more	(4)	387	133	185	38	24	7	318	31	143	177	34	31	*	320	31
		15%	*14%*	**19%ac**	*10%*	*13%*	*12%*	**16%c**	*13%*	**15%j**	**17%j**	*8%*	**23%ij**	*1%*	**16%j**	**18%j**
No change	(3)	1586	604	566	269	97	29	1170	125	558	627	282	70	30	1185	101
		61%	**63%bdg**	*59%*	**68%bdg**	*52%*	*51%*	**61%g**	*51%*	*58%*	*62%*	**66%hk**	*53%*	*67%*	*60%*	*57%*
Slightly less	(2)	222	55	92	38	28	9	147	37	76	90	45	8	2	166	10
		9%	*6%*	**9%a**	*10%*	**15%af**	**16%a**	*8%*	**15%abf**	*8%*	*9%*	*11%*	*6%*	*5%*	*8%*	*5%*
Much less	(1)	254	90	90	36	26	11	180	37	86	88	51	19	9	173	28
		10%	*9%*	*9%*	*9%*	*14%*	**20%f**	*9%*	**15%abf**	*9%*	*9%*	*12%*	*14%*	*20%*	*9%*	**16%him**
Don't know		31	8	7	8	3	*	15	3	6	8	10	2	*	14	3
		1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%hm**	*2%*	*	*1%*	*1%*
NET Much/Slightly more		507	208	211	47	33	8	419	41	230	200	39	33	3	431	36
		20%	**22%c**	**22%c**	*12%*	*18%*	*14%*	**22%c**	*17%*	**24%j**	**20%j**	*9%*	**25%j**	*7%*	**22%j**	**21%j**
NET Much/Slightly less		476	145	182	75	55	20	327	75	162	178	96	27	11	340	38
		18%	*15%*	*19%*	*19%*	**29%abcf**	**36%abcf**	*17%*	**31%abcf**	*17%*	*18%*	*23%*	*20%*	*25%*	*17%*	*21%*
Mean		2.96	**3.05cdeg**	**2.97eg**	2.86	2.79	2.61	**3.01cdeg**	2.75	**3.07ijn**	**2.96j**	2.75	2.92	2.68	**3.01j**	2.86
Std Dev.		0.90	0.94	0.88	0.80	1.00	1.00	0.91	1.00	0.98	0.84	0.82	0.97	1.02	0.91	0.99
Std Error		0.02	0.03	0.03	0.04	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.09	0.16	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	120	26	90	5	55	49	17	118	1	*	-	119	2
		5%	14%b	4%	11%	7%e	3%	11%e	5%	3%	*	-	5%	11%
Slightly more	(4)	387	30	354	3	114	266	7	370	12	2	*	385	2
		15%	16%	15%	8%	15%f	16%f	5%	15%	41%	16%	2%	15%	18%
No change	(3)	1586	86	1482	18	412	1093	81	1566	4	5	4	1576	7
		61%	46%	62%a	44%	55%	65%df	53%	62%	14%	42%	74%	61%	52%
Slightly less	(2)	222	18	198	7	73	137	11	210	10	1	1	221	-
		9%	10%	8%	17%	10%	8%	8%	8%	33%	7%	23%	9%	-
Much less	(1)	254	24	222	8	94	130	30	247	2	4	*	254	-
		10%	13%	9%	19%	12%e	8%	20%e	10%	8%	34%	2%	10%	-
Don't know		31	2	29	*	7	18	6	29	-	-	-	29	3
		1%	1%	1%	*	1%	1%	4%de	1%	-	-	-	1%	19%
NET Much/Slightly more		507	56	444	8	169	314	24	488	13	2	*	503	4
		20%	30%b	19%	19%	22%	19%	16%	19%	45%	16%	2%	19%	29%
NET Much/Slightly less		476	42	420	15	167	268	41	458	12	5	1	475	-
		18%	22%	18%	36%	22%e	16%	27%e	18%	41%	42%	25%	18%	-
Mean		2.96	3.09	2.95	2.76	2.95	2.98	2.79	2.96	2.99	2.41	2.74	2.96	3.50
Std Dev.		0.90	1.16	0.87	1.21	1.02	0.82	1.17	0.90	1.12	1.18	0.58	0.91	0.77
Std Error		0.02	0.09	0.02	0.19	0.04	0.02	0.09	0.02	0.21	0.28	0.26	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**120**	24	22	52	23	16	-	8	-	22	-	15	-	37	-	23	-
		5%	*3%*	*5%*	**6%a**	*5%*	*4%*	-	*2%*	-	*5%*	-	*3%*	-	**8%egk**	-	*5%*	-
Slightly more	(4)	**387**	140	47	130	70	67	-	74	-	47	-	64	-	65	-	70	-
		15%	*17%*	*11%*	*15%*	*15%*	*16%*	-	*17%*	-	*11%*	-	*15%*	-	*15%*	-	*15%*	-
No change	(3)	**1586**	500	265	521	301	251	-	249	-	265	-	250	-	270	-	301	-
		61%	*59%*	*64%*	*59%*	*65%*	*60%*	-	*58%*	-	*64%*	-	*58%*	-	*61%*	-	*65%*	-
Slightly less	(2)	**222**	82	31	80	29	33	-	49	-	31	-	43	-	37	-	29	-
		9%	*10%*	*7%*	*9%*	*6%*	*8%*	-	**11%o**	-	*7%*	-	*10%*	-	*8%*	-	*6%*	-
Much less	(1)	**254**	90	43	86	36	47	-	42	-	43	-	56	-	30	-	36	-
		10%	*11%*	*10%*	*10%*	*8%*	*11%*	-	*10%*	-	*10%*	-	**13%m**	-	*7%*	-	*8%*	-
Don't know		**31**	13	8	7	3	7	-	6	-	8	-	3	-	4	-	3	-
		1%	*2%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**507**	164	69	182	93	82	-	82	-	69	-	79	-	102	-	93	-
		20%	*19%*	*17%*	*21%*	*20%*	*19%*	-	*19%*	-	*17%*	-	*18%*	-	*23%*	-	*20%*	-
NET Much/Slightly less		**476**	172	73	166	65	81	-	91	-	73	-	100	-	66	-	65	-
		18%	**20%d**	*18%*	*19%*	*14%*	*19%*	-	**21%o**	-	*18%*	-	**23%mo**	-	*15%*	-	*14%*	-
Mean		**2.96**	2.91	2.94	2.98	3.03	2.93	-	2.90	-	2.94	-	2.86	-	**3.10egk**	-	**3.03k**	-
Std Dev.		**0.90**	0.90	0.91	0.94	0.85	0.92	-	0.87	-	0.91	-	0.95	-	0.91	-	0.85	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	30	-	30	23	7	3	9	15	2	-	1	-	12	17	1	1	29	1	23
		1%	-	1%	2%d	1%	1%	3%ik	3%ik	1%	-	*	-	2%n	2%no	*	*	1%	*	1%
Slightly more	(4)	64	-	64	35	29	20	7	21	9	5	2	*	27	30	7	2	53	11	64
		2%	-	2%	3%	2%	5%ijk	2%	4%ijk	3%	1%	1%	*	4%no	4%no	1%	*	2%	5%	2%
No change	(3)	502	-	502	299	204	83	86	91	64	85	64	29	169	155	178	93	457	45	475
		19%	-	19%	23%d	16%	22%k	26%ik	19%k	20%k	17%	20%k	11%	24%no	19%	16%	16%	20%	19%	18%
Slightly less	(2)	82	-	82	44	37	19	14	20	3	11	6	8	33	23	25	15	68	14	75
		3%	-	3%	3%	3%	5%h	4%	4%	1%	2%	2%	3%	5%n	3%	2%	2%	3%	6%	3%
Much less	(1)	122	-	122	59	63	23	20	25	13	14	19	9	42	38	42	28	105	17	107
		5%	-	5%	5%	5%	6%	6%	5%	4%	3%	6%	3%	6%	5%	4%	5%	4%	7%	4%
Don't know		1801	-	1801	832	965	226	195	305	236	383	226	231	420	541	840	457	1631	147	1838
		69%	-	69%	64%	74%c	61%	59%	64%	72%ef	77%efg	71%ef	83%efghj	60%	67%l	77%lm	77%lm	70%	62%	71%
NET Much/Slightly more		94	-	94	58	36	22	16	36	11	5	3	*	39	46	9	3	82	12	87
		4%	-	4%	4%	3%	6%ijk	5%ijk	7%ijk	3%k	1%	1%	*	5%no	6%no	1%	1%	3%	5%	3%
NET Much/Slightly less		204	-	204	103	100	42	34	45	16	24	26	17	76	61	67	43	173	31	182
		8%	-	8%	8%	8%	11%hi	10%l	9%l	5%	5%	8%	6%	11%n	8%	6%	7%	7%	13%p	7%
Mean		2.75	-	2.75	2.82	2.65	2.73	2.79	2.88	2.83	2.72	2.56	2.45	2.76	2.87no	2.61	2.52	2.76	2.61	2.76
Std Dev.		0.94	-	0.94	0.92	0.95	0.94	0.98	1.08	0.87	0.73	0.89	0.81	0.96	1.01	0.81	0.86	0.93	0.97	0.91
Std Error		0.03	-	0.03	0.05	0.05	0.09	0.09	0.08	0.09	0.07	0.10	0.12	0.06	0.06	0.05	0.08	0.04	0.13	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	30	22	2	6	-	24	6	28	1	3	-	1	6	20	7	3	27
		1%	**4%bcd**	*	**1%d**	-	**2%f**	*1%*	**2%h**	*	*1%*	-	*	*1%*	**5%ijkln**	*	*1%*	*1%*
Slightly more	(4)	64	21	14	10	19	35	29	49	14	6	7	16	16	17	39	6	56
		2%	**4%b**	*1%*	*2%*	*3%*	*2%*	*3%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*
No change	(3)	502	115	162	118	109	276	226	338	160	55	48	147	147	89	343	55	433
		19%	*22%*	*17%*	*23%*	*17%*	*19%*	*20%*	**22%h**	*16%*	*17%*	*14%*	**21%j**	**23%j**	**22%j**	**20%j**	*17%*	*20%*
Slightly less	(2)	82	20	34	17	11	53	29	59	21	9	15	19	22	13	57	9	69
		3%	*4%*	*4%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
Much less	(1)	122	32	46	26	18	78	44	88	33	20	8	34	33	22	75	20	99
		5%	*6%*	*5%*	*5%*	*3%*	*5%*	*4%*	**6%h**	*3%*	*6%*	*2%*	*5%*	*5%*	*5%*	*4%*	*6%*	*5%*
Don't know		1801	318	669	345	469	987	814	991	775	225	279	475	409	247	1163	229	1441
		69%	*60%*	**72%a**	*66%*	**75%ac**	*68%*	*71%*	*64%*	**77%g**	**71%m**	**78%klmn**	*69%*	*65%*	*61%*	**69%m**	*71%*	*68%*
NET Much/Slightly more		94	43	16	15	19	59	35	78	16	8	7	17	22	37	46	8	84
		4%	**8%bcd**	*2%*	*3%*	*3%*	*4%*	*3%*	**5%h**	*2%*	*3%*	*2%*	*2%*	*3%*	**9%ijkln**	*3%*	*3%*	*4%*
NET Much/Slightly less		204	51	80	43	29	131	73	147	54	29	24	53	55	35	132	29	169
		8%	**10%d**	**9%d**	*8%*	*5%*	*9%*	*6%*	**9%h**	*5%*	*9%*	*7%*	*8%*	*9%*	*9%*	*8%*	*9%*	*8%*
Mean		2.75	**2.91b**	2.58	2.73	**2.82b**	2.73	2.77	2.77	2.69	2.59	2.69	2.69	2.73	**3.00ikn**	2.71	2.59	2.77
Std Dev.		0.94	1.10	0.87	0.90	0.79	1.00	0.85	0.99	0.82	0.99	0.79	0.84	0.90	1.11	0.86	0.99	0.93
Std Error		0.03	0.08	0.06	0.07	0.06	0.05	0.05	0.05	0.05	0.10	0.09	0.06	0.06	0.09	0.04	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	30	29	1	*	28	1	*	*	2	2	4	3	3	3	13	-	-	-	1
		1%	1%	*	*	1%	*	*	*	2%g	1%	2%	1%	1%	1%	4%o	-	-	-	1%
Slightly more	(4)	64	56	8	3	53	6	3	1	3	8	9	3	5	4	10	3	8	1	6
		2%	3%	2%	2%	2%	3%	2%	2%	3%	3%	4%	2%	2%	2%	3%	1%	4%	2%	3%
No change	(3)	502	453	49	20	426	37	24	16	17	73	36	32	57	35	66	77	33	7	30
		19%	20%b	13%	17%	20%	16%	19%	21%	15%	26%hmpr	17%	17%	25%mr	14%	19%	22%	15%	21%	16%
Slightly less	(2)	82	72	10	2	72	3	3	4	7	11	3	5	5	5	20	8	8	*	3
		3%	3%	3%	2%	3%	1%	2%	5%o	6%jr	4%	1%	3%	2%	2%	6%	2%	4%	1%	1%
Much less	(1)	122	106	16	3	99	14	4	5	4	8	3	8	16	16	19	19	6	2	12
		5%	5%	4%	3%	5%	6%	3%	7%	4%	3%	1%	4%	7%j	7%j	6%	6%	3%	5%	7%j
Don't know		1801	1511	291	92	1496	163	92	50	79	184	162	141	138	181	213	237	161	24	139
		69%	68%	78%a	76%	69%	73%	73%	66%	70%	64%	75%ln	73%	62%	74%l	63%	69%	74%l	71%	73%l
NET Much/Slightly more		94	86	8	3	82	8	3	1	6	10	13	6	8	7	22	3	8	1	7
		4%	4%	2%	3%	4%	3%	3%	2%	5%o	3%	6%o	3%	3%	3%	7%o	1%	4%	2%	4%
NET Much/Slightly less		204	178	26	6	171	17	7	9	11	19	6	13	21	21	38	27	14	2	15
		8%	8%	7%	5%	8%	8%	5%	12%f	10%j	7%	3%	7%	9%j	9%j	11%j	8%	7%	6%	8%j
Mean		2.75	2.76	2.60	2.82	2.76	2.63	2.80	2.52	2.76	2.85	3.15	2.76	2.69	2.55	2.83	2.59	2.78	2.70	2.61
Std Dev.		0.94	0.94	0.92	0.84	0.94	1.01	0.80	0.88	1.02	0.73	0.82	0.96	0.95	1.08	1.10	0.81	0.84	0.90	1.04
Std Error		0.03	0.04	0.06	0.08	0.05	0.09	0.07	0.09	0.16	0.11	0.14	0.16	0.13	0.19	0.15	0.12	0.14	0.20	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 137

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	30	21	7	2	*	-	28	*	17	6	3	3	-	24	3
		1%	2%b	1%	*	*	-	1%	*	2%	1%	1%	2%	-	1%	2%
Slightly more	(4)	64	17	35	7	3	2	52	4	19	28	10	5	2	47	7
		2%	2%	4%	2%	1%	3%	3%	2%	2%	3%	2%	4%	4%	2%	4%
No change	(3)	502	180	172	104	39	8	352	47	169	204	106	19	5	373	24
		19%	19%	18%	26%abf	21%	15%	18%	19%	18%	20%	25%hkmn	14%	12%	19%	13%
Slightly less	(2)	82	21	27	27	4	2	49	6	20	37	19	6	-	57	6
		3%	2%	3%	7%abf	2%	3%	3%	3%	2%	4%	5%	4%	-	3%	3%
Much less	(1)	122	38	33	22	23	5	71	28	46	32	24	11	9	78	20
		5%	4%	3%	6%	13%abcf	9%	4%	12%abcf	5%	3%	6%	8%l	19%	4%	11%him
Don't know		1801	688	692	237	118	39	1380	157	685	707	264	89	29	1392	118
		69%	71%c	72%c	59%	63%	70%	71%c	64%	72%j	70%j	62%	67%	65%	71%j	66%
NET Much/Slightly more		94	38	42	9	3	2	80	5	36	34	13	8	2	70	10
		4%	4%	4%	2%	1%	3%	4%	2%	4%	3%	3%	6%	4%	4%	6%
NET Much/Slightly less		204	60	61	49	28	7	120	35	66	69	43	17	9	135	26
		8%	6%	6%	12%abf	15%abf	12%	6%	14%abf	7%	7%	10%	13%m	19%	7%	14%him
Mean		2.75	2.86dg	2.84dg	2.63	2.30	2.43	2.85dg	2.32	2.78	2.80n	2.69	2.61	2.00	2.79n	2.45
Std Dev.		0.94	0.99	0.88	0.82	0.99	1.05	0.94	1.00	1.02	0.82	0.87	1.19	1.19	0.92	1.21
Std Error		0.03	0.06	0.05	0.07	0.12	0.26	0.04	0.11	0.06	0.05	0.07	0.19	0.31	0.04	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	30	11	17	1	9	17	3	30	-	*	-	30	-
		1%	**6%b**	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*1%*	-
Slightly more	(4)	64	7	55	1	21	37	7	58	6	-	-	64	-
		2%	*4%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*19%*	-	-	*2%*	-
No change	(3)	502	27	469	6	108	371	23	489	7	2	2	497	3
		19%	*15%*	*20%*	*16%*	*14%*	**22%d**	*15%*	*19%*	*23%*	*13%*	*48%*	*19%*	*22%*
Slightly less	(2)	82	1	80	1	29	46	7	77	5	-	-	82	-
		3%	*1%*	*3%*	*2%*	*4%*	*3%*	*5%*	*3%*	*18%*	-	-	*3%*	-
Much less	(1)	122	9	107	6	49	69	4	118	-	3	-	122	-
		5%	*5%*	*4%*	*14%*	*6%*	*4%*	*3%*	*5%*	-	*27%*	-	*5%*	-
Don't know		1801	129	1647	25	540	1154	108	1769	12	7	3	1788	11
		69%	*70%*	*69%*	*62%*	*71%*	*68%*	*71%*	*70%*	*40%*	*59%*	*52%*	*69%*	*78%*
NET Much/Slightly more		94	18	73	2	30	54	10	88	6	*	-	94	-
		4%	**10%b**	*3%*	*6%*	*4%*	*3%*	*6%*	*3%*	*19%*	*1%*	-	*4%*	-
NET Much/Slightly less		204	11	187	6	78	115	11	195	5	3	-	204	-
		8%	*6%*	*8%*	*16%*	**10%e**	*7%*	*7%*	*8%*	*18%*	*27%*	-	*8%*	-
Mean		2.75	3.17	2.72	2.42	2.60	2.79	2.95	2.75	3.01	1.70	3.00	2.75	3.00
Std Dev.		0.94	1.27	0.89	1.30	1.07	0.87	0.99	0.94	0.81	1.15	*	0.94	*
Std Error		0.03	0.19	0.03	0.30	0.07	0.04	0.14	0.03	0.21	0.43	*	0.03	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 137

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**30**	6	3	10	10	2	-	4	-	3	-	2	-	8	-	10	-
		1%	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-	*1%*	-	*	-	*2%*	-	*2%*	-
Slightly more	(4)	**64**	24	5	23	11	11	-	13	-	5	-	12	-	12	-	11	-
		2%	*3%*	*1%*	*3%*	*2%*	*3%*	-	*3%*	-	*1%*	-	*3%*	-	*3%*	-	*2%*	-
No change	(3)	**502**	165	88	161	88	71	-	94	-	88	-	84	-	77	-	88	-
		19%	*19%*	*21%*	*18%*	*19%*	*17%*	-	*22%*	-	*21%*	-	*19%*	-	*17%*	-	*19%*	-
Slightly less	(2)	**82**	28	15	20	19	10	-	18	-	15	-	9	-	11	-	19	-
		3%	*3%*	*4%*	*2%*	*4%*	*2%*	-	*4%*	-	*4%*	-	*2%*	-	*3%*	-	*4%*	-
Much less	(1)	**122**	49	17	40	16	29	-	20	-	17	-	27	-	13	-	16	-
		5%	*6%*	*4%*	*5%*	*3%*	*7%*	-	*5%*	-	*4%*	-	*6%*	-	*3%*	-	*3%*	-
Don't know		**1801**	576	287	621	317	298	-	279	-	287	-	299	-	321	-	317	-
		69%	*68%*	*69%*	*71%*	*69%*	*71%*	-	*65%*	-	*69%*	-	*69%*	-	*73%*	-	*69%*	-
NET Much/Slightly more		**94**	30	9	33	22	13	-	17	-	9	-	14	-	20	-	22	-
		4%	*4%*	*2%*	*4%*	*5%*	*3%*	-	*4%*	-	*2%*	-	*3%*	-	*4%*	-	*5%*	-
NET Much/Slightly less		**204**	77	32	60	34	39	-	38	-	32	-	36	-	25	-	34	-
		8%	*9%*	*8%*	*7%*	*7%*	*9%*	-	*9%*	-	*8%*	-	*8%*	-	*6%*	-	*7%*	-
Mean		**2.75**	2.67	2.71	2.78	2.88	2.57	-	2.76	-	2.71	-	2.65	-	**2.92e**	-	2.88	-
Std Dev.		**0.94**	0.95	0.84	0.96	0.96	1.00	-	0.90	-	0.84	-	0.95	-	0.95	-	0.96	-
Std Error		**0.03**	0.06	0.07	0.06	0.08	0.09	-	0.08	-	0.07	-	0.09	-	0.08	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Invitations/ greetings cards/ postcards	**254**	-	254	131	121	51	45	84	31	15	8	21	95	115	44	29	224	28	225
	10%	-	*10%*	*10%*	*9%*	**14%ij**	**14%ij**	**18%hijk**	**9%ij**	*3%*	*2%*	**8%ij**	**14%no**	**14%no**	*4%*	*5%*	*10%*	*12%*	*9%*
Personal letters (e.g. to a friend or relative)	**259**	-	259	133	124	84	40	69	32	14	10	11	124	101	34	20	216	41	213
	10%	-	*10%*	*10%*	*10%*	**23%fghijk**	**12%ijk**	**14%ijk**	**10%ijk**	*3%*	*3%*	*4%*	**18%mno**	**13%no**	*3%*	*3%*	*9%*	**17%p**	*8%*
Formal letters to organisations or individuals	**255**	-	255	152	102	67	49	56	39	25	10	8	116	95	43	18	218	34	210
	10%	-	*10%*	**12%d**	*8%*	**18%ijk**	**15%ijk**	**12%ijk**	**12%ijk**	*5%*	*3%*	*3%*	**17%no**	**12%no**	*4%*	*3%*	*9%*	*15%*	*8%*
Payments for bills/ invoices/ statements	**216**	-	216	124	91	64	41	60	29	10	4	9	105	89	22	13	189	25	180
	8%	-	*8%*	*10%*	*7%*	**17%hijk**	**12%ijk**	**13%ijk**	**9%ijk**	*2%*	*1%*	*3%*	**15%no**	**11%no**	*2%*	*2%*	*8%*	*11%*	*7%*
Smaller parcels - that will fit through a letterbox	**466**	-	466	230	236	111	73	117	66	54	28	16	184	183	98	44	387	75	436
	18%	-	*18%*	*18%*	*18%*	**30%hijk**	**22%ijk**	**25%ijk**	**20%ijk**	*11%*	*9%*	*6%*	**26%no**	**23%no**	*9%*	*7%*	*17%*	**32%p**	*17%*
Larger parcels - that will not fit through a letterbox	**473**	-	473	226	246	120	88	104	67	50	37	7	208	172	93	43	406	64	451
	18%	-	*18%*	*17%*	*19%*	**32%ghijk**	**27%ijk**	**22%ijk**	**21%ijk**	**10%k**	**12%k**	*2%*	**30%mno**	**21%no**	*9%*	*7%*	*17%*	**27%p**	*17%*
Items requiring a signature	**329**	-	329	169	159	76	56	82	50	38	20	6	132	132	64	26	281	45	313
	13%	-	*13%*	*13%*	*12%*	**20%ijk**	**17%ijk**	**17%ijk**	**15%ijk**	**8%k**	*6%*	*2%*	**19%no**	**16%no**	*6%*	*4%*	*12%*	**19%p**	*12%*
Tracked post, e.g. items that you can track where they are in the delivery process	**507**	-	507	258	250	119	83	116	67	55	48	19	202	183	123	67	437	67	465
	20%	-	*20%*	*20%*	*19%*	**32%hijk**	**25%ijk**	**24%ijk**	**21%ik**	*11%*	**15%k**	*7%*	**29%no**	**23%no**	*11%*	*11%*	*19%*	**28%p**	*18%*
Other types of mail	**94**	-	94	58	36	22	16	36	11	5	3	*	39	46	9	3	82	12	87
	4%	-	*4%*	*4%*	*3%*	**6%ijk**	**5%ijk**	**7%ijk**	**3%k**	*1%*	*1%*	*	**5%no**	**6%no**	*1%*	*1%*	*3%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Invitations/ greetings cards/ postcards	254	80	69	55	50	149	105	200	53	16	26	55	56	90	138	16	231
	10%	*15%bd*	*7%*	*11%*	*8%*	*10%*	*9%*	*13%h*	*5%*	*5%*	*7%*	*8%*	*9%*	*22%ijkln*	*8%*	*5%*	*11%o*
Personal letters (e.g. to a friend or relative)	259	88	52	57	61	140	118	199	53	30	30	46	65	75	141	30	220
	10%	*17%bcd*	*6%*	*11%b*	*10%b*	*10%*	*10%*	*13%h*	*5%*	*9%*	*8%*	*7%*	*10%*	*18%ijkln*	*8%*	*9%*	*10%*
Formal letters to organisations or individuals	255	88	61	60	46	149	106	205	47	25	31	57	49	85	136	25	225
	10%	*17%bd*	*7%*	*11%b*	*7%*	*10%*	*9%*	*13%h*	*5%*	*8%*	*9%*	*8%*	*8%*	*21%ijkln*	*8%*	*8%*	*11%*
Payments for bills/ invoices/ statements	216	74	49	46	47	123	93	173	38	29	24	38	55	64	117	29	181
	8%	*14%bd*	*5%*	*9%*	*8%*	*8%*	*8%*	*11%h*	*4%*	*9%*	*7%*	*5%*	*9%*	*16%ijkln*	*7%*	*9%*	*9%*
Smaller parcels - that will fit through a letterbox	466	134	158	90	83	292	173	349	107	41	49	103	133	113	285	41	407
	18%	*25%bcd*	*17%*	*17%*	*13%*	*20%f*	*15%*	*22%h*	*11%*	*13%*	*14%*	*15%*	*21%ijk*	*28%ijkn*	*17%*	*13%*	*19%o*
Larger parcels - that will not fit through a letterbox	473	130	145	103	95	275	198	358	106	38	59	114	124	110	298	38	416
	18%	*25%bd*	*16%*	*20%*	*15%*	*19%*	*17%*	*23%h*	*11%*	*12%*	*17%*	*17%*	*20%l*	*27%ijkn*	*18%*	*12%*	*20%o*
Items requiring a signature	329	85	113	66	65	198	131	252	72	30	34	76	78	89	188	30	285
	13%	*16%d*	*12%*	*13%*	*10%*	*14%*	*11%*	*16%h*	*7%*	*9%*	*9%*	*11%*	*12%*	*22%ijkln*	*11%*	*9%*	*13%*
Tracked post, e.g. items that you can track where they are in the delivery process	507	146	168	105	89	314	194	361	140	44	60	132	131	116	323	44	449
	20%	*28%bcd*	*18%*	*20%d*	*14%*	*22%f*	*17%*	*23%h*	*14%*	*14%*	*17%*	*19%*	*21%*	*28%ijkln*	*19%*	*14%*	*21%o*
Other types of mail	94	43	16	15	19	59	35	78	16	8	7	17	22	37	46	8	84
	4%	*8%bcd*	*2%*	*3%*	*3%*	*4%*	*3%*	*5%h*	*2%*	*3%*	*2%*	*2%*	*3%*	*9%ijkln*	*3%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Invitations/ greetings cards/ postcards	**254**	225	29	12	218	13	12	10	8	41	17	12	21	15	46	40	18	*	13
	10%	*10%*	*8%*	*10%*	*10%*	*6%*	*9%*	**14%o**	*7%*	**14%kmqr**	*8%*	*6%*	*9%*	*6%*	**14%q**	*12%*	*8%*	*1%*	*7%*
Personal letters (e.g. to a friend or relative)	**259**	232	27	16	225	19	9	5	10	27	23	9	26	17	65	30	19	1	18
	10%	*10%*	*7%*	*13%*	*10%*	*8%*	*7%*	*7%*	*9%*	*10%*	*10%*	*5%*	*12%*	*7%*	**19%hikmopqr**	*9%*	*9%*	*2%*	*10%*
Formal letters to organisations or individuals	**255**	230	25	18	220	22	8	5	9	24	26	13	24	16	60	36	13	2	20
	10%	*10%*	*7%*	**15%b**	*10%*	*10%*	*6%*	*6%*	*8%*	*8%*	*12%*	*7%*	*11%*	*7%*	**18%hikmp**	*10%*	*6%*	*5%*	*10%*
Payments for bills/ invoices/ statements	**216**	193	23	13	187	15	8	6	9	20	32	17	16	14	51	19	10	1	14
	8%	*9%*	*6%*	*11%*	*9%*	*7%*	*6%*	*8%*	*8%*	*7%*	**15%lmopr**	*9%*	*7%*	*6%*	**15%lmopr**	*6%*	*5%*	*4%*	*7%*
Smaller parcels - that will fit through a letterbox	**466**	428	37	19	397	36	20	13	21	43	42	36	41	19	100	54	41	*	35
	18%	**19%b**	*10%*	*16%*	*18%*	*16%*	*16%*	*17%*	**18%mq**	**15%q**	**19%mq**	**19%mq**	**18%mq**	*8%*	**30%hilmoqr**	**16%q**	**19%mq**	*1%*	**18%mq**
Larger parcels - that will not fit through a letterbox	**473**	424	49	20	397	38	22	16	21	36	45	40	44	24	92	52	44	3	36
	18%	**19%b**	*13%*	*17%*	*18%*	*17%*	*17%*	*21%*	**19%m**	*13%*	**21%m**	**21%m**	**20%m**	*10%*	**27%lmoq**	*15%*	**20%m**	*7%*	**19%m**
Items requiring a signature	**329**	294	34	15	279	27	15	8	16	36	28	33	35	18	55	35	23	4	23
	13%	*13%*	*9%*	*13%*	*13%*	*12%*	*12%*	*11%*	*14%*	*12%*	*13%*	**17%m**	**16%m**	*7%*	**16%m**	*10%*	*11%*	*11%*	*12%*
Tracked post, e.g. items that you can track where they are in the delivery process	**507**	445	62	21	427	40	23	18	20	49	49	34	44	32	88	59	52	2	38
	20%	*20%*	*17%*	*17%*	*20%*	*18%*	*18%*	*23%*	*18%*	*17%*	**22%q**	*18%*	**20%q**	*13%*	**26%mq**	*17%*	**24%mq**	*5%*	**20%q**
Other types of mail	**94**	86	8	3	82	8	3	1	6	10	13	6	8	7	22	3	8	1	7
	4%	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	**5%o**	*3%*	**6%o**	*3%*	*3%*	*3%*	**7%o**	*1%*	*4%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Invitations/ greetings cards/ postcards	254	126	93	18	17	*	219	17	114	113	18	6	-	227	6
	10%	**13%ceg**	**10%c**	*4%*	*9%*	*	**11%ce**	*7%*	**12%jn**	**11%jn**	*4%*	*5%*	-	**12%jn**	*3%*
Personal letters (e.g. to a friend or relative)	259	133	95	20	10	*	228	10	122	106	21	6	-	228	6
	10%	**14%cdeg**	**10%cg**	*5%*	*5%*	*	**12%cdeg**	*4%*	**13%jkn**	**10%jn**	*5%*	*4%*	-	**12%jkn**	*3%*
Formal letters to organisations or individuals	255	108	104	20	14	8	212	22	111	103	25	6	8	215	14
	10%	**11%c**	**11%c**	*5%*	*7%*	**14%c**	**11%c**	*9%*	**12%j**	**10%j**	*6%*	*5%*	*17%*	**11%j**	*8%*
Payments for bills/ invoices/ statements	216	93	73	29	18	4	165	21	100	77	19	15	4	177	20
	8%	*10%*	*8%*	*7%*	*9%*	*7%*	*9%*	*9%*	**11%j**	*8%*	*4%*	**12%j**	*10%*	**9%j**	**11%j**
Smaller parcels - that will fit through a letterbox	466	197	184	46	29	9	380	39	220	186	38	15	6	406	21
	18%	**20%c**	**19%c**	*11%*	*16%*	*16%*	**20%c**	*16%*	**23%jkn**	**18%j**	*9%*	*12%*	*13%*	**21%jkn**	*12%*
Larger parcels - that will not fit through a letterbox	473	207	173	46	33	13	379	45	222	184	41	19	8	406	26
	18%	**21%c**	**18%c**	*12%*	*17%*	*23%*	**20%c**	*19%*	**23%ij**	**18%j**	*10%*	*14%*	*17%*	**21%j**	*15%*
Items requiring a signature	329	136	137	39	11	6	272	17	158	130	24	7	8	288	15
	13%	**14%dg**	**14%dg**	*10%*	*6%*	*11%*	**14%dg**	*7%*	**17%jkn**	**13%jk**	*6%*	*5%*	*17%*	**15%jk**	*8%*
Tracked post, e.g. items that you can track where they are in the delivery process	507	208	211	47	33	8	419	41	230	200	39	33	3	431	36
	20%	**22%c**	**22%c**	*12%*	*18%*	*14%*	**22%c**	*17%*	**24%j**	**20%j**	*9%*	**25%j**	*7%*	**22%j**	**21%j**
Other types of mail	94	38	42	9	3	2	80	5	36	34	13	8	2	70	10
	4%	*4%*	*4%*	*2%*	*1%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*6%*	*4%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Invitations/ greetings cards/ postcards	254	55	192	6	99	140	15	248	6	*	-	254	-
	10%	**30%b**	*8%*	*16%*	**13%e**	*8%*	*10%*	*10%*	*21%*	*	-	*10%*	-
Personal letters (e.g. to a friend or relative)	259	38	215	5	77	164	18	246	10	1	-	257	1
	10%	**21%b**	*9%*	*14%*	*10%*	*10%*	*12%*	*10%*	*34%*	*8%*	-	*10%*	*8%*
Formal letters to organisations or individuals	255	38	211	5	99	136	20	240	12	*	-	252	2
	10%	**21%b**	*9%*	*12%*	**13%e**	*8%*	*13%*	*9%*	*42%*	*1%*	-	*10%*	*18%*
Payments for bills/ invoices/ statements	216	35	174	6	84	112	19	203	12	1	-	216	-
	8%	**19%b**	*7%*	*16%*	**11%e**	*7%*	**13%e**	*8%*	*41%*	*6%*	-	*8%*	-
Smaller parcels - that will fit through a letterbox	466	51	406	9	153	284	28	450	11	1	1	461	3
	18%	**27%b**	*17%*	*22%*	*20%*	*17%*	*19%*	*18%*	*37%*	*6%*	*24%*	*18%*	*23%*
Larger parcels - that will not fit through a letterbox	473	54	409	11	158	290	25	456	11	1	1	469	3
	18%	**29%b**	*17%*	*26%*	*21%*	*17%*	*16%*	*18%*	*39%*	*11%*	*24%*	*18%*	*23%*
Items requiring a signature	329	45	275	8	119	193	17	319	7	1	*	327	2
	13%	**24%b**	*12%*	*19%*	**16%e**	*11%*	*11%*	*13%*	*24%*	*6%*	*2%*	*13%*	*12%*
Tracked post, e.g. items that you can track where they are in the delivery process	507	56	444	8	169	314	24	488	13	2	*	503	4
	20%	**30%b**	*19%*	*19%*	*22%*	*19%*	*16%*	*19%*	*45%*	*16%*	*2%*	*19%*	*29%*
Other types of mail	94	18	73	2	30	54	10	88	6	*	-	94	-
	4%	**10%b**	*3%*	*6%*	*4%*	*3%*	*6%*	*3%*	*19%*	*1%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Invitations/ greetings cards/ postcards	**254**	71	37	91	55	39	-	31	-	37	-	34	-	57	-	55	-
	10%	*8%*	*9%*	*10%*	*12%*	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*13%*	-	*12%*	-
Personal letters (e.g. to a friend or relative)	**259**	84	31	86	57	36	-	49	-	31	-	37	-	49	-	57	-
	10%	*10%*	*7%*	*10%*	*12%*	*8%*	-	*11%*	-	*7%*	-	*9%*	-	*11%*	-	*12%*	-
Formal letters to organisations or individuals	**255**	98	28	66	62	39	-	60	-	28	-	21	-	45	-	62	-
	10%	**12%bc**	*7%*	*8%*	**13%bc**	*9%*	-	**14%lk**	-	*7%*	-	*5%*	-	**10%k**	-	**13%lk**	-
Payments for bills/ invoices/ statements	**216**	61	32	72	51	26	-	35	-	32	-	23	-	49	-	51	-
	8%	*7%*	*8%*	*8%*	*11%*	*6%*	-	*8%*	-	*8%*	-	*5%*	-	**11%k**	-	**11%k**	-
Smaller parcels - that will fit through a letterbox	**466**	156	72	145	93	75	-	81	-	72	-	58	-	87	-	93	-
	18%	*18%*	*17%*	*17%*	*20%*	*18%*	-	*19%*	-	*17%*	-	*13%*	-	*20%*	-	*20%*	-
Larger parcels - that will not fit through a letterbox	**473**	166	67	147	93	82	-	84	-	67	-	58	-	89	-	93	-
	18%	*19%*	*16%*	*17%*	*20%*	*19%*	-	*20%*	-	*16%*	-	*13%*	-	*20%*	-	*20%*	-
Items requiring a signature	**329**	99	49	108	72	51	-	48	-	49	-	40	-	68	-	72	-
	13%	*12%*	*12%*	*12%*	*16%*	*12%*	-	*11%*	-	*12%*	-	*9%*	-	*15%*	-	**16%k**	-
Tracked post, e.g. items that you can track where they are in the delivery process	**507**	164	69	182	93	82	-	82	-	69	-	79	-	102	-	93	-
	20%	*19%*	*17%*	*21%*	*20%*	*19%*	-	*19%*	-	*17%*	-	*18%*	-	*23%*	-	*20%*	-
Other types of mail	**94**	30	9	33	22	13	-	17	-	9	-	14	-	20	-	22	-
	4%	*4%*	*2%*	*4%*	*5%*	*3%*	-	*4%*	-	*2%*	-	*3%*	-	*4%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Invitations/ greetings cards/ postcards	**1460**	-	1460	739	718	154	171	228	190	319	213	184	325	418	716	398	1338	105	1435
	56%	-	*56%*	*57%*	*55%*	*41%*	**52%e**	*48%*	**58%eg**	**64%efg**	**67%efg**	**66%efg**	*46%*	*52%*	**66%lm**	**67%lm**	**57%q**	*45%*	*56%*
Personal letters (e.g. to a friend or relative)	**1417**	-	1417	717	698	158	179	259	199	295	183	144	337	458	622	327	1285	113	1383
	54%	-	*54%*	*56%*	*53%*	*42%*	**54%e**	**54%e**	**61%e**	**59%e**	**57%e**	*52%*	*48%*	**57%l**	**57%l**	*55%*	*55%*	*48%*	*54%*
Formal letters to organisations or individuals	**1431**	-	1431	679	748	178	203	273	196	255	172	154	381	469	581	326	1291	127	1399
	55%	-	*55%*	*53%*	*57%*	*48%*	**61%el**	**57%e**	**60%e**	*51%*	*54%*	*55%*	*54%*	*58%*	*53%*	*55%*	*55%*	*54%*	*54%*
Payments for bills/ invoices/ statements	**1433**	-	1433	722	708	196	211	260	195	261	170	140	407	455	571	310	1290	127	1396
	55%	-	*55%*	*56%*	*54%*	*53%*	**64%egik**	*55%*	*60%*	*53%*	*53%*	*50%*	*58%*	*57%*	*52%*	*52%*	*55%*	*54%*	*54%*
Smaller parcels - that will fit through a letterbox	**1535**	-	1535	767	764	174	200	249	203	332	201	178	374	452	710	378	1415	101	1547
	59%	-	*59%*	*59%*	*59%*	*47%*	**60%e**	*52%*	**62%eg**	**67%eg**	**63%eg**	**64%eg**	*53%*	*56%*	**65%lm**	**63%l**	**60%q**	*43%*	*60%*
Larger parcels - that will not fit through a letterbox	**1505**	-	1505	752	751	163	178	266	202	329	184	182	341	468	695	366	1378	111	1512
	58%	-	*58%*	*58%*	*58%*	*44%*	**54%e**	**56%e**	**62%e**	**66%efg**	**58%e**	**66%efg**	*49%*	**58%l**	**64%l**	**61%l**	**59%q**	*47%*	*59%*
Items requiring a signature	**1673**	-	1673	860	811	194	212	286	229	339	226	186	407	515	751	412	1534	125	1678
	64%	-	*64%*	*67%*	*62%*	*52%*	**64%e**	*60%*	**70%eg**	**68%eg**	**71%eg**	**67%e**	*58%*	*64%*	**69%l**	**69%l**	**66%q**	*53%*	*65%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1586**	-	1586	769	814	185	191	267	221	329	205	189	376	488	722	394	1454	116	1608
	61%	-	*61%*	*59%*	*62%*	*50%*	*58%*	*56%*	**67%eg**	**66%eg**	**64%e**	**68%eg**	*53%*	**61%l**	**66%l**	**66%l**	**62%q**	*49%*	*62%*
Other types of mail	**502**	-	502	299	204	83	86	91	64	85	64	29	169	155	178	93	457	45	475
	19%	-	*19%*	**23%d**	*16%*	**22%k**	**26%ik**	**19%k**	**20%k**	*17%*	**20%k**	*11%*	**24%no**	*19%*	*16%*	*16%*	*20%*	*19%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 139

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Invitations/ greetings cards/ postcards	1460	262	556	277	365	818	641	793	640	169	188	438	341	206	967	173	1189
	56%	*50%*	**60%a**	*53%*	**58%a**	*56%*	*56%*	*51%*	**64%g**	*53%*	*52%*	**63%ijlm**	*54%*	*50%*	*57%*	*54%*	*56%*
Personal letters (e.g. to a friend or relative)	1417	236	537	279	365	772	644	832	573	161	184	415	336	215	935	165	1162
	54%	*45%*	**58%a**	**54%a**	**58%a**	*53%*	*56%*	*54%*	*57%*	*51%*	*51%*	**60%ij**	*53%*	*53%*	*56%*	*51%*	*55%*
Formal letters to organisations or individuals	1431	250	539	268	374	789	642	839	575	171	187	405	356	199	948	175	1166
	55%	*47%*	**58%a**	*51%*	**60%ac**	*54%*	*56%*	*54%*	*57%*	*54%*	*52%*	**59%m**	*56%*	*49%*	*56%*	*54%*	*55%*
Payments for bills/ invoices/ statements	1433	237	538	280	378	775	658	847	569	153	192	432	355	193	978	156	1185
	55%	*45%*	**58%a**	**54%a**	**60%a**	*53%*	*57%*	*55%*	*57%*	*48%*	*53%*	**62%ijm**	*56%*	*47%*	**58%im**	*49%*	*56%*
Smaller parcels - that will fit through a letterbox	1535	284	556	302	393	840	695	883	632	181	205	440	368	228	1013	183	1255
	59%	*54%*	*60%*	*58%*	**63%a**	*58%*	*61%*	*57%*	**63%g**	*57%*	*57%*	*64%*	*58%*	*56%*	*60%*	*57%*	*59%*
Larger parcels - that will not fit through a letterbox	1505	278	552	292	382	831	674	857	621	183	183	415	382	225	981	185	1219
	58%	*53%*	*60%*	*56%*	**61%a**	*57%*	*59%*	*55%*	**62%g**	*58%*	*51%*	**60%j**	**60%j**	*55%*	*58%*	*58%*	*57%*
Items requiring a signature	1673	312	608	329	425	919	754	949	697	202	213	475	427	236	1116	203	1365
	64%	*59%*	*66%*	*63%*	**68%a**	*63%*	*66%*	*61%*	**69%g**	*64%*	*59%*	**69%jm**	**68%m**	*58%*	**66%m**	*63%*	*64%*
Tracked post, e.g. items that you can track where they are in the delivery process	1586	282	581	296	427	863	723	900	661	206	203	424	393	232	1020	209	1269
	61%	*54%*	**63%a**	*57%*	**68%ac**	*59%*	*63%*	*58%*	**66%g**	*65%*	*56%*	*61%*	*62%*	*57%*	*61%*	*65%*	*60%*
Other types of mail	502	115	162	118	109	276	226	338	160	55	48	147	147	89	343	55	433
	19%	*22%*	*17%*	*23%*	*17%*	*19%*	*20%*	**22%h**	*16%*	*17%*	*14%*	**21%j**	**23%j**	**22%j**	**20%j**	*17%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Invitations/ greetings cards/ postcards	**1460** *56%*	1227 *55%*	233 **62%a**	71 *59%*	1221 **56%g**	134 **60%g**	70 *55%*	34 *45%*	62 *54%*	184 **64%np**	140 **64%np**	116 **60%n**	139 **63%n**	138 **57%n**	147 *43%*	182 *53%*	112 *52%*	20 *60%*	114 **60%n**
Personal letters (e.g. to a friend or relative)	**1417** *54%*	1197 *54%*	220 *59%*	62 *51%*	1189 **55%g**	124 **55%g**	71 **57%g**	32 *42%*	60 *53%*	160 *56%*	137 **63%n**	109 **56%n**	122 *55%*	148 **61%n**	148 *44%*	195 **57%n**	112 *52%*	21 **62%n**	103 *54%*
Formal letters to organisations or individuals	**1431** *55%*	1230 *55%*	201 *54%*	61 *51%*	1202 *55%*	121 *54%*	70 *55%*	39 *51%*	59 *52%*	170 *59%*	131 *60%*	108 *56%*	125 *56%*	142 *58%*	170 *50%*	177 *51%*	119 *55%*	21 *62%*	100 *53%*
Payments for bills/ invoices/ statements	**1433** *55%*	1256 **56%bc**	178 *47%*	55 *45%*	1210 *56%*	120 *53%*	67 *53%*	37 *49%*	63 *56%*	168 *59%*	127 *58%*	102 *53%*	125 *56%*	139 *57%*	180 *53%*	194 *56%*	110 *51%*	22 *65%*	98 *51%*
Smaller parcels - that will fit through a letterbox	**1535** *59%*	1292 *58%*	244 **65%a**	77 *64%*	1272 *58%*	144 *64%*	78 *62%*	42 *56%*	71 **63%n**	167 *58%*	131 *60%*	116 *60%*	130 *58%*	163 **67%n**	170 *50%*	198 *57%*	125 *58%*	25 **73%n**	118 **62%n**
Larger parcels - that will not fit through a letterbox	**1505** *58%*	1266 *57%*	239 *64%*	75 *62%*	1253 *58%*	134 *60%*	79 **63%g**	38 *50%*	74 **65%n**	163 *57%*	133 **61%n**	117 *61%*	122 *55%*	161 **66%n**	164 *48%*	202 *59%*	118 *54%*	24 **71%n**	110 *58%*
Items requiring a signature	**1673** *64%*	1427 *64%*	246 *66%*	74 *61%*	1400 *64%*	141 *63%*	84 *67%*	48 *63%*	78 *69%*	186 *65%*	142 *65%*	125 *65%*	141 *63%*	163 *67%*	209 *62%*	217 *63%*	140 *64%*	23 *67%*	118 *62%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1586** *61%*	1347 *60%*	239 *64%*	73 *60%*	1329 **61%g**	137 *61%*	80 **63%g**	40 *53%*	78 **69%n**	173 *60%*	136 *63%*	130 **67%n**	136 *61%*	160 *66%*	184 *54%*	208 *60%*	125 *58%*	27 **78%inopr**	110 *58%*
Other types of mail	**502** *19%*	453 **20%b**	49 *13%*	20 *17%*	426 *20%*	37 *16%*	24 *19%*	16 *21%*	17 *15%*	73 **26%hmpr**	36 *17%*	32 *17%*	57 **25%mr**	35 *14%*	66 *19%*	77 *22%*	33 *15%*	7 *21%*	30 *16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Invitations/ greetings cards/ postcards	1460	590	521	235	73	23	1111	96	560	547	251	61	25	1107	85
	56%	**61%bdeg**	**54%dg**	**59%deg**	*39%*	*40%*	**57%deg**	*39%*	**59%kn**	*54%*	**59%k**	*46%*	*55%*	*56%*	*48%*
Personal letters (e.g. to a friend or relative)	1417	544	518	246	71	22	1062	93	543	528	247	52	31	1071	83
	54%	**56%deg**	**54%dg**	**62%bdeg**	*38%*	*39%*	**55%dg**	*38%*	**57%k**	**52%k**	**58%kn**	*39%*	*68%*	**54%k**	*47%*
Formal letters to organisations or individuals	1431	554	509	244	86	22	1063	108	536	551	243	60	24	1087	84
	55%	**57%deg**	*53%*	**61%bdeg**	*46%*	*39%*	**55%g**	*44%*	*56%*	*54%*	*57%*	*45%*	*54%*	*55%*	*47%*
Payments for bills/ invoices/ statements	1433	551	518	242	83	23	1069	106	534	546	259	55	23	1079	78
	55%	**57%dg**	**54%g**	**61%deg**	*44%*	*41%*	**55%dg**	*43%*	**56%kn**	**54%k**	**61%kn**	*41%*	*52%*	**55%kn**	*44%*
Smaller parcels - that will fit through a letterbox	1535	592	561	259	78	27	1153	105	549	607	270	68	24	1156	93
	59%	**61%dg**	**58%dg**	**65%dg**	*42%*	*49%*	**60%dg**	*43%*	*57%*	*60%*	**63%n**	*51%*	*54%*	*59%*	*52%*
Larger parcels - that will not fit through a letterbox	1505	564	555	257	84	28	1119	112	521	596	272	71	28	1117	99
	58%	**58%dg**	**57%dg**	**64%dg**	*45%*	*50%*	**58%dg**	*46%*	*54%*	*59%*	**64%hm**	*53%*	*62%*	*57%*	*56%*
Items requiring a signature	1673	654	593	266	109	31	1247	140	612	651	285	79	26	1264	105
	64%	**68%bg**	*61%*	*67%*	*58%*	*55%*	*65%*	*58%*	*64%*	*64%*	*67%*	*60%*	*57%*	*64%*	*59%*
Tracked post, e.g. items that you can track where they are in the delivery process	1586	604	566	269	97	29	1170	125	558	627	282	70	30	1185	101
	61%	**63%dg**	*59%*	**68%bdg**	*52%*	*51%*	**61%g**	*51%*	*58%*	*62%*	**66%hk**	*53%*	*67%*	*60%*	*57%*
Other types of mail	502	180	172	104	39	8	352	47	169	204	106	19	5	373	24
	19%	*19%*	*18%*	**26%abf**	*21%*	*15%*	*18%*	*19%*	*18%*	*20%*	**25%hkmn**	*14%*	*12%*	*19%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 139

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Invitations/ greetings cards/ postcards	**1460**	78	1371	11	380	1006	73	1435	6	6	5	1447	8
	56%	*42%*	**58%a**	*28%*	*50%*	**59%df**	*48%*	*56%*	*20%*	*48%*	*96%*	*56%*	*58%*
Personal letters (e.g. to a friend or relative)	**1417**	87	1312	18	361	973	83	1401	3	4	4	1409	4
	54%	*47%*	*55%*	*44%*	*48%*	**57%d**	*55%*	*55%*	*11%*	*36%*	*74%*	*55%*	*32%*
Formal letters to organisations or individuals	**1431**	80	1336	16	359	991	81	1412	5	6	4	1422	5
	55%	*43%*	**56%a**	*39%*	*47%*	**59%d**	*53%*	*56%*	*16%*	*49%*	*74%*	*55%*	*40%*
Payments for bills/ invoices/ statements	**1433**	83	1333	17	400	955	79	1407	7	5	5	1419	9
	55%	*45%*	**56%a**	*42%*	*53%*	*56%*	*52%*	*55%*	*24%*	*44%*	*96%*	*55%*	*70%*
Smaller parcels - that will fit through a letterbox	**1535**	82	1439	15	377	1076	82	1520	2	5	4	1526	5
	59%	*44%*	**61%a**	*36%*	*50%*	**64%d**	*54%*	*60%*	*7%*	*38%*	*74%*	*59%*	*40%*
Larger parcels - that will not fit through a letterbox	**1505**	73	1418	14	363	1063	78	1481	4	8	4	1493	8
	58%	*39%*	**60%a**	*34%*	*48%*	**63%df**	*52%*	*58%*	*15%*	*68%*	*74%*	*58%*	*58%*
Items requiring a signature	**1673**	77	1578	18	432	1154	87	1643	10	6	5	1659	9
	64%	*42%*	**66%a**	*44%*	*57%*	**68%d**	*58%*	*65%*	*35%*	*48%*	*96%*	*64%*	*69%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1586**	86	1482	18	412	1093	81	1566	4	5	4	1576	7
	61%	*46%*	**62%a**	*44%*	*55%*	**65%df**	*53%*	*62%*	*14%*	*42%*	*74%*	*61%*	*52%*
Other types of mail	**502**	27	469	6	108	371	23	489	7	2	2	497	3
	19%	*15%*	*20%*	*16%*	*14%*	**22%d**	*15%*	*19%*	*23%*	*13%*	*48%*	*19%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 139

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Invitations/ greetings cards/ postcards	**1460**	446	250	500	263	207	-	239	-	250	-	247	-	253	-	263	-
	56%	*53%*	**60%a**	*57%*	*57%*	*49%*	-	*56%*	-	**60%e**	-	*57%*	-	*57%*	-	*57%*	-
Personal letters (e.g. to a friend or relative)	**1417**	430	239	490	258	229	-	202	-	239	-	239	-	251	-	258	-
	54%	*51%*	*58%*	*56%*	*56%*	*54%*	-	*47%*	-	**58%g**	-	*55%*	-	**57%g**	-	*56%*	-
Formal letters to organisations or individuals	**1431**	434	242	507	247	224	-	211	-	242	-	238	-	269	-	247	-
	55%	*51%*	*58%*	**58%a**	*54%*	*53%*	-	*49%*	-	**58%g**	-	*55%*	-	**61%g**	-	*54%*	-
Payments for bills/ invoices/ statements	**1433**	463	243	476	252	230	-	232	-	243	-	227	-	249	-	252	-
	55%	*54%*	*58%*	*54%*	*55%*	*55%*	-	*54%*	-	*58%*	-	*52%*	-	*56%*	-	*55%*	-
Smaller parcels - that will fit through a letterbox	**1535**	493	249	522	271	243	-	250	-	249	-	262	-	261	-	271	-
	59%	*58%*	*60%*	*60%*	*59%*	*58%*	-	*58%*	-	*60%*	-	*61%*	-	*59%*	-	*59%*	-
Larger parcels - that will not fit through a letterbox	**1505**	477	237	519	271	244	-	233	-	237	-	255	-	264	-	271	-
	58%	*56%*	*57%*	*59%*	*59%*	*58%*	-	*54%*	-	*57%*	-	*59%*	-	*60%*	-	*59%*	-
Items requiring a signature	**1673**	560	267	551	295	272	-	289	-	267	-	277	-	273	-	295	-
	64%	*66%*	*64%*	*63%*	*64%*	*65%*	-	*67%*	-	*64%*	-	*64%*	-	*62%*	-	*64%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**1586**	500	265	521	301	251	-	249	-	265	-	250	-	270	-	301	-
	61%	*59%*	*64%*	*59%*	*65%*	*60%*	-	*58%*	-	*64%*	-	*58%*	-	*61%*	-	*65%*	-
Other types of mail	**502**	165	88	161	88	71	-	94	-	88	-	84	-	77	-	88	-
	19%	*19%*	*21%*	*18%*	*19%*	*17%*	-	*22%*	-	*21%*	-	*19%*	-	*17%*	-	*19%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Invitations/ greetings cards/ postcards	**867**	-	867	416	451	156	113	163	104	161	97	72	269	267	331	170	761	101	899
	33%	-	*33%*	*32%*	*35%*	**42%hijk**	*34%*	*34%*	*32%*	*32%*	*31%*	*26%*	**38%no**	*33%*	*30%*	*29%*	*33%*	**43%p**	*35%*
Personal letters (e.g. to a friend or relative)	**908**	-	908	436	471	123	107	148	96	185	126	123	230	243	434	249	825	80	958
	35%	-	*35%*	*34%*	*36%*	*33%*	*32%*	*31%*	*29%*	*37%*	*40%*	**44%efgh**	*33%*	*30%*	**40%lm**	**42%lm**	*35%*	*34%*	*37%*
Formal letters to organisations or individuals	**884**	-	884	448	435	113	74	147	89	213	136	113	187	236	462	249	806	71	933
	34%	-	*34%*	*35%*	*33%*	*30%*	*22%*	**31%f**	*27%*	**43%efgh**	**43%efgh**	**41%efgh**	*27%*	*29%*	**42%lm**	**42%lm**	*34%*	*30%*	*36%*
Payments for bills/ invoices/ statements	**918**	-	918	434	482	95	74	151	102	224	144	127	169	253	496	272	832	82	968
	35%	-	*35%*	*34%*	*37%*	*26%*	*22%*	**32%f**	*31%*	**45%efgh**	**45%efgh**	**46%efgh**	*24%*	**32%l**	**45%lm**	**46%lm**	*36%*	*35%*	*37%*
Smaller parcels - that will fit through a letterbox	**560**	-	560	277	282	78	53	108	54	105	86	75	131	162	267	161	505	55	561
	22%	-	*22%*	*21%*	*22%*	*21%*	*16%*	*23%*	*16%*	*21%*	**27%fh**	**27%fh**	*19%*	*20%*	**24%l**	**27%lm**	*22%*	*23%*	*22%*
Larger parcels - that will not fit through a letterbox	**586**	-	586	297	287	79	60	106	51	113	96	80	140	157	289	176	526	55	578
	23%	-	*23%*	*23%*	*22%*	*21%*	*18%*	*22%*	*16%*	*23%*	**30%fh**	**29%fh**	*20%*	*20%*	**26%lm**	**29%lm**	*22%*	*23%*	*22%*
Items requiring a signature	**554**	-	554	249	304	90	58	106	46	109	69	77	148	151	255	146	485	62	542
	21%	-	*21%*	*19%*	*23%*	**24%h**	*17%*	**22%h**	*14%*	**22%h**	*22%*	**28%fh**	*21%*	*19%*	*23%*	*25%*	*21%*	*26%*	*21%*
Tracked post, e.g. items that you can track where they are in the delivery process	**476**	-	476	252	223	60	53	91	38	106	61	66	113	129	233	128	424	50	472
	18%	-	*18%*	*20%*	*17%*	*16%*	*16%*	**19%h**	*12%*	**21%h**	*19%*	**24%h**	*16%*	*16%*	**21%lm**	*21%*	*18%*	*21%*	*18%*
Other types of mail	**204**	-	204	103	100	42	34	45	16	24	26	17	76	61	67	43	173	31	182
	8%	-	*8%*	*8%*	*8%*	**11%hi**	**10%i**	**9%i**	*5%*	*5%*	*8%*	*6%*	**11%n**	*8%*	*6%*	*7%*	*7%*	**13%p**	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Invitations/ greetings cards/ postcards	867	182	297	188	199	480	388	547	308	126	140	196	234	111	570	126	696
	33%	34%	32%	36%	32%	33%	34%	35%	31%	40%km	39%km	28%	37%km	27%	34%	39%	33%
Personal letters (e.g. to a friend or relative)	908	200	332	183	193	532	375	511	375	120	143	231	228	116	602	121	736
	35%	38%	36%	35%	31%	37%	33%	33%	37%	38%m	40%m	33%	36%	28%	36%	38%	35%
Formal letters to organisations or individuals	884	184	319	186	196	503	382	491	374	113	134	229	220	122	582	113	717
	34%	35%	34%	36%	31%	35%	33%	32%	37%g	36%	37%	33%	35%	30%	35%	35%	34%
Payments for bills/ invoices/ statements	918	212	326	191	188	538	380	510	389	130	134	219	215	147	568	131	736
	35%	40%d	35%	37%	30%	37%	33%	33%	39%g	41%k	37%	32%	34%	36%	34%	41%	35%
Smaller parcels - that will fit through a letterbox	560	103	206	121	130	310	251	307	243	89	96	145	121	64	362	89	435
	22%	20%	22%	23%	21%	21%	22%	20%	24%g	28%lm	27%lm	21%	19%	16%	21%	28%p	20%
Larger parcels - that will not fit through a letterbox	586	111	221	122	131	332	254	323	257	88	108	159	120	70	386	89	469
	23%	21%	24%	23%	21%	23%	22%	21%	26%g	28%lm	30%lmn	23%	19%	17%	23%	28%	22%
Items requiring a signature	554	118	197	118	122	315	239	330	216	76	105	137	114	79	357	76	447
	21%	22%	21%	23%	19%	22%	21%	21%	22%	24%	29%klmn	20%	18%	19%	21%	24%	21%
Tracked post, e.g. items that you can track where they are in the delivery process	476	93	169	113	102	262	214	275	194	57	93	133	97	59	323	58	391
	18%	18%	18%	22%	16%	18%	19%	18%	19%	18%	26%lmn	19%	15%	14%	19%	18%	18%
Other types of mail	204	51	80	43	29	131	73	147	54	29	24	53	55	35	132	29	169
	8%	10%d	9%d	8%	5%	9%	6%	9%h	5%	9%	7%	8%	9%	9%	8%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 140

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Invitations/ greetings cards/ postcards	**867**	759	108	36	719	74	44	30	41	58	61	62	61	90	142	119	84	11	62
	33%	*34%*	*29%*	*30%*	*33%*	*33%*	*35%*	*40%*	**36%l**	*20%*	*28%*	**32%l**	*28%*	**37%l**	**42%ijl**	**35%l**	**39%l**	*34%*	**33%l**
Personal letters (e.g. to a friend or relative)	**908**	786	122	41	750	78	44	36	43	97	57	73	73	79	124	120	83	10	68
	35%	*35%*	*32%*	*34%*	*34%*	*35%*	*35%*	**47%def**	*38%*	*34%*	*26%*	*38%*	*33%*	*33%*	*37%*	*35%*	*38%*	*30%*	*36%*
Formal letters to organisations or individuals	**884**	741	143	39	732	76	46	31	44	88	60	66	70	85	107	130	80	9	67
	34%	*33%*	*38%*	*32%*	*34%*	*34%*	*36%*	*41%*	*39%*	*31%*	*28%*	*34%*	*31%*	*35%*	*32%*	*38%*	*37%*	*28%*	*35%*
Payments for bills/ invoices/ statements	**918**	748	170	50	755	84	48	31	39	94	59	68	79	90	105	125	95	8	76
	35%	*34%*	**45%a**	*41%*	*35%*	*37%*	*38%*	*41%*	*35%*	*33%*	*27%*	*35%*	*36%*	*37%*	*31%*	*36%*	**44%lnq**	*22%*	**40%lq**
Smaller parcels - that will fit through a letterbox	**560**	471	89	22	471	43	27	19	20	69	41	39	48	59	65	83	45	7	36
	22%	*21%*	*24%*	*18%*	*22%*	*19%*	*21%*	*25%*	*18%*	*24%*	*19%*	*20%*	*22%*	*24%*	*19%*	*24%*	*21%*	*22%*	*19%*
Larger parcels - that will not fit through a letterbox	**586**	502	83	23	491	50	24	20	18	83	37	34	51	56	80	81	53	6	43
	23%	*23%*	*22%*	*19%*	*23%*	*22%*	*19%*	*27%*	*16%*	**29%hjk**	*17%*	*18%*	*23%*	*23%*	*24%*	*24%*	*25%*	*19%*	*23%*
Items requiring a signature	**554**	470	84	27	460	50	26	18	18	58	46	29	42	63	72	86	47	6	44
	21%	*21%*	*23%*	*23%*	*21%*	*22%*	*21%*	*23%*	*16%*	*20%*	*21%*	*15%*	*19%*	**26%k**	*21%*	*25%*	*22%*	*19%*	*23%*
Tracked post, e.g. items that you can track where they are in the delivery process	**476**	408	68	23	396	44	20	17	15	59	31	26	38	50	65	76	36	4	39
	18%	*18%*	*18%*	*19%*	*18%*	*19%*	*16%*	*22%*	*13%*	*21%*	*14%*	*14%*	*17%*	*20%*	*19%*	*22%*	*17%*	*13%*	*21%*
Other types of mail	**204**	178	26	6	171	17	7	9	11	19	6	13	21	21	38	27	14	2	15
	8%	*8%*	*7%*	*5%*	*8%*	*8%*	*5%*	**12%f**	**10%j**	*7%*	*3%*	*7%*	**9%j**	**9%j**	**11%j**	*8%*	*7%*	*6%*	**8%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 140

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Invitations/ greetings cards/ postcards	867	249	347	142	94	32	595	126	279	347	155	63	20	626	83
	33%	*26%*	**36%af**	**36%a**	**50%abcf**	**57%abcf**	**31%a**	**52%abcf**	*29%*	*34%*	**36%h**	**48%him**	*44%*	*32%*	**47%him**
Personal letters (e.g. to a friend or relative)	908	286	351	127	105	34	637	139	289	375	153	74	14	664	87
	35%	*30%*	**36%a**	*32%*	**56%abcf**	**61%abcf**	*33%*	**57%abcf**	*30%*	**37%h**	*36%*	**55%hijm**	*30%*	*34%*	**49%hijm**
Formal letters to organisations or individuals	884	298	344	126	84	26	642	111	302	351	154	61	13	653	74
	34%	*31%*	*36%*	*32%*	**45%acf**	*47%*	*33%*	**45%abcf**	*32%*	*35%*	*36%*	**46%him**	*29%*	*33%*	**42%h**
Payments for bills/ invoices/ statements	918	316	362	122	86	29	677	115	315	380	143	61	17	695	77
	35%	*33%*	*37%*	*31%*	**46%acf**	**52%acf**	*35%*	**47%abcf**	*33%*	*38%*	*33%*	**46%hj**	*37%*	*35%*	**44%h**
Smaller parcels - that will fit through a letterbox	560	164	206	90	78	20	371	98	178	206	109	49	15	384	63
	22%	*17%*	*21%*	*23%*	**42%abcf**	**35%af**	*19%*	**40%abcf**	*19%*	*20%*	**25%hm**	**37%him**	*33%*	*19%*	**36%him**
Larger parcels - that will not fit through a letterbox	586	186	224	90	69	15	409	84	207	219	104	43	9	426	52
	23%	*19%*	*23%*	*23%*	**37%abcf**	*27%*	*21%*	**34%abcf**	*22%*	*22%*	*24%*	**32%him**	*21%*	*22%*	*29%*
Items requiring a signature	554	162	222	86	64	19	384	83	174	215	108	44	11	389	56
	21%	*17%*	**23%a**	*21%*	**34%abcf**	**34%af**	*20%*	**34%abcf**	*18%*	*21%*	**25%h**	**33%him**	*25%*	*20%*	**31%him**
Tracked post, e.g. items that you can track where they are in the delivery process	476	145	182	75	55	20	327	75	162	178	96	27	11	340	38
	18%	*15%*	*19%*	*19%*	**29%abcf**	**36%abcf**	*17%*	**31%abcf**	*17%*	*18%*	*23%*	*20%*	*25%*	*17%*	*21%*
Other types of mail	204	60	61	49	28	7	120	35	66	69	43	17	9	135	26
	8%	*6%*	*6%*	**12%abf**	**15%abj**	*12%*	*6%*	**14%abj**	*7%*	*7%*	*10%*	**13%m**	*19%*	*7%*	**14%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Invitations/ greetings cards/ postcards	**867**	50	795	22	269	540	59	840	17	6	*	864	3
	33%	*27%*	*33%*	*54%*	*36%*	*32%*	*39%*	*33%*	*59%*	*52%*	*4%*	*33%*	*23%*
Personal letters (e.g. to a friend or relative)	**908**	60	832	16	312	550	45	879	16	6	1	901	6
	35%	*32%*	*35%*	*40%*	**41%af**	*32%*	*30%*	*35%*	*54%*	*49%*	*26%*	*35%*	*41%*
Formal letters to organisations or individuals	**884**	65	801	19	292	547	46	862	12	6	1	880	3
	34%	*35%*	*34%*	*47%*	**39%e**	*32%*	*30%*	*34%*	*41%*	*50%*	*26%*	*34%*	*23%*
Payments for bills/ invoices/ statements	**918**	66	837	15	263	611	44	901	9	6	*	916	2
	35%	*36%*	*35%*	*38%*	*35%*	*36%*	*29%*	*35%*	*32%*	*49%*	*4%*	*35%*	*11%*
Smaller parcels - that will fit through a letterbox	**560**	48	497	15	211	314	35	535	16	7	*	558	2
	22%	*26%*	*21%*	*37%*	**28%e**	*19%*	*23%*	*21%*	*54%*	*56%*	*2%*	*22%*	*18%*
Larger parcels - that will not fit through a letterbox	**586**	54	518	14	223	324	39	570	14	2	*	586	-
	23%	*29%*	*22%*	*35%*	**30%e**	*19%*	*26%*	*22%*	*47%*	*20%*	*2%*	*23%*	-
Items requiring a signature	**554**	58	482	15	188	325	41	536	12	6	*	554	-
	21%	**31%b**	*20%*	*37%*	**25%e**	*19%*	*27%*	*21%*	*41%*	*46%*	*2%*	*21%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**476**	42	420	15	167	268	41	458	12	5	1	475	-
	18%	*22%*	*18%*	*36%*	**22%e**	*16%*	**27%e**	*18%*	*41%*	*42%*	*25%*	*18%*	-
Other types of mail	**204**	11	187	6	78	115	11	195	5	3	-	204	-
	8%	*6%*	*8%*	*16%*	**10%e**	*7%*	*7%*	*8%*	*18%*	*27%*	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 140

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Invitations/ greetings cards/ postcards	**867** *33%*	323 *38%bd*	125 *30%*	282 *32%*	137 *30%*	172 *41%lmo*	- -	152 *35%*	- -	125 *30%*	- -	151 *35%*	- -	130 *29%*	- -	137 *30%*	- -
Personal letters (e.g. to a friend or relative)	**908** *35%*	327 *39%*	141 *34%*	293 *33%*	146 *32%*	153 *36%*	- -	175 *41%mo*	- -	141 *34%*	- -	155 *36%*	- -	138 *31%*	- -	146 *32%*	- -
Formal letters to organisations or individuals	**884** *34%*	301 *36%*	138 *33%*	296 *34%*	149 *32%*	149 *35%*	- -	153 *36%*	- -	138 *33%*	- -	173 *40%m*	- -	124 *28%*	- -	149 *32%*	- -
Payments for bills/ invoices/ statements	**918** *35%*	312 *37%*	134 *32%*	314 *36%*	157 *34%*	160 *38%*	- -	152 *36%*	- -	134 *32%*	- -	179 *41%lm*	- -	135 *31%*	- -	157 *34%*	- -
Smaller parcels - that will fit through a letterbox	**560** *22%*	182 *21%*	87 *21%*	203 *23%*	88 *19%*	97 *23%*	- -	85 *20%*	- -	87 *21%*	- -	110 *25%*	- -	93 *21%*	- -	88 *19%*	- -
Larger parcels - that will not fit through a letterbox	**586** *23%*	190 *22%*	97 *23%*	203 *23%*	96 *21%*	90 *21%*	- -	100 *23%*	- -	97 *23%*	- -	117 *27%*	- -	86 *20%*	- -	96 *21%*	- -
Items requiring a signature	**554** *21%*	174 *21%*	86 *21%*	205 *23%*	88 *19%*	91 *22%*	- -	83 *19%*	- -	86 *21%*	- -	110 *25%*	- -	95 *22%*	- -	88 *19%*	- -
Tracked post, e.g. items that you can track where they are in the delivery process	**476** *18%*	172 *20%d*	73 *18%*	166 *19%*	65 *14%*	81 *19%*	- -	91 *21%o*	- -	73 *18%*	- -	100 *23%mo*	- -	66 *15%*	- -	65 *14%*	- -
Other types of mail	**204** *8%*	77 *9%*	32 *8%*	60 *7%*	34 *7%*	39 *9%*	- -	38 *9%*	- -	32 *8%*	- -	36 *8%*	- -	25 *6%*	- -	34 *7%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Invitations/ greetings cards/ postcards	**2.64**	-	2.64	**2.67d**	2.60	2.58	2.66	**2.72eij**	2.63	2.59	2.59	**2.71eij**	2.62	**2.68n**	2.62	2.65	**2.65q**	2.48	2.59
Personal letters (e.g. to a friend or relative)	**2.59**	-	2.59	**2.62d**	2.56	**2.78hijk**	**2.68ijk**	**2.72hijk**	**2.61ijk**	2.45	2.44	2.41	**2.73no**	**2.67no**	2.43	2.43	2.58	**2.70p**	2.52
Formal letters to organisations or individuals	**2.60**	-	2.60	2.64	2.57	**2.77ijk**	**2.85ijk**	**2.70ijk**	**2.70ijk**	2.41	2.34	2.43	**2.81no**	**2.70no**	2.39	2.38	2.59	2.70	2.55
Payments for bills/ invoices/ statements	**2.52**	-	2.52	2.57	2.47	**2.85hijk**	**2.79hijk**	**2.69ijk**	**2.59ijk**	2.23	2.21	2.25	**2.82mno**	**2.65no**	2.23	2.23	2.51	2.61	2.46
Smaller parcels - that will fit through a letterbox	**2.90**	-	2.90	2.91	2.88	**3.09ijk**	**3.00ijk**	**2.99ijk**	**2.99ijk**	**2.81k**	2.69	2.63	**3.05no**	**2.99no**	2.73	2.66	2.89	2.97	2.87
Larger parcels - that will not fit through a letterbox	**2.87**	-	2.87	2.87	2.88	**3.12gijk**	**3.05ijk**	**2.92jk**	**2.99ijk**	**2.77k**	2.65	2.55	**3.09mno**	**2.95no**	2.68	2.60	2.87	2.94	2.86
Items requiring a signature	**2.84**	-	2.84	2.88	2.80	**2.95ijk**	**2.94ijk**	**2.90ijk**	**2.97ijk**	**2.75k**	2.72	2.58	**2.95no**	**2.93no**	2.70	2.66	2.84	2.83	2.83
Tracked post, e.g. items that you can track where they are in the delivery process	**2.96**	-	2.96	2.96	2.96	**3.19ijk**	**3.05ijk**	**3.03ik**	**3.05ijk**	2.81	2.85	2.70	**3.13no**	**3.04no**	2.80	2.78	2.96	3.01	2.94
Other types of mail	**2.75**	-	2.75	2.82	2.65	2.73	2.79	2.88	2.83	2.72	2.56	2.45	2.76	**2.87no**	2.61	2.52	2.76	2.61	2.76

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 141

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Invitations/ greetings cards/ postcards	2.64	2.69c	2.63	2.60	2.63	2.65	2.62	2.66	2.61	2.48	2.53	2.69ijln	2.55	2.91ijkln	2.60i	2.48	2.66o
Personal letters (e.g. to a friend or relative)	2.59	2.67b	2.52	2.59b	2.62b	2.57	2.61	2.66h	2.49	2.51	2.48	2.56	2.57	2.85ijkln	2.55	2.52	2.60
Formal letters to organisations or individuals	2.60	2.73b	2.54	2.60	2.58	2.61	2.59	2.70h	2.46	2.51	2.54	2.58	2.57	2.87ijkln	2.57	2.51	2.62
Payments for bills/ invoices/ statements	2.52	2.55	2.47	2.50	2.58	2.50	2.54	2.62h	2.37	2.42	2.44	2.52	2.55	2.67ijn	2.51	2.43	2.53
Smaller parcels - that will fit through a letterbox	2.90	3.07bcd	2.84	2.89	2.84	2.92	2.86	2.99h	2.75	2.72	2.72	2.86	2.96ij	3.18ijkln	2.87ij	2.72	2.93o
Larger parcels - that will not fit through a letterbox	2.87	3.03bd	2.79	2.91	2.85	2.87	2.87	2.97h	2.71	2.69	2.70	2.83	2.95ij	3.13ijkln	2.85ij	2.69	2.90o
Items requiring a signature	2.84	2.91	2.80	2.84	2.83	2.84	2.84	2.90h	2.75	2.74	2.63	2.83j	2.90ij	3.03ijkn	2.81j	2.74	2.85
Tracked post, e.g. items that you can track where they are in the delivery process	2.96	3.11bcd	2.92	2.93	2.91	2.99	2.92	3.03h	2.85	2.88	2.80	2.92	3.02ij	3.17ijkn	2.93	2.88	2.98
Other types of mail	2.75	2.91b	2.58	2.73	2.82b	2.73	2.77	2.77	2.69	2.59	2.69	2.69	2.73	3.00ikn	2.71	2.59	2.77

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 141

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Invitations/ greetings cards/ postcards	**2.64**	2.63	2.70	2.73	2.65	2.59	2.65	2.55	2.54	**2.89hjklmnopr**	**2.71mnp**	2.63	**2.69mnp**	2.53	2.53	**2.67mn**	2.56	2.50	2.60
Personal letters (e.g. to a friend or relative)	**2.59**	2.59	2.61	2.66	2.61	2.55	2.52	2.29	2.57	**2.67kp**	**2.72kmopr**	2.49	**2.64kp**	2.58	**2.66kp**	2.58	2.49	2.56	2.55
Formal letters to organisations or individuals	**2.60**	2.62	2.52	2.67	**2.62g**	2.57	2.48	2.46	2.54	2.66	2.70	2.57	2.64	2.52	2.75	2.57	2.51	2.54	2.57
Payments for bills/ invoices/ statements	**2.52**	**2.55b**	2.33	2.45	2.54	2.44	2.44	2.41	**2.54p**	**2.56p**	**2.69mpr**	**2.55p**	2.48	2.43	**2.71mpr**	2.51	2.27	2.63	2.40
Smaller parcels - that will fit through a letterbox	**2.90**	2.91	2.79	2.93	2.90	2.88	2.87	2.81	**2.97m**	2.80	**2.96m**	2.93	2.91	2.73	**3.07lmq**	2.85	2.91	2.68	2.91
Larger parcels - that will not fit through a letterbox	**2.87**	2.88	2.84	2.93	2.88	2.85	2.91	2.82	**2.99im**	2.72	**3.01im**	**2.97im**	2.87	2.73	**2.97l**	2.85	2.87	2.76	2.87
Items requiring a signature	**2.84**	2.84	2.82	2.87	2.85	2.80	2.82	2.76	**2.94m**	2.84	2.87	**2.97m**	2.88	2.70	2.87	2.81	2.82	2.84	2.80
Tracked post, e.g. items that you can track where they are in the delivery process	**2.96**	2.96	2.96	2.94	2.97	2.87	2.98	2.93	3.02	2.90	**3.07m**	3.04	2.97	2.84	3.03	2.90	3.01	2.81	2.88
Other types of mail	**2.75**	2.76	2.60	2.82	2.76	2.63	2.80	2.52	2.76	2.85	3.15	2.76	2.69	2.55	2.83	2.59	2.78	2.70	2.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 141

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Invitations/ greetings cards/ postcards	2.64	2.81bcdefg	2.59deg	2.54deg	2.37e	2.04	2.70bcdeg	2.29e	2.73ijkln	2.65jkln	2.54kln	2.35	2.26	2.68jkln	2.33
Personal letters (e.g. to a friend or relative)	2.59	2.74bcdefg	2.56deg	2.56deg	2.17	1.98	2.65bcdeg	2.13	2.69ijkmn	2.57kn	2.51kn	2.19	2.60kn	2.63ijkn	2.30
Formal letters to organisations or individuals	2.60	2.69deg	2.60dg	2.54	2.36	2.33	2.64dg	2.36	2.66kn	2.60k	2.52	2.33	2.66	2.63kn	2.42
Payments for bills/ invoices/ statements	2.52	2.59beg	2.45	2.61bdeg	2.39	2.18	2.52g	2.34	2.59	2.47	2.51	2.39	2.50	2.53	2.42
Smaller parcels - that will fit through a letterbox	2.90	3.01bcdeg	2.89dg	2.80dg	2.57	2.64	2.95cdeg	2.58	3.02jkn	2.91jkn	2.72	2.57	2.57	2.96jkn	2.57
Larger parcels - that will not fit through a letterbox	2.87	2.99bcdg	2.84	2.80	2.66	2.77	2.91dg	2.68	2.98jkn	2.87kn	2.75	2.58	2.80	2.92jkn	2.63
Items requiring a signature	2.84	2.94bdeg	2.81dg	2.83dg	2.54	2.55	2.88deg	2.54	2.96ijkn	2.83jkn	2.69	2.53	2.70	2.89jkn	2.58
Tracked post, e.g. items that you can track where they are in the delivery process	2.96	3.05cdeg	2.97eg	2.86	2.79	2.61	3.01cdeg	2.75	3.07ijn	2.96j	2.75	2.92	2.68	3.01j	2.86
Other types of mail	2.75	2.86dg	2.84dg	2.63	2.30	2.43	2.85dg	2.32	2.78	2.80n	2.69	2.61	2.00	2.79n	2.45

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Invitations/ greetings cards/ postcards	**2.64**	**3.01bc**	2.61	2.56	2.65	2.64	2.55	**2.64h**	2.36	2.14	2.92	**2.64h**	2.42
Personal letters (e.g. to a friend or relative)	**2.59**	**2.86b**	2.57	2.60	2.50	**2.61d**	**2.72d**	2.59	2.65	2.16	2.70	2.59	2.59
Formal letters to organisations or individuals	**2.60**	2.76	2.59	2.40	2.59	2.60	2.71	2.60	2.98	2.21	2.47	2.60	2.79
Payments for bills/ invoices/ statements	**2.52**	2.67	2.51	2.57	2.56	2.49	2.68	2.51	3.03	2.34	2.92	2.52	2.86
Smaller parcels - that will fit through a letterbox	**2.90**	3.00	2.89	2.67	2.82	**2.93d**	2.88	2.90	2.81	2.21	3.20	2.89	3.07
Larger parcels - that will not fit through a letterbox	**2.87**	2.95	2.87	2.76	2.79	**2.92d**	2.80	2.87	2.81	2.72	3.20	2.87	3.43
Items requiring a signature	**2.84**	2.88	2.84	2.75	2.83	2.86	2.68	2.84	2.76	2.46	2.97	2.84	3.15
Tracked post, e.g. items that you can track where they are in the delivery process	**2.96**	3.09	2.95	2.76	2.95	2.98	2.79	2.96	2.99	2.41	2.74	2.96	3.50
Other types of mail	**2.75**	3.17	2.72	2.42	2.60	2.79	2.95	2.75	3.01	1.70	3.00	2.75	3.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 141

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Invitations/ greetings cards/ postcards	**2.64**	2.53	**2.62a**	**2.70ab**	**2.73ab**	2.52	-	2.55	-	**2.62e**	-	**2.62e**	-	**2.78egik**	-	**2.73egik**	-
Personal letters (e.g. to a friend or relative)	**2.59**	2.53	2.57	**2.61a**	**2.69abc**	2.54	-	2.51	-	2.57	-	2.56	-	**2.66egk**	-	**2.69egik**	-
Formal letters to organisations or individuals	**2.60**	2.59	2.56	2.59	2.68	2.56	-	2.63	-	2.56	-	2.47	-	**2.71k**	-	**2.68k**	-
Payments for bills/ invoices/ statements	**2.52**	2.46	2.56	2.51	**2.62a**	2.42	-	2.50	-	**2.56k**	-	2.37	-	**2.64ek**	-	**2.62ek**	-
Smaller parcels - that will fit through a letterbox	**2.90**	2.88	2.89	2.86	2.99	2.84	-	**2.93k**	-	2.89	-	2.75	-	**2.97k**	-	**2.99k**	-
Larger parcels - that will not fit through a letterbox	**2.87**	2.89	2.83	2.85	2.92	2.90	-	2.88	-	2.83	-	2.74	-	**2.96k**	-	**2.92k**	-
Items requiring a signature	**2.84**	2.82	2.82	2.82	2.92	2.81	-	2.84	-	2.82	-	2.74	-	2.90	-	**2.92k**	-
Tracked post, e.g. items that you can track where they are in the delivery process	**2.96**	2.91	2.94	2.98	3.03	2.93	-	2.90	-	2.94	-	2.86	-	**3.10egk**	-	**3.03k**	-
Other types of mail	**2.75**	2.67	2.71	2.78	2.88	2.57	-	2.76	-	2.71	-	2.65	-	**2.92e**	-	2.88	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

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QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2574	-	2574	1224	1343	302	290	503	374	496	379	230	592	877	1105	609	2399	158	2574
Weighted Base	2555	-**	2555	1220	1326	314	322	538	392	425	316	247	637	930	988	563	2293	245	2574
Effective Base	1439	-	1439	707	727	190	177	323	200	248	162	144	366	520	553	305	1318	116	2574
Email	1465	-	1465	704	758	168	185	281	236	259	198	138	353	517	595	336	1298	164	1492
	57%	-	*57%*	*58%*	*57%*	*54%*	*57%*	*52%*	*60%*	**61%g**	**63%g**	*56%*	*55%*	*56%*	*60%*	*60%*	*57%*	**67%p**	*58%*
Mobile phone calls	828	-	828	434	392	129	115	177	104	131	95	77	244	280	304	172	714	113	871
	32%	-	*32%*	**36%d**	*30%*	**41%hij**	*36%*	*33%*	*26%*	*31%*	*30%*	*31%*	**38%mno**	*30%*	*31%*	*31%*	*31%*	**46%p**	*34%*
Landline calls	357	-	357	196	160	44	28	63	45	54	63	61	71	108	177	123	307	49	343
	14%	-	*14%*	**16%d**	*12%*	*14%*	*9%*	*12%*	*12%*	*13%*	**20%fgh**	**25%efghi**	*11%*	*12%*	**18%lm**	**22%lm**	*13%*	*20%*	*13%*
Text messaging/ SMS	920	-	920	439	478	140	104	190	135	157	117	76	245	325	351	194	804	115	900
	36%	-	*36%*	*36%*	*36%*	**45%fghk**	*32%*	*35%*	*34%*	*37%*	*37%*	*31%*	*38%*	*35%*	*36%*	*34%*	*35%*	**47%p**	*35%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	930	-	930	401	525	155	140	218	139	127	99	52	294	357	278	151	800	129	968
	36%	-	*36%*	*33%*	**40%c**	**49%hijk**	**43%ijk**	**41%ijk**	**35%k**	*30%*	**31%k**	*21%*	**46%mno**	**38%no**	*28%*	*27%*	*35%*	**53%p**	*38%*
Social networking websites/ apps	640	-	640	316	324	150	103	181	96	47	41	22	253	277	110	63	530	108	611
	25%	-	*25%*	*26%*	*24%*	**48%fghijk**	**32%ijk**	**34%hijk**	**24%ijk**	*11%*	*13%*	*9%*	**40%mno**	**30%no**	*11%*	*11%*	*23%*	**44%p**	*24%*
In person/ face-to-face	324	-	324	162	160	64	39	82	48	40	29	22	103	131	91	51	266	56	287
	13%	-	*13%*	*13%*	*12%*	**20%fhijk**	*12%*	**15%i**	*12%*	*9%*	*9%*	*9%*	**16%no**	**14%no**	*9%*	*9%*	*12%*	**23%p**	*11%*
Other: please specify	10	-	10	4	6	-	1	*	3	1	1	2	1	4	5	3	8	-	19
	*	-	*	*	*	-	*	*	*1%*	*	*	*1%*	*	*	*	*1%*	*	-	*1%*
None in particular	487	-	487	242	245	16	28	103	73	109	78	79	44	176	267	158	463	17	491
	19%	-	*19%*	*20%*	*19%*	*5%*	*9%*	**19%ef**	**19%ef**	**26%ef**	**25%ef**	**32%efgh**	*7%*	**19%l**	**27%lm**	**28%lm**	**20%q**	*7%*	*19%*
I don't know	59	-	59	23	36	11	11	5	19	6	5	2	21	24	14	8	53	3	61
	2%	-	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	**5%gi**	*1%*	*2%*	*1%*	**3%n**	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2574**	635	784	514	641	1419	1155	1300	1232	318	349	674	610	427	1633	321	2094
Weighted Base	**2555**	511	825	587	632	1336	1219	1514	1000	313	335	688	575	461	1598	316	2085
Effective Base	**1439**	295	449	303	399	744	695	777	655	195	196	375	322	247	892	197	1153
Email	**1465**	306	489	341	330	794	671	895	548	156	188	391	342	285	920	159	1221
	57%	**60%d**	**59%d**	*58%*	*52%*	*59%*	*55%*	*59%*	*55%*	*50%*	*56%*	*57%*	**59%i**	**62%i**	**58%i**	*50%*	**59%o**
Mobile phone calls	**828**	209	241	176	202	450	378	494	317	110	103	208	162	172	473	111	660
	32%	**41%bcd**	*29%*	*30%*	*32%*	*34%*	*31%*	*33%*	*32%*	*35%*	*31%*	*30%*	*28%*	**37%ln**	*30%*	*35%*	*32%*
Landline calls	**357**	81	110	85	80	191	166	177	171	49	53	99	78	55	230	50	289
	14%	*16%*	*13%*	*15%*	*13%*	*14%*	*14%*	*12%*	**17%g**	*16%*	*16%*	*14%*	*14%*	*12%*	*14%*	*16%*	*14%*
Text messaging/ SMS	**920**	213	263	216	228	476	444	559	348	101	108	231	210	186	549	104	747
	36%	**42%b**	*32%*	*37%*	*36%*	*36%*	*36%*	*37%*	*35%*	*32%*	*32%*	*34%*	*37%*	*40%*	*34%*	*33%*	*36%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**930**	204	299	208	219	503	427	590	332	100	113	250	203	195	566	103	771
	36%	*40%*	*36%*	*35%*	*35%*	*38%*	*35%*	**39%h**	*33%*	*32%*	*34%*	*36%*	*35%*	**42%l**	*35%*	*33%*	*37%*
Social networking websites/ apps	**640**	158	179	161	142	337	303	448	178	63	85	139	148	158	372	63	532
	25%	**31%bd**	*22%*	*27%*	*22%*	*25%*	*25%*	**30%h**	*18%*	*20%*	*25%*	*20%*	*26%*	**34%ijkln**	*23%*	*20%*	*25%*
In person/ face-to-face	**324**	74	84	94	72	159	166	206	113	46	34	70	79	65	183	46	251
	13%	*15%*	*10%*	**16%b**	*11%*	*12%*	*14%*	*14%*	*11%*	*15%*	*10%*	*10%*	*14%*	*14%*	*11%*	*15%*	*12%*
Other: please specify	**10**	5	1	3	1	6	3	5	4	1	*	2	4	2	6	1	8
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
None in particular	**487**	65	174	124	124	239	248	226	250	78	72	152	98	52	322	78	375
	19%	*13%*	**21%a**	**21%a**	**20%a**	*18%*	*20%*	*15%*	**25%g**	**25%lm**	**22%m**	**22%m**	*17%*	*11%*	**20%m**	**25%p**	*18%*
I don't know	**59**	9	20	9	21	29	30	30	26	8	6	14	17	7	37	8	44
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2574	1657	917	410	1272	544	438	320	117	145	137	128	151	134	154	155	151	88	456
Weighted Base	2555	2194	361	130	2144	216	125	70	95	277	206	180	230	233	339	359	224	34*	182
Effective Base	1439	1194	258	102	1083	248	204	186	105	132	117	115	133	120	140	142	140	39	210
Email	1465	1255	210	77	1222	126	75	42	55	161	111	103	124	135	216	201	116	18	108
	57%	*57%*	*58%*	*59%*	*57%*	*58%*	*60%*	*60%*	*58%*	*58%*	*54%*	*57%*	*54%*	*58%*	**64%p**	*56%*	*52%*	*53%*	*59%*
Mobile phone calls	828	708	120	39	691	67	40	30	38	107	55	56	62	64	125	105	79	10	58
	32%	*32%*	*33%*	*30%*	*32%*	*31%*	*32%*	**42%def**	**40%jlm**	**39%jl**	*27%*	*31%*	*27%*	*27%*	*37%*	*29%*	*35%*	*29%*	*32%*
Landline calls	357	293	64	21	304	32	14	8	10	40	30	29	24	37	54	51	30	8	24
	14%	*13%*	*18%*	*16%*	*14%*	*15%*	*11%*	*11%*	*11%*	*14%*	*14%*	*16%*	*10%*	*16%*	*16%*	*14%*	*13%*	**23%l**	*13%*
Text messaging/ SMS	920	802	118	45	782	69	42	27	37	105	71	61	73	74	145	127	89	10	59
	36%	*37%*	*33%*	*34%*	*36%*	*32%*	*34%*	*39%*	*39%*	*38%*	*35%*	*34%*	*32%*	*32%*	**43%r**	*35%*	*40%*	*31%*	*32%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	930	811	119	55	766	79	54	32	36	99	64	55	76	86	146	121	84	9	70
	36%	*37%*	*33%*	*42%*	*36%*	*36%*	*43%*	**45%d**	*38%*	*36%*	*31%*	*30%*	*33%*	*37%*	**43%k**	*34%*	*37%*	*26%*	*38%*
Social networking websites/ apps	640	569	71	38	534	49	38	19	22	72	41	39	56	41	119	90	53	5	44
	25%	**26%b**	*20%*	**29%b**	*25%*	*23%*	*30%*	*28%*	*23%*	*26%*	*20%*	*22%*	*24%*	*18%*	**35%hjkmpqr**	*25%*	*23%*	*16%*	*24%*
In person/ face-to-face	324	286	38	14	286	17	11	10	18	46	16	20	20	37	54	43	34	2	14
	13%	*13%*	*11%*	*11%*	**13%e**	*8%*	*9%*	**15%ef**	**19%jlr**	**17%jlr**	*8%*	*11%*	*9%*	**16%r**	**16%r**	*12%*	**15%r**	*7%*	*8%*
Other: please specify	10	6	4	*	5	3	1	*	-	-	1	1	-	1	2	-	-	*	2
	*	*	*1%*	*	*	**1%d**	*1%*	*1%*	-	-	*1%*	*1%*	-	*1%*	*1%*	-	-	*1%*	*1%*
None in particular	487	410	78	29	411	43	22	11	16	42	50	44	51	46	30	80	51	8	35
	19%	*19%*	*21%*	*22%*	*19%*	*20%*	*18%*	*16%*	*17%*	*15%*	**24%n**	**24%n**	**22%n**	**20%n**	*9%*	**22%n**	**23%n**	**23%n**	**19%n**
I don't know	59	54	5	1	50	6	2	1	3	5	7	8	3	5	11	5	3	2	4
	2%	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*4%*	*1%*	*2%*	*3%*	*2%*	*1%*	*5%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2574	1013	1011	313	152	65	2024	217	1074	984	342	109	42	2058	151
Weighted Base	2555	980	1009	327	155*	68*	1989	222	1014	965	391	121*	41**	1979	162*
Effective Base	1439	567	557	180	84	39	1124	124	579	547	204	70	26	1126	96
Email	1465	532	627	177	92	33	1159	125	583	574	222	58	23	1157	82
	57%	*54%*	**62%a**	*54%*	*60%*	*49%*	*58%*	*56%*	*58%*	*59%*	*57%*	*48%*	*57%*	*58%*	*50%*
Mobile phone calls	828	314	343	92	53	23	656	77	347	328	107	30	12	675	42
	32%	*32%*	*34%*	*28%*	*35%*	*35%*	*33%*	*35%*	*34%*	*34%*	*27%*	*25%*	*29%*	*34%*	*26%*
Landline calls	357	175	120	47	14	1	295	15	171	115	48	17	6	286	23
	14%	**18%bdeg**	**12%e**	**14%eg**	*9%*	*1%*	**15%eg**	*7%*	**17%i**	*12%*	*12%*	*14%*	*15%*	*14%*	*14%*
Text messaging/ SMS	920	340	391	118	49	18	731	67	388	356	128	32	11	744	43
	36%	*35%*	*39%*	*36%*	*32%*	*26%*	*37%*	*30%*	**38%n**	*37%*	*33%*	*27%*	*27%*	**38%n**	*27%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	930	343	373	112	68	30	716	98	398	378	107	33	10	776	44
	36%	*35%*	*37%*	*34%*	*44%*	*44%*	*36%*	*44%*	**39%jn**	**39%jn**	*27%*	*28%*	*25%*	**39%jn**	*27%*
Social networking websites/ apps	640	216	272	82	45	24	488	69	289	261	75	9	5	551	14
	25%	*22%*	*27%*	*25%*	*29%*	**36%a**	*25%*	**31%a**	**29%jkn**	**27%jkn**	**19%kn**	*7%*	*13%*	**28%jkn**	*9%*
In person/ face-to-face	324	137	128	32	19	7	265	26	143	121	42	14	3	264	17
	13%	*14%*	*13%*	*10%*	*13%*	*10%*	*13%*	*12%*	*14%*	*13%*	*11%*	*11%*	*7%*	*13%*	*10%*
Other: please specify	10	6	1	1	1	-	7	1	4	2	2	1	-	6	1
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*1%*	*1%*	-	*	*1%*
None in particular	487	231	154	54	23	17	385	40	209	156	64	30	15	366	45
	19%	**24%bf**	*15%*	*17%*	*15%*	*25%*	**19%b**	*18%*	*21%*	*16%*	*16%*	*25%*	*37%*	*18%*	**28%ijm**
I don't know	59	17	20	15	2	-	37	2	15	11	20	7	1	26	8
	2%	*2%*	*2%*	**5%abf**	*2%*	-	*2%*	*1%*	*1%*	*1%*	**5%him**	**6%him**	*2%*	*1%*	**5%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2574**	226	2290	58	833	1583	158	2511	30	14	3	2555	16
Weighted Base	**2555**	198	2297	60*	780	1616	159*	2485	35**	13**	6**	2534	16**
Effective Base	**1439**	133	1276	34	466	880	96	1396	21	9	3	1425	12
Email	**1465**	107	1342	16	439	940	86	1435	15	6	3	1456	6
	57%	***54%c***	***58%c***	*28%*	*56%*	*58%*	*54%*	*58%*	*44%*	*48%*	*46%*	*57%*	*39%*
Mobile phone calls	**828**	79	728	22	286	486	56	793	20	7	3	820	6
	32%	*40%*	*32%*	*37%*	***37%e***	*30%*	*35%*	*32%*	*57%*	*52%*	*46%*	*32%*	*40%*
Landline calls	**357**	37	316	5	132	206	19	337	8	5	2	350	5
	14%	*18%*	*14%*	*8%*	***17%e***	*13%*	*12%*	*14%*	*23%*	*39%*	*36%*	*14%*	*30%*
Text messaging/ SMS	**920**	70	829	22	328	520	72	903	3	9	3	914	3
	36%	*35%*	*36%*	*36%*	***42%e***	*32%*	***45%e***	*36%*	*9%*	*65%*	*46%*	*36%*	*21%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**930**	78	834	17	318	555	58	907	13	3	3	923	4
	36%	*40%*	*36%*	*29%*	***41%e***	*34%*	*36%*	*36%*	*37%*	*24%*	*46%*	*36%*	*27%*
Social networking websites/ apps	**640**	53	567	20	224	370	46	623	12	1	-	637	3
	25%	*27%*	*25%*	*33%*	***29%e***	*23%*	*29%*	*25%*	*35%*	*10%*	-	*25%*	*19%*
In person/ face-to-face	**324**	32	285	8	133	169	22	315	5	2	-	322	2
	13%	*16%*	*12%*	*13%*	***17%e***	*10%*	*14%*	*13%*	*15%*	*14%*	-	*13%*	*13%*
Other: please specify	**10**	*	9	-	1	8	-	10	-	-	-	10	-
	*	*	*	-	*	*1%*	-	*	-	-	-	*	-
None in particular	**487**	32	436	19	130	334	23	485	*	2	1	486	*
	19%	*16%*	*19%*	*31%*	*17%*	*21%*	*15%*	*20%*	*	*11%*	*18%*	*19%*	*
I don't know	**59**	6	50	3	12	41	5	52	2	-	-	54	5
	2%	*3%*	*2%*	*5%*	*2%*	*3%*	*3%*	*2%*	*5%*	-	-	*2%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2574**	424	860	430	860	-	424	-	430	-	430	-	430	-	430	-	430
Weighted Base	**2555**	435	876	414	829	-**	435	-**	430	-**	447	-**	414	-**	430	-**	399
Effective Base	**1439**	244	479	216	503	-	244	-	241	-	239	-	216	-	248	-	257
Email	**1465**	263	501	240	460	-	263	-	263	-	238	-	240	-	226	-	234
	57%	*60%*	*57%*	*58%*	*56%*	-	*60%*	-	*61%*	-	*53%*	-	*58%*	-	*53%*	-	*59%*
Mobile phone calls	**828**	150	269	148	261	-	150	-	152	-	117	-	148	-	130	-	132
	32%	*34%*	*31%*	*36%*	*32%*	-	*34%*	-	**35%j**	-	*26%*	-	**36%j**	-	*30%*	-	*33%*
Landline calls	**357**	44	127	68	118	-	44	-	63	-	65	-	68	-	56	-	62
	14%	*10%*	*15%*	*16%*	*14%*	-	*10%*	-	*15%*	-	*15%*	-	*16%*	-	*13%*	-	*15%*
Text messaging/ SMS	**920**	159	306	165	290	-	159	-	162	-	144	-	165	-	132	-	158
	36%	*37%*	*35%*	*40%*	*35%*	-	*37%*	-	*38%*	-	*32%*	-	**40%n**	-	*31%*	-	**40%n**
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**930**	153	344	154	278	-	153	-	184	-	160	-	154	-	126	-	152
	36%	*35%*	*39%*	*37%*	*34%*	-	*35%*	-	**43%n**	-	*36%*	-	*37%*	-	*29%*	-	**38%n**
Social networking websites/ apps	**640**	121	215	119	185	-	121	-	118	-	97	-	119	-	90	-	95
	25%	*28%*	*24%*	*29%*	*22%*	-	*28%*	-	*27%*	-	*22%*	-	*29%*	-	*21%*	-	*24%*
In person/ face-to-face	**324**	38	100	72	114	-	38	-	46	-	54	-	72	-	45	-	69
	13%	*9%*	*11%*	**17%ab**	*14%*	-	*9%*	-	*11%*	-	*12%*	-	**17%fhn**	-	*11%*	-	**17%fhn**
Other: please specify	**10**	2	3	*	5	-	2	-	*	-	2	-	*	-	3	-	1
	*	*	*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*1%*	-	*
None in particular	**487**	83	167	81	157	-	83	-	80	-	86	-	81	-	88	-	68
	19%	*19%*	*19%*	*19%*	*19%*	-	*19%*	-	*19%*	-	*19%*	-	*19%*	-	*21%*	-	*17%*
I don't know	**59**	13	24	8	14	-	13	-	10	-	14	-	8	-	6	-	8
	2%	*3%*	*3%*	*2%*	*2%*	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3733**	-	3733	1732	1987	439	430	676	568	743	494	383	869	1244	1620	877	3389	311	3798
	72%	-	*72%*	*69%*	**76%c**	*64%*	*66%*	*67%*	**79%efg**	**81%efgk**	**78%efg**	**73%ef**	*65%*	**72%l**	**78%lm**	**76%l**	**73%q**	*65%*	*74%*
1-2	**1049**	-	1049	577	470	183	185	259	107	128	97	91	368	366	315	187	912	129	977
	20%	-	*20%*	**23%d**	*18%*	**27%hijk**	**28%hijk**	**26%hijk**	*15%*	*14%*	*15%*	*17%*	**27%mno**	**21%no**	*15%*	*16%*	*20%*	**27%p**	*19%*
3-4	**189**	-	189	101	87	41	22	42	21	20	21	23	63	62	64	44	158	31	179
	4%	-	*4%*	*4%*	*3%*	**6%hl**	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*3%*	**6%p**	*3%*
5-10	**164**	-	164	89	75	22	15	35	20	29	20	24	37	54	73	44	157	6	162
	3%	-	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*3%*	*1%*	*3%*
11-20	**12**	-	12	6	6	2	1	2	*	1	3	1	3	3	6	4	9	3	24
	*	-	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	*
21+	**10**	-	10	6	5	-	1	1	4	1	*	3	1	5	4	4	10	-	16
	*	-	*	*	*	-	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*
Any Received (non-zero entry)	**1423**	-	1423	779	643	248	224	339	151	179	141	142	471	490	462	283	1245	169	1358
	28%	-	*28%*	**31%d**	*24%*	**36%hijk**	**34%hijk**	**33%hij**	*21%*	*19%*	*22%*	**27%l**	**35%mno**	**28%n**	*22%*	*24%*	*27%*	**35%p**	*26%*
Total Mean (including those not Receiving any)																			
Mean	**0.70**	-	0.70	**0.79d**	0.62	**0.79l**	0.74	**0.77l**	0.66	0.52	0.63	**0.90l**	0.76	0.72	0.65	0.75	0.70	0.79	0.77
Std Dev.	**2.12**	-	2.12	2.26	1.98	1.52	2.27	1.80	2.56	1.97	1.92	2.82	1.92	2.15	2.21	2.37	2.16	1.72	2.69
Std Error	**0.03**	-	0.03	0.05	0.04	0.06	0.09	0.06	0.10	0.06	0.07	0.13	0.05	0.05	0.05	0.07	0.03	0.10	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.55**	-	2.55	2.56	2.54	2.18	2.15	2.30	**3.14e**	2.69	2.82	**3.33efg**	2.17	2.56	**2.92l**	**3.08l**	2.59	2.23	2.91
Std Dev.	**3.40**	-	3.40	3.45	3.34	1.84	3.46	2.49	4.85	3.78	3.23	4.62	2.73	3.42	3.91	3.99	3.53	2.27	4.60
Std Error	**0.09**	-	0.09	0.13	0.13	0.13	0.25	0.15	0.40	0.25	0.25	0.39	0.14	0.16	0.17	0.23	0.10	0.23	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 143

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	3733	603	1329	796	1005	1931	1801	2108	1568	505	542	1036	865	504	2443	510	2996
	72%	58%	76%a	72%a	80%abc	69%	76%e	69%	78%g	80%lmn	78%lm	75%m	72%m	58%	74%m	80%p	71%
1-2	1049	316	310	242	181	626	423	730	299	96	118	251	255	266	624	99	898
	20%	30%bcd	18%	22%bd	14%	22%f	18%	24%h	15%	15%	17%	18%	21%l	31%ijkln	19%	16%	21%o
3-4	189	58	45	43	42	104	85	122	62	16	23	34	40	58	96	16	156
	4%	6%bd	3%	4%	3%	4%	4%	4%	3%	3%	3%	2%	3%	7%ijkln	3%	3%	4%
5-10	164	54	57	24	29	111	53	94	67	10	9	55	42	35	106	10	141
	3%	5%cd	3%	2%	2%	4%f	2%	3%	3%	2%	1%	4%j	3%j	4%j	3%j	2%	3%
11-20	12	6	3	3	*	9	3	8	4	-	1	3	1	4	6	-	11
	*	1%	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
21+	10	2	7	*	2	9	2	5	5	1	1	2	4	2	7	1	9
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	1423	436	423	312	253	858	565	959	437	124	152	344	342	365	838	127	1215
	28%	42%bcd	24%d	28%d	20%	31%f	24%	31%h	22%	20%	22%	25%	28%lj	42%ijkln	26%l	20%	29%o
Total Mean (including those not Receiving any)																	
Mean	0.70	1.10bcd	0.68	0.61	0.50	0.83f	0.55	0.74	0.65	0.49	0.49	0.64	0.76j	1.03ijkn	0.65	0.49	0.73o
Std Dev.	2.12	2.32	2.39	1.47	1.98	2.37	1.76	1.98	2.32	2.41	1.59	1.88	2.40	2.21	2.03	2.40	2.08
Std Error	0.03	0.06	0.06	0.05	0.06	0.04	0.04	0.04	0.05	0.10	0.06	0.05	0.07	0.08	0.04	0.09	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.55	2.62	2.80	2.16	2.48	2.71	2.30	2.36	2.96g	2.45	2.22	2.58	2.67	2.47	2.55	2.44	2.54
Std Dev.	3.40	2.97	4.21	2.09	3.83	3.63	2.99	2.95	4.22	4.98	2.79	3.02	3.89	2.86	3.37	4.92	3.24
Std Error	0.09	0.14	0.22	0.12	0.24	0.13	0.13	0.11	0.18	0.43	0.22	0.17	0.21	0.17	0.12	0.42	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 143

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	3733	3224	508	162	3102	326	196	109	143	412	313	282	326	349	415	543	319	49	277
	72%	73%c	69%	65%	72%	74%	78%d	75%	69%	73%n	74%n	76%n	72%n	73%n	61%	77%hn	72%n	73%	74%n
1-2	1049	881	168	69	898	88	38	25	53	111	73	73	92	95	202	118	81	16	72
	20%	20%	23%	27%a	21%f	20%	15%	17%	25%jo	20%	17%	20%	20%	20%	30%ijklmopr	17%	18%	23%	19%
3-4	189	159	30	7	165	10	9	5	6	25	20	5	16	9	35	24	25	1	9
	4%	4%	4%	3%	4%	2%	3%	3%	3%	4%k	5%k	1%	4%	2%	5%k	3%	6%km	1%	3%
5-10	164	141	23	6	140	11	6	7	6	14	16	12	14	22	27	16	13	2	9
	3%	3%	3%	2%	3%	2%	2%	5%ef	3%	2%	4%	3%	3%	5%	4%	2%	3%	2%	2%
11-20	12	8	4	4	7	4	1	*	1	-	1	-	2	1	-	2	-	-	4
	*	*	1%	2%a	*	1%d	*	*	*	-	*	-	*	*	-	*	-	-	1%n
21+	10	7	3	3	8	1	1	-	-	1	-	1	4	-	-	-	2	-	1
	*	*	*	1%a	*	*	1%	-	-	*	-	*	1%	-	-	-	*	-	*
Any Received (non-zero entry)	1423	1196	227	89	1217	114	55	37	65	151	110	91	127	128	263	160	122	18	96
	28%	27%	31%	35%a	28%f	26%	22%	25%	31%o	27%	26%	24%	28%	27%	39%ijklmopr	23%	28%	27%	26%
Total Mean (including those not Receiving any)																			
Mean	0.70	0.68	0.87	1.21a	0.69	0.74	0.83	0.69	0.70	0.63	0.62	0.67	0.84	0.66	0.86oq	0.55	0.71	0.46	0.79
Std Dev.	2.12	1.99	2.75	4.11	1.90	2.44	4.22	1.79	1.62	1.69	1.54	2.47	2.84	1.64	1.63	1.50	2.02	1.07	2.61
Std Error	0.03	0.03	0.06	0.14	0.04	0.07	0.14	0.07	0.10	0.10	0.09	0.15	0.16	0.10	0.09	0.09	0.12	0.08	0.09
Receiving Mean (excluding those not Receiving any)																			
Mean	2.55	2.50	2.82	3.43	2.46	2.86	3.78d	2.71	2.26	2.33	2.39	2.75	3.01	2.47	2.23	2.40	2.56	1.69	3.09n
Std Dev.	3.40	3.18	4.35	6.36	2.91	4.11	8.44	2.68	2.22	2.58	2.21	4.43	4.74	2.37	1.96	2.32	3.18	1.48	4.41
Std Error	0.09	0.11	0.20	0.43	0.11	0.25	0.59	0.21	0.25	0.29	0.26	0.55	0.53	0.27	0.18	0.26	0.36	0.23	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	3733	1351	1446	538	270	91	2796	361	1405	1418	622	185	62	2823	247
	72%	*69%*	*73%*	*74%*	**79%af**	*74%*	*71%*	**78%af**	*71%*	*72%*	*76%*	*73%*	*72%*	*72%*	*73%*
1-2	1049	430	399	141	48	24	829	72	414	411	150	52	15	825	67
	20%	**22%dg**	**20%d**	*19%*	*14%*	*19%*	**21%dg**	*15%*	*21%*	*21%*	*18%*	*20%*	*17%*	*21%*	*20%*
3-4	189	78	61	27	15	9	139	23	79	70	23	15	2	149	17
	4%	*4%*	*3%*	*4%*	*4%*	*7%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%*	*3%*	*4%*	*5%*
5-10	164	76	61	18	10	-	137	10	62	71	19	2	7	133	9
	3%	*4%*	*3%*	*2%*	*3%*	-	*3%*	*2%*	*3%*	*4%*	*2%*	*1%*	**8%hjk**	*3%*	*3%*
11-20	12	5	6	1	-	-	10	-	6	3	3	-	-	9	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	10	6	3	1	-	-	9	-	4	5	1	-	-	10	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Any Received (non-zero entry)	1423	595	530	188	72	33	1124	105	565	561	196	68	24	1125	93
	28%	**31%dg**	*27%*	*26%*	*21%*	*26%*	**29%dg**	*22%*	*29%*	*28%*	*24%*	*27%*	*28%*	*28%*	*27%*
Total Mean (including those not Receiving any)															
Mean	0.70	0.83	0.66	0.61	0.56	0.52	0.74	0.55	0.75	0.73	0.57	0.52	0.97	0.74	0.63
Std Dev.	2.12	2.39	1.99	2.08	1.52	0.98	2.20	1.39	2.23	2.15	2.00	1.08	2.15	2.19	1.44
Std Error	0.03	0.05	0.04	0.08	0.08	0.09	0.04	0.06	0.05	0.05	0.07	0.07	0.23	0.03	0.08
Receiving Mean (excluding those not Receiving any)															
Mean	2.55	2.72	2.46	2.35	2.68	1.95	2.60	2.45	2.63	2.57	2.37	1.92	3.46	2.60	2.32
Std Dev.	3.40	3.69	3.22	3.57	2.31	0.92	3.48	2.00	3.54	3.42	3.52	1.27	2.83	3.48	1.91
Std Error	0.09	0.15	0.14	0.28	0.26	0.18	0.11	0.20	0.15	0.15	0.26	0.16	0.63	0.11	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	3733	202	3471	59	1032	2483	217	3670	21	13	10	3705	17
	72%	*53%*	**74%ac**	*59%*	*67%*	**75%d**	*70%*	**73%h**	*33%*	*53%*	*100%*	**72%h**	*59%*
1-2	1049	148	866	34	381	603	64	994	37	6	-	1037	11
	20%	**39%b**	*19%*	**34%b**	**25%e**	*18%*	*21%*	*20%*	**57%gk**	*25%*	-	*20%*	*39%*
3-4	189	19	165	4	64	110	15	185	1	2	-	188	1
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*2%*	*7%*	-	*4%*	*2%*
5-10	164	12	150	2	54	99	11	155	5	4	-	164	*
	3%	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*3%*	*8%*	*15%*	-	*3%*	*
11-20	12	*	12	-	2	8	2	12	*	-	-	12	-
	*	*	*	-	*	*	*1%*	*	*	-	-	*	-
21+	10	2	8	-	2	7	1	10	*	-	-	10	-
	*	*1%*	*	-	*	*	*	*	*	-	-	*	-
Any Received (non-zero entry)	1423	182	1201	41	503	827	93	1356	44	12	-	1411	12
	28%	**47%b**	*26%*	**41%b**	**33%e**	*25%*	*30%*	*27%*	**67%gk**	*47%*	-	*28%*	*41%*
Total Mean (including those not Receiving any)													
Mean	0.70	**1.10b**	0.67	0.73	0.79	0.65	0.86	0.69	**1.72gk**	1.93	0.00	0.71	0.48
Std Dev.	2.12	2.97	2.04	1.40	2.10	2.02	3.03	2.10	2.71	3.25	0.00	2.12	0.75
Std Error	0.03	0.15	0.03	0.14	0.05	0.04	0.17	0.03	0.36	0.57	0.00	0.03	0.14
Receiving Mean (excluding those not Receiving any)													
Mean	2.55	2.33	2.61	1.79	2.41	2.59	2.87	2.55	2.55	4.09	-	2.56	1.17
Std Dev.	3.40	3.97	3.34	1.71	3.09	3.35	5.00	3.42	2.97	3.72	-	3.41	0.75
Std Error	0.09	0.31	0.10	0.28	0.14	0.12	0.49	0.09	0.50	1.12	-	0.09	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3733**	975	987	956	814	313	345	317	326	343	318	330	302	324	303	348	163
	72%	**76%d**	**76%d**	**74%d**	*63%*	**74%p**	**79%jnp**	**74%p**	**76%p**	**82%egjlmnp**	**71%p**	**76%p**	**73%p**	**73%p**	**70%p**	**76%p**	*41%*
1-2	**1049**	238	254	250	307	79	82	78	85	60	108	78	73	99	97	76	133
	20%	*19%*	*20%*	*19%*	**24%ac**	*19%*	*19%*	*18%*	*20%*	*15%*	**24%lo**	*18%*	*18%*	**22%l**	**23%l**	*17%*	**33%efghijklmno**
3-4	**189**	29	24	53	82	14	5	11	8	6	11	15	27	12	13	25	43
	4%	*2%*	*2%*	**4%b**	**6%ab**	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*	*3%*	**6%fghij**	*3%*	*3%*	**5%fhl**	**11%efghijkmno**
5-10	**164**	38	21	29	77	14	2	21	8	5	8	9	12	8	14	11	52
	3%	*3%*	*2%*	*2%*	**6%abc**	**3%f**	*1%*	**5%fi**	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	**3%f**	*2%*	**13%efghijklmno**
11-20	**12**	*	5	2	6	-	*	*	1	2	1	2	-	-	-	-	6
	*	*	*	*	*	-	*	*	*	*	*	*	-	-	-	-	*1%*
21+	**10**	3	2	1	5	2	-	1	2	-	*	-	1	-	3	-	2
	*	*	*	*	*	*	-	*	*	-	*	-	*	-	*1%*	-	*
Any Received (non-zero entry)	**1423**	309	305	334	476	108	90	111	104	73	128	103	112	119	128	112	236
	28%	*24%*	*24%*	*26%*	**37%abc**	**26%l**	*21%*	**26%l**	*24%*	*18%*	**29%fl**	*24%*	**27%l**	**27%l**	**30%fl**	*24%*	**59%efghijklmno**
Total Mean (including those not Receiving any)																	
Mean	**0.70**	0.61	0.53	0.57	**1.11abc**	0.71	0.36	**0.76fl**	0.66	0.37	0.54	0.54	0.69	0.48	**0.89fim**	**0.57f**	**1.98efghijklmno**
Std Dev.	**2.12**	2.05	1.75	1.77	2.71	2.65	0.91	2.17	2.36	1.28	1.37	1.51	2.45	1.12	2.91	1.33	3.39
Std Error	**0.03**	0.06	0.05	0.05	0.08	0.13	0.04	0.11	0.11	0.06	0.07	0.07	0.12	0.05	0.14	0.06	0.16
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.55**	2.53	2.22	2.19	**3.02bc**	2.77	1.73	**2.95fjm**	2.70	2.12	1.89	2.26	2.56	1.79	3.00	**2.33f**	**3.35fjm**
Std Dev.	**3.40**	3.55	3.02	2.92	3.77	4.67	1.30	3.45	4.19	2.40	2.00	2.39	4.18	1.53	4.72	1.76	3.86
Std Error	**0.09**	0.20	0.18	0.17	0.18	0.43	0.13	0.34	0.40	0.29	0.19	0.25	0.42	0.15	0.45	0.19	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**4068**	-	4068	1833	2222	482	462	748	623	792	539	424	944	1370	1754	962	3699	336	4154
	79%	-	*79%*	*73%*	**84%c**	*70%*	*71%*	*74%*	**87%efgk**	**86%efg**	**85%efg**	**81%efg**	*70%*	**79%l**	**84%lm**	**83%l**	**80%q**	*70%*	*81%*
1-2	**884**	-	884	535	349	152	152	202	83	114	89	92	303	285	295	181	773	108	822
	17%	-	*17%*	**21%d**	*13%*	**22%hij**	**23%hij**	**20%hij**	*12%*	*12%*	*14%*	**18%hi**	**23%mno**	*16%*	*14%*	*16%*	*17%*	**22%p**	*16%*
3-4	**132**	-	132	98	33	41	19	44	2	14	2	9	61	47	25	11	104	25	116
	3%	-	*3%*	**4%d**	*1%*	**6%hijk**	**3%hj**	**4%hijk**	*	*1%*	*	*2%*	**5%mno**	**3%no**	*1%*	*1%*	*2%*	**5%p**	*2%*
5-10	**61**	-	61	40	21	12	17	20	6	4	2	*	30	26	5	2	51	9	54
	1%	-	*1%*	*2%*	*1%*	**2%ik**	**3%ijk**	**2%ijk**	*1%*	*	*	*	**2%no**	**1%no**	*	*	*1%*	*2%*	*1%*
11-20	**7**	-	7	3	4	-	3	1	1	*	2	-	3	2	3	2	4	3	7
	*	-	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	**1%p**	*
21+	**4**	-	4	3	1	-	-	-	4	-	-	*	-	4	*	*	4	-	3
	*	-	*	*	*	-	-	-	*1%*	-	-	*	-	*	*	*	*	-	*
Any Received (non-zero entry)	**1088**	-	1088	678	409	205	191	267	96	131	96	102	396	364	328	197	936	144	1002
	21%	-	*21%*	**27%d**	*16%*	**30%hijk**	**29%hijk**	**26%hijk**	*13%*	*14%*	*15%*	**19%h**	**30%mno**	**21%n**	*16%*	*17%*	*20%*	**30%p**	*19%*
Total Mean (including those not Receiving any)																			
Mean	**0.44**	-	0.44	**0.58d**	0.31	**0.61ijk**	**0.68ijk**	**0.55ijk**	0.44	0.23	0.24	0.31	**0.64no**	**0.50no**	0.25	0.27	0.41	**0.70p**	0.39
Std Dev.	**1.52**	-	1.52	1.74	1.27	1.27	1.57	1.32	2.82	0.74	1.08	0.80	1.42	2.08	0.87	0.96	1.50	1.69	1.38
Std Error	**0.02**	-	0.02	0.04	0.02	0.05	0.06	0.04	0.11	0.02	0.04	0.04	0.04	0.05	0.02	0.03	0.02	0.10	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.08**	-	2.08	2.15	1.97	2.05	**2.32ik**	2.08	3.26	1.62	1.61	1.61	**2.18no**	**2.39n**	1.62	1.61	2.04	2.32	2.00
Std Dev.	**2.74**	-	2.74	2.80	2.66	1.57	2.14	1.85	7.12	1.27	2.35	1.10	1.87	4.01	1.61	1.81	2.80	2.41	2.56
Std Error	**0.09**	-	0.09	0.12	0.13	0.13	0.17	0.13	0.75	0.10	0.20	0.11	0.10	0.23	0.08	0.12	0.09	0.26	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	4068	691	1445	849	1083	2136	1932	2294	1718	525	580	1134	949	581	2662	532	3294
	79%	67%	83%ac	77%a	86%abc	77%	82%e	75%	86%g	83%m	84%lm	82%m	79%m	67%	81%m	83%p	78%
1-2	884	275	264	196	150	538	345	605	256	81	92	214	211	226	517	82	752
	17%	26%bcd	15%	18%d	12%	19%f	15%	20%h	13%	13%	13%	16%	18%	26%ijkln	16%	13%	18%o
3-4	132	41	37	41	13	78	55	108	20	14	15	19	31	39	65	14	104
	3%	4%bd	2%	4%d	1%	3%	2%	4%h	1%	2%	2%	1%	3%	4%kn	2%	2%	2%
5-10	61	24	6	20	10	30	30	53	8	7	4	11	16	18	31	7	52
	1%	2%bd	*	2%b	1%	1%	1%	2%h	*	1%	1%	1%	1%	2%kn	1%	1%	1%
11-20	7	4	-	2	1	4	3	5	1	1	3	2	-	1	5	1	6
	*	*	-	*	*	*	*	*	*	*	*	*	-	*	*	*	*
21+	4	3	-	-	1	3	1	3	1	1	-	-	*	3	*	1	3
	*	*	-	-	*	*	*	*	*	*	-	-	*	*n	*	*	*
Any Received (non-zero entry)	1088	347	306	260	175	653	434	774	287	104	114	247	259	287	619	106	917
	21%	33%bcd	17%d	23%bd	14%	23%f	18%	25%h	14%	17%	16%	18%	21%j	33%ijkln	19%	17%	22%o
Total Mean (including those not Receiving any)																	
Mean	0.44	0.81bcd	0.30	0.51bd	0.27	0.49	0.38	0.56h	0.24	0.38	0.33	0.31	0.42	0.80ijkln	0.36	0.38	0.45
Std Dev.	1.52	2.53	0.80	1.33	1.25	1.69	1.29	1.74	1.07	1.69	1.22	0.95	1.15	2.56	1.08	1.68	1.53
Std Error	0.02	0.07	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.07	0.05	0.03	0.03	0.09	0.02	0.07	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	2.08	2.42b	1.71	2.18b	1.91	2.09	2.07	2.24h	1.67	2.31	2.03	1.75	1.97	2.42	1.89	2.30	2.07
Std Dev.	2.74	3.91	1.12	1.97	2.84	2.97	2.36	2.88	2.37	3.59	2.38	1.59	1.76	3.98	1.83	3.58	2.72
Std Error	0.09	0.21	0.07	0.14	0.22	0.12	0.12	0.12	0.12	0.35	0.23	0.10	0.11	0.26	0.07	0.35	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	4068	3483	585	182	3386	362	204	116	162	427	358	308	356	403	451	566	356	57	305
	79%	79%c	80%c	73%	78%	82%	81%	79%	78%n	76%n	84%in	83%n	79%n	85%hin	66%	80%n	81%n	84%n	82%n
1-2	884	761	123	57	756	64	38	25	42	109	59	57	80	62	169	103	76	11	53
	17%	17%	17%	23%a	18%	15%	15%	17%	20%m	19%	14%	15%	18%	13%	25%jklmopr	15%	17%	16%	14%
3-4	132	116	16	10	111	11	5	5	2	19	6	5	12	5	36	20	6	-	11
	3%	3%	2%	4%	3%	3%	2%	3%	1%	3%	2%	1%	3%	1%	5%hjkmp	3%	1%	-	3%
5-10	61	53	7	1	55	2	4	*	2	7	1	2	6	4	19	12	2	*	2
	1%	1%	1%	*	1%	*	1%	*	1%	1%	*	1%	1%	1%	3%jr	2%	1%	*	*
11-20	7	4	3	*	6	1	*	*	1	-	-	1	-	2	-	2	-	-	1
	*	*	*	*	*	*	*	*	*	-	-	*	-	*	-	*	-	-	*
21+	4	3	1	1	4	-	*	-	-	-	-	1	-	-	3	-	-	-	-
	*	*	*	*	*	-	*	-	-	-	-	*	-	-	*	-	-	-	-
Any Received (non-zero entry)	1088	938	150	69	933	78	46	30	46	135	66	65	97	73	227	137	85	11	67
	21%	21%	20%	27%ab	22%	18%	19%	21%	22%m	24%jm	16%	17%	21%	15%	34%hijklmopqr	20%	19%	16%	18%
Total Mean (including those not Receiving any)																			
Mean	0.44	0.44	0.46	0.61	0.46	0.34	0.37	0.34	0.38	0.44j	0.27	0.40	0.42	0.31	0.87hijklmopr	0.47	0.29	0.22	0.36
Std Dev.	1.52	1.46	1.82	2.41	1.58	1.18	1.21	0.88	1.02	0.99	0.81	2.01	1.07	1.14	2.78	1.46	0.72	0.59	1.26
Std Error	0.02	0.03	0.04	0.08	0.03	0.04	0.04	0.03	0.06	0.06	0.05	0.12	0.06	0.07	0.16	0.08	0.04	0.05	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	2.08	2.06	2.24	2.23	2.11	1.91	2.01	1.62	1.72	1.82	1.70	2.30	1.94	2.00	2.61	2.38p	1.53	1.37	2.00
Std Dev.	2.74	2.60	3.50	4.22	2.84	2.21	2.16	1.29	1.55	1.24	1.35	4.37	1.56	2.26	4.31	2.54	0.91	0.78	2.36
Std Error	0.09	0.10	0.19	0.32	0.12	0.16	0.17	0.12	0.20	0.14	0.21	0.64	0.20	0.34	0.43	0.31	0.12	0.14	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	4068	1469	1587	584	283	108	3056	390	1524	1548	668	209	73	3072	282
	79%	76%	80%a	81%a	83%a	87%a	78%	84%af	77%	78%	82%	83%	85%	78%	83%
1-2	884	389	320	110	51	9	709	60	366	348	122	34	10	713	44
	17%	20%bceg	16%e	15%	15%	7%	18%eg	13%	19%	18%	15%	13%	12%	18%	13%
3-4	132	58	48	17	4	5	106	8	60	45	22	4	-	106	4
	3%	3%	2%	2%	1%	4%	3%	2%	3%	2%	3%	2%	-	3%	1%
5-10	61	22	19	14	4	3	40	7	16	32	4	6	2	48	9
	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%j	3%	1%	3%hj
11-20	7	4	2	-	1	*	6	1	4	2	-	-	1	6	1
	*	*	*	-	*	*	*	*	*	*	-	-	1%	*	*
21+	4	3	-	1	*	-	3	*	-	3	1	*	-	3	*
	*	*	-	*	*	-	*	*	-	*	*	*	-	*	*
Any Received (non-zero entry)	1088	476	389	141	59	16	865	75	446	430	149	44	13	877	57
	21%	24%bcdeg	20%	19%	17%	13%	22%eg	16%	23%	22%	18%	17%	15%	22%	17%
Total Mean (including those not Receiving any)															
Mean	0.44	0.53b	0.36	0.46	0.38	0.35	0.45	0.37	0.44	0.49	0.36	0.39	0.38	0.46	0.39
Std Dev.	1.52	1.89	1.02	1.68	1.35	1.13	1.52	1.29	1.19	1.85	1.45	1.23	1.44	1.56	1.29
Std Error	0.02	0.04	0.02	0.06	0.07	0.10	0.02	0.06	0.03	0.04	0.05	0.08	0.16	0.02	0.07
Receiving Mean (excluding those not Receiving any)															
Mean	2.08	2.18	1.83	2.35	2.18	2.65	2.02	2.29	1.93	2.25	1.98	2.24	2.54	2.09	2.31
Std Dev.	2.74	3.32	1.63	3.17	2.58	1.94	2.70	2.45	1.84	3.44	2.90	2.14	2.98	2.75	2.33
Std Error	0.09	0.16	0.09	0.28	0.34	0.47	0.10	0.29	0.09	0.17	0.25	0.33	0.86	0.10	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	4068	235	3767	67	1116	2732	220	3996	26	18	10	4040	18
	79%	61%	81%ac	67%	73%	83%df	71%	80%h	40%	70%	100%	79%h	63%
1-2	884	124	731	29	337	481	65	843	28	2	-	873	11
	17%	32%b	16%	29%b	22%e	15%	21%e	17%	43%gk	8%	-	17%	37%
3-4	132	20	110	3	54	58	20	122	7	3	-	132	-
	3%	5%b	2%	3%	4%e	2%	7%e	2%	11%gk	10%	-	3%	-
5-10	61	5	54	1	22	34	5	58	3	-	-	61	-
	1%	1%	1%	1%	1%	1%	1%	1%	5%gk	-	-	1%	-
11-20	7	*	7	-	3	4	-	7	1	-	-	7	-
	*	*	*	-	*	*	-	*	1%	-	-	*	-
21+	4	-	4	-	3	1	-	1	-	3	-	4	-
	*	-	*	-	*	*	-	*	-	11%	-	*	-
Any Received (non-zero entry)	1088	149	906	33	419	578	90	1030	39	8	-	1077	11
	21%	39%b	19%	33%b	27%e	17%	29%e	20%	60%gk	30%	-	21%	37%
Total Mean (including those not Receiving any)													
Mean	0.44	0.74b	0.41	0.45	0.61e	0.35	0.59e	0.40	1.64gk	4.61	0.00	0.44	0.48
Std Dev.	1.52	1.17	1.55	0.83	2.02	1.24	1.29	1.22	2.37	11.90	0.00	1.52	0.69
Std Error	0.02	0.06	0.02	0.08	0.05	0.02	0.07	0.02	0.31	2.10	0.00	0.02	0.13
Receiving Mean (excluding those not Receiving any)													
Mean	2.08	1.90	2.14	1.36	2.22	1.99	2.03	1.97	2.72	15.54	-	2.09	1.29
Std Dev.	2.74	1.16	2.96	0.93	3.36	2.35	1.67	2.06	2.53	18.26	-	2.76	0.48
Std Error	0.09	0.10	0.10	0.16	0.17	0.10	0.19	0.07	0.46	7.46	-	0.09	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**4068**	1021	1036	1041	970	353	350	317	354	330	351	357	323	361	304	376	291
	79%	*79%*	**80%d**	**81%d**	*75%*	**84%gnp**	**80%np**	*74%*	**82%gnp**	**79%n**	**79%n**	**83%gnp**	*78%*	**81%np**	*71%*	**82%np**	*73%*
1-2	**884**	213	210	202	259	57	74	82	64	70	76	60	74	68	99	72	87
	17%	*17%*	*16%*	*16%*	**20%c**	*13%*	*17%*	*19%*	*15%*	*17%*	*17%*	*14%*	*18%*	*15%*	**23%ehkmo**	*16%*	**22%ehk**
3-4	**132**	28	25	39	40	9	8	11	3	4	18	15	12	13	18	7	16
	3%	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*1%*	**4%hl**	**3%h**	*3%*	*3%*	**4%hl**	*1%*	**4%hl**
5-10	**61**	23	15	7	16	2	3	18	5	9	1	*	6	1	5	6	5
	1%	**2%c**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%efjkmn**	*1%*	**2%jkm**	*	*	*1%*	*	*1%*	*1%*	*1%*
11-20	**7**	*	2	1	3	-	*	-	-	2	-	1	-	1	3	-	-
	*	*	*	*	*	-	*	-	-	*1%*	-	*	-	*	*1%*	-	-
21+	**4**	-	3	*	1	-	-	-	3	-	-	-	*	-	1	-	-
	*	-	*	*	*	-	-	-	*1%*	-	-	-	*	-	*	-	-
Any Received (non-zero entry)	**1088**	263	256	249	320	68	85	111	75	85	95	75	91	82	126	85	108
	21%	*21%*	*20%*	*19%*	**25%bc**	*16%*	*20%*	**26%ehk**	*18%*	*21%*	*21%*	*17%*	*22%*	*19%*	**29%efhijkmo**	*18%*	**27%efhkmo**
Total Mean (including those not Receiving any)																	
Mean	**0.44**	0.42	0.46	0.36	**0.52c**	0.29	0.32	**0.64efjkmo**	0.51	0.49	0.38	0.34	0.41	0.33	**0.74efjkmo**	0.36	**0.47e**
Std Dev.	**1.52**	1.20	2.04	1.05	1.58	0.79	0.90	1.69	3.10	1.49	0.87	1.18	1.07	0.89	2.32	1.02	0.98
Std Error	**0.02**	0.03	0.06	0.03	0.04	0.04	0.04	0.08	0.15	0.07	0.04	0.06	0.05	0.04	0.11	0.05	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.08**	2.05	2.30	1.86	2.11	1.81	1.66	**2.49fp**	2.89	2.37	1.77	1.97	1.87	1.75	2.53	1.92	1.75
Std Dev.	**2.74**	1.93	4.11	1.71	2.59	1.07	1.38	2.54	6.96	2.53	1.03	2.19	1.59	1.32	3.73	1.62	1.15
Std Error	**0.09**	0.12	0.27	0.11	0.15	0.12	0.15	0.25	0.80	0.29	0.12	0.28	0.17	0.15	0.37	0.19	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	2438	-	2438	1097	1332	405	335	475	327	433	277	185	740	802	896	463	2174	240	2431
	47%	-	*47%*	*44%*	**51%c**	**59%fghijk**	**51%k**	**47%k**	**46%k**	**47%k**	**44%k**	*35%*	**55%mno**	**46%o**	*43%*	*40%*	*47%*	*50%*	*47%*
1-2	1763	-	1763	917	845	190	208	340	269	294	230	232	398	608	757	463	1614	142	1729
	34%	-	*34%*	**37%d**	*32%*	*28%*	*32%*	*33%*	**37%e**	*32%*	**36%e**	**44%efgjl**	*30%*	**35%l**	**36%l**	**40%l**	*35%*	*30%*	*34%*
3-4	568	-	568	281	285	48	68	110	80	107	83	73	115	190	263	155	511	53	609
	11%	-	*11%*	*11%*	*11%*	*7%*	*10%*	**11%e**	**11%e**	**12%e**	**13%e**	**14%e**	*9%*	*11%*	**13%l**	**13%l**	*11%*	*11%*	*12%*
5-10	362	-	362	201	161	44	40	86	36	86	39	31	84	122	156	70	319	39	363
	7%	-	*7%*	*8%*	*6%*	*6%*	*6%*	**8%h**	*5%*	**9%h**	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*7%*	*8%*	*7%*
11-20	18	-	18	12	5	1	3	2	4	1	5	2	3	6	9	7	16	3	20
	*	-	*	*	*	*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*	*1%*	*
21+	6	-	6	4	3	-	-	2	3	1	-	1	-	4	2	1	2	4	4
	*	-	*	*	*	-	-	*	*	*	-	*	-	*	*	*	*	**1%p**	*
Any Received (non-zero entry)	2718	-	2718	1415	1299	282	319	540	392	489	357	340	600	931	1186	697	2461	241	2725
	53%	-	*53%*	**56%d**	*49%*	*41%*	**49%e**	**53%e**	**54%e**	**53%e**	**56%e**	**65%efghjl**	*45%*	**54%l**	**57%l**	**60%lm**	*53%*	*50%*	*53%*
Total Mean (including those not Receiving any)																			
Mean	1.42	-	1.42	**1.55d**	1.29	1.02	1.21	**1.50e**	**1.54e**	**1.49e**	**1.43e**	**1.74ef**	1.12	**1.52l**	**1.54l**	**1.57l**	1.38	**1.85p**	1.43
Std Dev.	2.69	-	2.69	2.91	2.41	1.81	2.02	2.91	3.52	2.22	2.18	3.67	1.92	3.18	2.65	2.96	2.29	5.13	2.45
Std Error	0.04	-	0.04	0.06	0.05	0.07	0.08	0.09	0.13	0.07	0.08	0.17	0.05	0.08	0.06	0.08	0.03	0.29	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	2.70	-	2.70	2.76	2.60	2.49	2.49	2.83	2.82	2.82	2.54	2.70	2.49	2.82	2.70	2.62	2.60	**3.70p**	2.70
Std Dev.	3.20	-	3.20	3.42	2.89	2.09	2.28	3.50	4.37	2.36	2.37	4.28	2.19	3.88	3.04	3.44	2.60	6.76	2.82
Std Error	0.06	-	0.06	0.09	0.08	0.13	0.13	0.15	0.23	0.10	0.12	0.24	0.09	0.13	0.08	0.13	0.05	0.54	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2438	354	878	554	653	1232	1206	1450	951	323	347	670	577	319	1594	325	1940
	47%	*34%*	**50%a**	**50%a**	**52%a**	*44%*	**51%e**	*47%*	*47%*	**51%m**	**50%m**	**49%m**	**48%m**	*37%*	**49%m**	*51%*	*46%*
1-2	1763	435	574	359	395	1009	755	1032	707	200	230	453	414	360	1096	203	1479
	34%	**42%bcd**	*33%*	*32%*	*31%*	**36%f**	*32%*	*34%*	*35%*	*32%*	*33%*	*33%*	*34%*	**41%ijkln**	*33%*	*32%*	*35%*
3-4	568	152	202	94	120	354	214	325	228	69	80	127	131	120	338	71	465
	11%	**15%cd**	*12%*	*8%*	*10%*	**13%f**	*9%*	*11%*	*11%*	*11%*	*12%*	*9%*	*11%*	**14%kn**	*10%*	*11%*	*11%*
5-10	362	90	95	94	84	184	178	245	111	35	32	130	76	66	238	35	309
	7%	**9%b**	*5%*	**8%b**	*7%*	*7%*	*8%*	**8%h**	*6%*	*6%*	*5%*	**9%ijl**	*6%*	*8%*	*7%*	*5%*	*7%*
11-20	18	5	2	5	6	7	11	11	7	*	2	1	9	3	12	*	15
	*	*1%*	*	*	*	*	*	*	*	*	*	*	**1%k**	*	*	*	*
21+	6	3	1	2	1	4	2	5	1	3	2	-	1	-	4	3	4
	*	*	*	*	*	*	*	*	*	*	*	-	*	-	*	*	*
Any Received (non-zero entry)	2718	685	873	555	605	1558	1160	1618	1054	307	347	710	630	550	1688	312	2271
	53%	**66%bcd**	*50%*	*50%*	*48%*	**56%f**	*49%*	*53%*	*53%*	*49%*	*50%*	*51%*	*52%*	**63%ijkln**	*51%*	*49%*	*54%*
Total Mean (including those not Receiving any)																	
Mean	1.42	1.81bcd	1.26	1.44	1.32	1.46	1.37	1.47	1.34	1.39	1.41	1.37	1.43	1.58	1.40	1.39	1.44
Std Dev.	2.69	3.18	2.45	2.94	2.26	2.76	2.60	2.80	2.54	3.56	3.31	1.96	3.01	2.00	2.70	3.54	2.56
Std Error	0.04	0.09	0.06	0.09	0.06	0.05	0.05	0.06	0.05	0.14	0.12	0.05	0.09	0.07	0.05	0.14	0.04
Receiving Mean (excluding those not Receiving any)																	
Mean	2.70	2.74	2.52	2.87	2.74	2.62	2.80	2.79	2.55	2.86	2.82	2.66	2.74	2.50	2.72	2.84	2.67
Std Dev.	3.20	3.58	2.97	3.63	2.60	3.25	3.14	3.35	3.03	4.67	4.24	2.02	3.71	2.01	3.25	4.64	2.98
Std Error	0.06	0.13	0.10	0.16	0.11	0.08	0.09	0.09	0.08	0.27	0.22	0.08	0.14	0.09	0.08	0.26	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**2438**	2105	333	109	2059	202	107	71	96	270	192	195	233	252	292	331	198	32	170
	47%	*48%*	*45%*	*44%*	*48%*	*46%*	*43%*	*48%*	*46%*	*48%*	*45%*	52%n	*51%*	53%n	*43%*	*47%*	*45%*	*47%*	*46%*
1-2	**1763**	1521	242	80	1469	157	91	46	69	186	149	120	136	152	260	257	139	23	135
	34%	*34%*	*33%*	*32%*	*34%*	*36%*	*36%*	*32%*	*33%*	*33%*	*35%*	*32%*	*30%*	*32%*	38%l	*37%*	*31%*	*33%*	*36%*
3-4	**568**	466	102	43	456	62	32	18	29	56	49	31	53	42	73	65	57	10	52
	11%	*11%*	14%a	17%a	*11%*	14%d	*13%*	*12%*	14%k	*10%*	*12%*	*8%*	*12%*	*9%*	*11%*	*9%*	*13%*	*15%*	14%km
5-10	**362**	306	56	19	315	18	18	10	12	51	33	22	28	27	45	49	47	3	15
	7%	*7%*	*8%*	*7%*	7%e	*4%*	7%e	7%e	*6%*	9%r	*8%*	*6%*	*6%*	*6%*	*7%*	*7%*	11%mr	*5%*	*4%*
11-20	**18**	16	2	*	14	2	2	*	1	-	-	2	1	4	5	2	-	-	2
	*	*	*	*	*	*	*1%*	*	*1%*	-	-	*	*	*1%*	*1%*	*	-	-	*
21+	**6**	6	-	-	6	-	1	-	-	-	-	3	1	-	2	-	-	-	-
	*	*	-	-	*	-	*	-	-	-	-	*1%*	*	-	*	-	-	-	-
Any Received (non-zero entry)	**2718**	2315	403	142	2260	239	143	75	112	293	232	177	220	225	386	372	243	36	203
	53%	*52%*	*55%*	*56%*	*52%*	*54%*	*57%*	*52%*	*54%*	*52%*	*55%*	*48%*	*49%*	*47%*	57%km	*53%*	*55%*	*53%*	*54%*
Total Mean (including those not Receiving any)																			
Mean	**1.42**	1.41	1.51	1.52	1.42	1.32	1.58	1.39	1.39	1.36	1.42	1.50	1.44	1.29	1.55	1.33	1.55	1.23	1.33
Std Dev.	**2.69**	2.77	2.11	1.93	2.79	1.88	2.49	1.97	1.99	1.90	1.95	4.43	3.91	2.25	3.31	2.09	2.11	1.50	1.95
Std Error	**0.04**	0.05	0.05	0.07	0.06	0.06	0.08	0.08	0.13	0.11	0.12	0.27	0.22	0.14	0.19	0.12	0.12	0.11	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.70**	2.69	2.75	2.69	2.72	2.43	2.76	2.69	2.58	2.61	2.60	3.14	2.96	2.74	2.73	2.52	2.81	2.32	2.45
Std Dev.	**3.20**	3.35	2.18	1.86	3.36	1.96	2.76	2.02	2.08	1.91	1.97	6.02	5.20	2.61	4.01	2.29	2.13	1.32	2.06
Std Error	**0.06**	0.08	0.07	0.09	0.09	0.08	0.12	0.11	0.18	0.15	0.16	0.54	0.43	0.23	0.31	0.18	0.17	0.14	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	2438	772	951	404	195	76	1724	270	872	926	412	127	60	1798	187
	47%	*40%*	**48%af**	**56%abf**	**57%abf**	**61%abf**	**44%a**	**58%abf**	*44%*	*47%*	**50%h**	*50%*	**70%hijkm**	*46%*	**55%him**
1-2	1763	755	671	203	95	36	1426	130	682	686	288	84	15	1369	99
	34%	**39%bcdg**	**34%c**	*28%*	*28%*	*29%*	**36%cdg**	*28%*	**35%l**	**35%l**	**35%l**	**33%l**	*17%*	**35%l**	*29%*
3-4	568	264	214	55	29	6	478	35	247	229	62	24	5	475	30
	11%	**14%cdeg**	*11%*	*8%*	*8%*	*5%*	**12%cg**	*8%*	**13%j**	**12%j**	*8%*	*10%*	*6%*	**12%j**	*9%*
5-10	362	143	135	56	21	6	278	27	162	130	49	16	6	292	22
	7%	*7%*	*7%*	*8%*	*6%*	*5%*	*7%*	*6%*	*8%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*
11-20	18	5	4	7	3	-	8	3	3	8	6	2	-	11	2
	*	*	*	**1%bf**	*1%*	-	*	*1%*	*	*	*1%*	*1%*	-	*	*1%*
21+	6	6	-	-	-	-	6	-	4	1	1	-	-	5	-
	*	*	-	-	-	-	*	-	*	*	*	-	-	*	-
Any Received (non-zero entry)	2718	1173	1024	321	147	48	2197	195	1098	1053	405	127	26	2151	153
	53%	**60%bcdefg**	**52%cdeg**	*44%*	*43%*	*39%*	**56%bcdeg**	*42%*	**56%ln**	**53%ln**	**50%l**	**50%l**	*30%*	**54%ln**	*45%*
Total Mean (including those not Receiving any)															
Mean	1.42	**1.68bg**	1.30	1.31	1.21	0.93	**1.49bg**	1.13	1.58	1.37	1.34	1.29	0.82	1.47	1.17
Std Dev.	2.69	3.44	1.90	2.47	2.40	1.80	2.78	2.26	3.01	2.13	3.31	1.98	1.69	2.61	1.92
Std Error	0.04	0.08	0.04	0.09	0.13	0.16	0.04	0.10	0.07	0.05	0.12	0.13	0.18	0.04	0.11
Receiving Mean (excluding those not Receiving any)															
Mean	2.70	2.79	2.51	**2.96b**	2.81	2.37	2.66	2.70	2.83	2.58	2.71	2.59	2.72	2.70	2.61
Std Dev.	3.20	4.07	1.97	2.99	2.99	2.22	3.27	2.82	3.57	2.33	4.30	2.12	2.10	3.03	2.11
Std Error	0.06	0.12	0.06	0.17	0.23	0.31	0.07	0.19	0.11	0.07	0.22	0.19	0.35	0.06	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2438**	141	2250	47	644	1659	135	2379	24	8	10	2411	17
	47%	*37%*	**48%a**	*47%*	*42%*	**50%d**	*43%*	*47%*	*38%*	*30%*	*99%*	*47%*	*57%*
1-2	**1763**	161	1567	35	564	1084	115	1713	31	9	*	1753	10
	34%	**42%b**	*34%*	*35%*	**37%e**	*33%*	*37%*	*34%*	*48%*	*36%*	*1%*	*34%*	*35%*
3-4	**568**	56	500	13	197	340	31	553	6	7	-	566	2
	11%	*15%*	*11%*	*13%*	**13%e**	*10%*	*10%*	*11%*	*9%*	*27%*	-	*11%*	*8%*
5-10	**362**	25	331	5	119	214	29	357	4	2	-	362	-
	7%	*7%*	*7%*	*5%*	*8%*	*6%*	*9%*	*7%*	*6%*	*7%*	-	*7%*	-
11-20	**18**	-	18	-	7	11	-	18	-	-	-	18	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
21+	**6**	-	6	-	4	2	1	6	-	-	-	6	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
Any Received (non-zero entry)	**2718**	242	2423	53	891	1651	176	2647	40	18	*	2705	12
	53%	**63%b**	*52%*	*53%*	**58%e**	*50%*	*57%*	*53%*	*62%*	*70%*	*1%*	*53%*	*43%*
Total Mean (including those not Receiving any)													
Mean	**1.42**	1.54	1.42	1.16	**1.69e**	1.29	1.51	1.42	1.56	1.91	0.01	1.43	0.69
Std Dev.	**2.69**	1.86	2.76	1.55	3.48	2.25	2.35	2.70	2.31	2.51	0.18	2.70	1.08
Std Error	**0.04**	0.09	0.04	0.16	0.09	0.04	0.13	0.04	0.31	0.44	0.06	0.04	0.21
Receiving Mean (excluding those not Receiving any)													
Mean	**2.70**	2.43	2.73	2.19	2.90	2.59	2.67	2.70	2.50	2.72	2.00	2.70	1.62
Std Dev.	**3.20**	1.81	3.34	1.51	4.17	2.61	2.58	3.22	2.49	2.61	-	3.21	1.11
Std Error	**0.06**	0.11	0.07	0.21	0.14	0.06	0.20	0.06	0.43	0.63	-	0.06	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2438**	628	590	629	591	225	222	181	182	191	217	214	203	212	166	229	196
	47%	*49%*	*46%*	*49%*	*46%*	**53%ghn**	**51%gn**	*42%*	*42%*	*46%*	**49%n**	**49%n**	**49%n**	**48%n**	*39%*	**50%n**	**49%n**
1-2	**1763**	441	420	455	446	138	146	157	143	144	133	145	154	156	169	142	135
	34%	*34%*	*33%*	*35%*	*35%*	*33%*	*34%*	*37%*	*33%*	*35%*	*30%*	*34%*	*37%*	*35%*	**39%jo**	*31%*	*34%*
3-4	**568**	127	171	121	150	39	42	46	78	46	46	46	28	46	50	60	40
	11%	*10%*	**13%ac**	*9%*	*12%*	*9%*	*10%*	*11%*	**18%efgijklmnp**	*11%*	*10%*	*11%*	*7%*	*10%*	*12%*	**13%l**	*10%*
5-10	**362**	80	101	80	101	18	20	41	22	29	50	26	26	28	45	27	28
	7%	*6%*	*8%*	*6%*	*8%*	*4%*	*5%*	**10%ef**	*5%*	*7%*	**11%efhko**	*6%*	*6%*	*6%*	**10%efh**	*6%*	*7%*
11-20	**18**	4	8	3	2	-	1	3	3	5	-	1	3	-	-	2	*
	*	*	*1%*	*	*	-	*	*1%*	*1%*	*1%*	-	*	*1%*	-	-	*	*
21+	**6**	4	1	1	-	2	3	-	1	-	-	-	1	-	-	-	-
	*	*	*	*	-	*	*1%*	-	*	-	-	-	*	-	-	-	-
Any Received (non-zero entry)	**2718**	656	702	661	699	197	212	247	248	225	229	219	211	231	264	231	203
	53%	*51%*	*54%*	*51%*	*54%*	*47%*	*49%*	**58%ef**	**58%e**	*54%*	*51%*	*51%*	*51%*	*52%*	**61%efjklmop**	*50%*	*51%*
Total Mean (including those not Receiving any)																	
Mean	**1.42**	1.47	**1.56c**	1.25	1.40	1.29	1.47	**1.67kmp**	1.72	1.53	1.43	1.23	1.30	1.24	**1.61kmp**	1.36	1.21
Std Dev.	**2.69**	3.52	2.99	1.96	1.93	3.60	4.15	2.62	4.06	2.53	1.98	1.88	2.36	1.61	2.00	2.01	1.74
Std Error	**0.04**	0.10	0.08	0.05	0.05	0.17	0.20	0.13	0.20	0.12	0.10	0.09	0.11	0.08	0.10	0.10	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.70**	2.88	2.87	2.45	2.58	2.76	3.00	2.88	2.98	2.83	2.79	2.43	2.55	2.37	2.62	2.71	2.39
Std Dev.	**3.20**	4.49	3.55	2.15	1.96	4.88	5.54	2.89	4.98	2.86	1.97	2.02	2.78	1.51	1.97	2.11	1.78
Std Error	**0.06**	0.18	0.13	0.08	0.08	0.35	0.37	0.19	0.32	0.19	0.13	0.13	0.19	0.10	0.12	0.15	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	719	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	2317	-	2317	1063	1247	332	261	392	339	425	323	245	593	731	993	568	2073	215	2273
	45%	-	*45%*	*42%*	**47%c**	**48%fg**	*40%*	*39%*	**47%g**	**46%g**	**51%fg**	**47%g**	*44%*	*42%*	**48%m**	**49%m**	*45%*	*45%*	*44%*
1-2	2132	-	2132	1038	1092	238	286	445	303	402	243	215	524	747	860	458	1940	182	2152
	41%	-	*41%*	*41%*	*42%*	*35%*	**44%e**	**44%e**	**42%e**	**44%e**	*38%*	*41%*	*39%*	*43%*	*41%*	*39%*	*42%*	*38%*	*42%*
3-4	476	-	476	270	200	78	68	116	51	69	45	49	147	167	163	94	422	54	498
	9%	-	*9%*	**11%d**	*8%*	**11%hij**	*10%*	**11%hij**	*7%*	*7%*	*7%*	*9%*	**11%n**	*10%*	*8%*	*8%*	*9%*	*11%*	*10%*
5-10	217	-	217	130	87	30	37	57	27	27	24	16	67	84	66	39	190	25	221
	4%	-	*4%*	**5%d**	*3%*	*4%*	**6%i**	**6%i**	*4%*	*3%*	*4%*	*3%*	**5%n**	**5%n**	*3%*	*3%*	*4%*	*5%*	*4%*
11-20	14	-	14	10	4	8	1	5	*	*	-	-	9	5	*	-	10	4	12
	*	-	*	*	*	**1%hij**	*	*	*	*	-	-	**1%no**	*	*	-	*	*1%*	*
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2839	-	2839	1448	1383	355	392	623	380	497	312	280	747	1003	1089	592	2562	265	2883
	55%	-	*55%*	**58%d**	*53%*	*52%*	**60%ej**	**61%ehijk**	*53%*	*54%*	*49%*	*53%*	*56%*	**58%no**	*52%*	*51%*	*55%*	*55%*	*56%*
Total Mean (including those not Receiving any)																			
Mean	1.18	-	1.18	**1.31d**	1.05	**1.28ij**	**1.36hijk**	**1.41hijk**	1.08	1.02	0.98	1.01	**1.32no**	**1.28no**	1.01	1.00	1.16	**1.40p**	1.21
Std Dev.	1.72	-	1.72	1.84	1.57	2.14	1.83	2.00	1.59	1.33	1.39	1.34	2.00	1.85	1.35	1.37	1.63	2.36	1.70
Std Error	0.02	-	0.02	0.04	0.03	0.09	0.07	0.06	0.06	0.04	0.05	0.06	0.06	0.05	0.03	0.04	0.02	0.13	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	2.14	-	2.14	**2.27d**	2.00	**2.47hijk**	**2.27ik**	**2.30ik**	2.04	1.90	2.00	1.90	**2.36no**	**2.20no**	1.93	1.95	2.10	**2.53p**	2.16
Std Dev.	1.81	-	1.81	1.93	1.67	2.44	1.88	2.12	1.68	1.27	1.38	1.30	2.17	1.97	1.31	1.34	1.69	2.68	1.77
Std Error	0.03	-	0.03	0.05	0.04	0.14	0.10	0.09	0.09	0.05	0.07	0.08	0.08	0.06	0.04	0.05	0.03	0.21	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2317	369	849	479	619	1219	1098	1252	1024	325	339	635	522	293	1496	329	1817
	45%	*36%*	**49%ac**	**43%a**	**49%ac**	*44%*	*46%*	*41%*	**51%g**	**52%lmn**	**49%m**	**46%m**	**43%m**	*34%*	**46%m**	**52%p**	*43%*
1-2	2132	470	710	468	483	1180	951	1338	765	236	263	585	495	426	1343	239	1794
	41%	**45%d**	*41%*	*42%*	*38%*	*42%*	*40%*	**44%h**	*38%*	*37%*	*38%*	*42%*	*41%*	**49%ijkln**	*41%*	*38%*	*43%*
3-4	476	125	138	106	107	263	213	317	147	36	62	119	129	101	310	36	419
	9%	**12%bd**	*8%*	*10%*	*9%*	*9%*	*9%*	**10%h**	*7%*	*6%*	*9%*	*9%*	**11%l**	**12%l**	**9%l**	*6%*	**10%o**
5-10	217	68	51	51	47	119	98	147	68	28	27	39	61	45	127	28	173
	4%	**7%bd**	*3%*	*5%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*3%*	**5%k**	**5%k**	*4%*	*4%*	*4%*
11-20	14	5	3	4	2	8	6	14	*	5	3	2	1	4	5	5	9
	*	*1%*	*	*	*	*	*	*h	*	**1%n**	*	*	*	*	*	*1%*	*
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2839	669	902	629	639	1571	1268	1816	981	305	355	745	686	576	1786	308	2395
	55%	**64%bcd**	*51%*	**57%bd**	*51%*	*56%*	*54%*	**59%h**	*49%*	*48%*	*51%*	*54%*	**57%l**	**66%ijkln**	**54%l**	*48%*	**57%o**
Total Mean (including those not Receiving any)																	
Mean	1.18	**1.51bcd**	1.03	**1.24b**	1.06	1.21	1.14	**1.31h**	0.97	1.10	1.12	1.05	**1.25k**	**1.45ijkn**	1.14	1.10	1.20
Std Dev.	1.72	2.04	1.52	1.79	1.56	1.75	1.68	1.90	1.38	2.01	1.67	1.41	1.76	1.89	1.61	2.00	1.67
Std Error	0.02	0.06	0.04	0.06	0.04	0.03	0.04	0.04	0.03	0.08	0.06	0.04	0.05	0.07	0.03	0.08	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.14	**2.35b**	2.00	2.18	2.09	2.15	2.14	**2.22h**	1.99	**2.27k**	2.19	1.94	**2.20k**	2.19	2.09	2.27	2.11
Std Dev.	1.81	2.12	1.60	1.90	1.63	1.85	1.77	2.02	1.36	2.39	1.77	1.40	1.83	1.95	1.66	2.37	1.72
Std Error	0.03	0.08	0.05	0.08	0.06	0.05	0.05	0.05	0.04	0.13	0.09	0.05	0.07	0.09	0.04	0.13	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	2317 45%	2022 46%b	295 40%	107 43%	1957 45%g	190 43%	113 45%	57 39%	93 45%	245 44%	212 50%	184 49%	214 47%	200 42%	287 42%	318 45%	203 46%	26 38%	164 44%
1-2	2132 41%	1797 41%	335 46%a	107 42%	1776 41%	185 42%	106 42%	64 44%	89 43%	235 42%	154 36%	152 41%	180 40%	227 48%jo	283 42%	269 38%	186 42%	27 40%	158 42%
3-4	476 9%	409 9%	68 9%	21 8%	395 9%	42 10%	23 9%	16 11%	21 10%	45 8%	47 11%	27 7%	41 9%	30 6%	71 10%	77 11%	37 8%	11 16%ikmpr	32 8%
5-10	217 4%	182 4%	35 5%	13 5%	179 4%	22 5%	8 3%	8 6%	6 3%	37 6%j	8 2%	10 3%	16 4%	16 3%	34 5%	37 5%	14 3%	4 5%	18 5%
11-20	14 *	11 *	3 *	3 1%a	12 *	2 *	- -	* *	- -	2 *	2 *	- -	1 *	3 1%	2 *	3 *	- -	* *	2 *
21+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Any Received (non-zero entry)	2839 55%	2398 54%	441 60%a	144 57%	2362 55%	251 57%	137 55%	89 61%d	115 55%	318 56%	211 50%	189 51%	239 53%	277 58%	390 58%	385 55%	238 54%	42 62%	209 56%
Total Mean (including those not Receiving any)																			
Mean	1.18	1.16	1.28	1.38	1.17	1.26	1.14	1.35	1.09	1.35jkp	1.02	0.99	1.07	1.18	1.30	1.24	1.03	1.44kp	1.23
Std Dev.	1.72	1.71	1.76	2.20	1.71	1.82	1.57	1.68	1.38	2.06	1.62	1.46	1.60	1.70	1.86	1.83	1.29	1.76	1.83
Std Error	0.02	0.03	0.04	0.08	0.03	0.06	0.05	0.07	0.09	0.12	0.10	0.09	0.09	0.10	0.11	0.10	0.08	0.13	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.14	2.14	2.14	2.41	2.13	2.22	2.08	2.22	1.97	2.39p	2.04	1.96	2.03	2.03	2.25	2.26	1.92	2.32	2.20
Std Dev.	1.81	1.81	1.82	2.45	1.82	1.92	1.60	1.65	1.30	2.24	1.78	1.51	1.70	1.80	1.96	1.95	1.19	1.71	1.97
Std Error	0.03	0.04	0.06	0.11	0.05	0.08	0.07	0.08	0.11	0.18	0.15	0.13	0.14	0.14	0.15	0.15	0.10	0.17	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	2317 *45%*	827 *43%*	906 *46%*	341 *47%*	151 *44%*	64 *51%*	1734 *44%*	215 *46%*	856 *43%*	863 *44%*	392 *48%*	114 *45%*	58 **68%hijkmn**	1718 *44%*	172 **51%m**
1-2	2132 *41%*	875 **45%bc**	789 *40%*	272 *38%*	135 *39%*	48 *39%*	1664 *42%*	183 *39%*	854 **43%jln**	841 **42%ln**	306 *37%*	94 *37%*	23 *27%*	1695 **43%ln**	117 *34%*
3-4	476 *9%*	168 *9%*	183 *9%*	76 *11%*	43 *13%*	6 *5%*	351 *9%*	49 *11%*	175 *9%*	179 *9%*	88 *11%*	31 *12%*	3 *4%*	354 *9%*	35 *10%*
5-10	217 *4%*	73 *4%*	87 *4%*	36 *5%*	13 *4%*	4 *3%*	160 *4%*	16 *4%*	78 *4%*	94 *5%*	30 *4%*	13 *5%*	1 *1%*	172 *4%*	14 *4%*
11-20	14 *	2 *	10 *1%*	* *	- -	2 **2%ac**	12 *	2 *	7 *	3 *	2 *	2 *1%*	- -	10 *	2 *1%*
21+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Any Received (non-zero entry)	2839 *55%*	1118 *57%*	1069 *54%*	384 *53%*	190 *56%*	60 *49%*	2187 *56%*	250 *54%*	1114 **57%l**	1116 **56%l**	425 **52%l**	140 **55%l**	28 *32%*	2230 **56%ln**	167 **49%l**
Total Mean (including those not Receiving any)															
Mean	1.18	1.15	1.21	1.18	1.20	1.20	1.18	1.20	**1.21l**	**1.19l**	1.13	**1.30l**	0.67	**1.20l**	1.14
Std Dev.	1.72	1.56	1.85	1.68	1.61	2.24	1.71	1.80	1.80	1.63	1.68	1.91	1.38	1.72	1.81
Std Error	0.02	0.04	0.04	0.06	0.09	0.20	0.03	0.08	0.04	0.04	0.06	0.12	0.15	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	2.14	2.00	**2.23a**	2.23	2.16	2.48	2.11	2.24	2.14	2.11	2.18	2.36	2.08	2.12	2.31
Std Dev.	1.81	1.60	2.01	1.73	1.61	2.69	1.81	1.93	1.94	1.67	1.78	2.02	1.74	1.81	1.98
Std Error	0.03	0.05	0.06	0.09	0.11	0.34	0.04	0.12	0.06	0.05	0.09	0.18	0.31	0.04	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2317**	126	2145	46	657	1508	152	2269	22	6	4	2296	17
	45%	*33%*	**46%a**	*46%*	*43%*	*46%*	*49%*	*45%*	*33%*	*24%*	*34%*	*45%*	*59%*
1-2	**2132**	192	1892	48	627	1393	111	2074	30	9	7	2113	12
	41%	**50%b**	*40%*	*48%*	*41%*	*42%*	*36%*	*41%*	*47%*	*36%*	*66%*	*41%*	*41%*
3-4	**476**	39	433	4	160	285	31	460	9	7	-	476	-
	9%	*10%*	*9%*	*4%*	*10%*	*9%*	*10%*	*9%*	*14%*	*29%*	-	*9%*	-
5-10	**217**	26	189	2	86	114	16	210	4	3	-	217	*
	4%	**7%b**	*4%*	*2%*	**6%e**	*3%*	*5%*	*4%*	*6%*	*11%*	-	*4%*	*1%*
11-20	**14**	-	14	*	4	10	-	14	-	-	-	14	-
	*	-	*	*	*	*	-	*	-	-	-	*	-
21+	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	**2839**	258	2527	54	878	1802	159	2758	43	19	7	2820	12
	55%	**67%b**	*54%*	*54%*	*57%*	*54%*	*51%*	*55%*	*67%*	*76%*	*66%*	*55%*	*41%*
Total Mean (including those not Receiving any)													
Mean	**1.18**	**1.44bc**	1.16	0.90	**1.31e**	1.12	1.19	1.17	1.63	2.56	0.77	1.18	0.51
Std Dev.	**1.72**	1.60	1.73	1.20	1.81	1.67	1.68	1.70	2.25	3.06	0.67	1.72	0.72
Std Error	**0.02**	0.08	0.03	0.12	0.04	0.03	0.09	0.02	0.30	0.54	0.24	0.02	0.14
Receiving Mean (excluding those not Receiving any)													
Mean	**2.14**	2.14	2.15	1.67	**2.30e**	2.05	2.32	2.13	2.45	3.38	1.18	2.15	1.23
Std Dev.	**1.81**	1.52	1.85	1.18	1.85	1.80	1.69	1.79	2.37	3.10	0.41	1.82	0.61
Std Error	**0.03**	0.09	0.04	0.16	0.06	0.04	0.13	0.03	0.38	0.66	0.17	0.03	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2317**	589	538	625	565	206	204	179	162	161	214	219	209	197	179	201	185
	45%	*46%*	*42%*	**48%b**	*44%*	**49%hi**	**47%h**	*42%*	*38%*	*39%*	**48%hi**	**51%hi**	**50%hi**	*45%*	*42%*	*44%*	*46%*
1-2	**2132**	513	554	505	560	160	176	176	194	185	175	168	144	194	192	204	163
	41%	*40%*	*43%*	*39%*	*43%*	*38%*	*41%*	*41%*	**45%l**	**45%l**	*39%*	*39%*	*35%*	*44%*	**45%l**	**44%l**	*41%*
3-4	**476**	132	127	110	107	42	43	46	39	53	36	33	42	35	40	32	35
	9%	*10%*	*10%*	*9%*	*8%*	*10%*	*10%*	*11%*	*9%*	**13%o**	*8%*	*8%*	*10%*	*8%*	*9%*	*7%*	*9%*
5-10	**217**	47	67	47	56	12	11	24	31	16	20	12	18	17	18	24	14
	4%	*4%*	*5%*	*4%*	*4%*	*3%*	*2%*	*6%*	**7%efk**	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*
11-20	**14**	3	6	3	2	-	-	3	4	-	3	1	2	-	-	*	1
	*	*	*	*	*	-	-	*1%*	*1%*	-	*1%*	*	*	-	-	*	*
21+	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	**2839**	695	754	665	725	215	230	249	267	254	233	214	205	246	251	260	214
	55%	*54%*	**58%c**	*52%*	*56%*	*51%*	*53%*	*58%*	**62%efjkl**	**61%ejkl**	*52%*	*49%*	*50%*	*55%*	*58%*	*56%*	*54%*
Total Mean (including those not Receiving any)																	
Mean	**1.18**	1.16	**1.32c**	1.05	1.18	1.03	1.02	**1.45efkm**	**1.53efjklmnp**	**1.30fk**	1.15	0.99	1.12	1.04	1.16	1.22	1.14
Std Dev.	**1.72**	1.73	1.93	1.56	1.61	1.48	1.34	2.21	2.35	1.64	1.71	1.58	1.75	1.33	1.38	1.76	1.65
Std Error	**0.02**	0.05	0.05	0.04	0.04	0.07	0.06	0.11	0.11	0.08	0.08	0.08	0.08	0.06	0.07	0.08	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.14**	2.15	2.27	2.03	2.09	2.01	1.93	**2.48fmn**	**2.46fm**	2.12	2.21	1.99	2.26	1.88	1.99	2.17	2.12
Std Dev.	**1.81**	1.84	2.07	1.64	1.63	1.52	1.28	2.41	2.57	1.63	1.81	1.74	1.89	1.27	1.27	1.85	1.74
Std Error	**0.03**	0.07	0.08	0.06	0.06	0.10	0.08	0.15	0.15	0.10	0.12	0.11	0.13	0.08	0.08	0.12	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**2350**	-	2350	1129	1215	287	298	431	319	426	323	266	585	750	1015	589	2142	183	2287
	46%	-	*46%*	*45%*	*46%*	*42%*	*46%*	*42%*	*44%*	*46%*	**51%eg**	**51%eg**	*44%*	*43%*	**49%lm**	**51%lm**	**46%q**	*38%*	*44%*
1-2	**2093**	-	2093	1040	1048	268	255	425	299	375	253	218	523	724	846	471	1884	193	2126
	41%	-	*41%*	*41%*	*40%*	*39%*	*39%*	*42%*	*42%*	*41%*	*40%*	*41%*	*39%*	*42%*	*41%*	*41%*	*41%*	*40%*	*41%*
3-4	**467**	-	467	221	242	77	62	98	73	85	39	32	139	171	156	71	405	61	490
	9%	-	*9%*	*9%*	*9%*	**11%jk**	*9%*	*10%*	*10%*	*9%*	*6%*	*6%*	**10%no**	**10%o**	*8%*	*6%*	*9%*	**13%p**	*10%*
5-10	**231**	-	231	113	119	50	37	55	28	35	18	8	87	83	61	26	194	37	235
	4%	-	*4%*	*4%*	*5%*	**7%hijk**	**6%k**	**5%k**	*4%*	*4%*	*3%*	*1%*	**6%no**	**5%no**	*3%*	*2%*	*4%*	**8%p**	*5%*
11-20	**14**	-	14	9	5	4	1	5	*	1	1	2	5	6	4	3	10	5	16
	*	-	*	*	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	*	**1%p**	*
21+	**1**	-	1	-	1	1	-	*	-	-	-	-	1	*	-	-	*	1	2
	*	-	*	-	*	*	-	*	-	-	-	-	*	*	-	-	*	*p	*
Any Received (non-zero entry)	**2806**	-	2806	1382	1415	400	355	584	401	496	312	259	755	984	1067	571	2492	297	2869
	54%	-	*54%*	*55%*	*54%*	**58%jk**	*54%*	**58%jk**	*56%*	*54%*	*49%*	*49%*	**56%no**	**57%no**	*51%*	*49%*	*54%*	**62%p**	*56%*
Total Mean (including those not Receiving any)																			
Mean	**1.19**	-	1.19	1.19	1.18	**1.54hijk**	**1.23jk**	**1.32jk**	**1.16jk**	**1.12jk**	0.91	0.88	**1.39no**	**1.25no**	1.00	0.90	1.14	**1.65p**	1.23
Std Dev.	**1.82**	-	1.82	1.82	1.82	2.46	1.78	2.09	1.54	1.55	1.36	1.52	2.16	1.88	1.49	1.43	1.73	2.52	1.91
Std Error	**0.03**	-	0.03	0.04	0.04	0.10	0.07	0.07	0.06	0.05	0.05	0.07	0.06	0.05	0.03	0.04	0.02	0.14	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.18**	-	2.18	2.16	2.20	**2.64hijk**	**2.27jk**	**2.29jk**	2.09	2.08	1.86	1.79	**2.47no**	**2.21no**	1.95	1.82	2.12	**2.67p**	2.21
Std Dev.	**1.98**	-	1.98	1.98	1.99	2.73	1.86	2.31	1.52	1.56	1.41	1.75	2.37	2.03	1.57	1.57	1.87	2.74	2.10
Std Error	**0.04**	-	0.04	0.05	0.05	0.14	0.10	0.10	0.08	0.06	0.07	0.11	0.09	0.07	0.05	0.06	0.04	0.20	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2350	383	847	509	611	1230	1120	1304	1018	348	305	667	542	309	1514	351	1849
	46%	*37%*	**48%a**	**46%a**	**49%a**	*44%*	*47%*	*43%*	**51%g**	**55%jklmn**	**44%m**	**48%m**	**45%m**	*36%*	**46%m**	**55%p**	*44%*
1-2	2093	491	689	446	467	1180	913	1295	751	196	279	562	479	432	1320	200	1780
	41%	**47%bcd**	*39%*	*40%*	*37%*	**42%f**	*39%*	**42%h**	*37%*	*31%*	**40%l**	**41%l**	**40%l**	**50%ijkln**	**40%l**	*31%*	**42%o**
3-4	467	110	136	103	118	246	220	286	173	60	73	100	113	77	286	60	369
	9%	*11%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*11%*	*7%*	*9%*	*9%*	*9%*	*9%*	*9%*
5-10	231	53	74	45	59	127	104	171	59	24	32	46	71	49	149	24	201
	4%	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	**6%h**	*3%*	*4%*	*5%*	*3%*	**6%k**	*6%*	*5%*	*4%*	*5%*
11-20	14	1	5	4	4	6	8	11	2	2	3	5	2	1	10	2	11
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	1	-	-	1	-	-	1	*	1	-	*	1	-	-	1	-	1
	*	-	-	*	-	-	*	*	*	-	*	*	-	-	*	-	*
Any Received (non-zero entry)	2806	656	904	599	647	1560	1247	1764	987	282	388	714	666	560	1768	286	2362
	54%	**63%bcd**	*52%*	*54%*	*51%*	*56%*	*53%*	**57%h**	*49%*	*45%*	**56%l**	**52%l**	**55%l**	**64%ijkln**	**54%l**	*45%*	**56%o**
Total Mean (including those not Receiving any)																	
Mean	1.19	**1.35b**	1.07	1.21	1.18	1.18	1.19	**1.30h**	1.01	1.04	1.28	1.07	**1.27k**	**1.32ik**	1.19	1.04	1.21
Std Dev.	1.82	1.76	1.79	1.94	1.79	1.79	1.86	1.94	1.61	1.67	2.04	1.81	1.91	1.62	1.90	1.66	1.84
Std Error	0.03	0.05	0.04	0.06	0.05	0.03	0.04	0.04	0.03	0.07	0.08	0.05	0.05	0.06	0.03	0.07	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.18	2.14	2.08	2.23	2.29	2.11	2.27	**2.26h**	2.04	2.32	2.29	2.07	2.30	2.05	2.20	2.31	2.16
Std Dev.	1.98	1.79	2.03	2.16	1.92	1.94	2.04	2.09	1.78	1.81	2.26	2.07	2.06	1.61	2.11	1.80	1.99
Std Error	0.04	0.06	0.07	0.09	0.07	0.05	0.06	0.05	0.05	0.11	0.11	0.08	0.08	0.07	0.05	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 147

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	2350	2033	316	93	1970	212	112	56	103	301	191	185	228	211	238	354	159	34	178
	46%	46%c	43%	37%	46%g	48%g	45%	38%	49%np	53%mnp	45%np	50%np	50%np	44%n	35%	50%np	36%	50%np	48%np
1-2	2093	1777	316	116	1751	183	96	63	77	176	172	137	158	205	343	251	232	28	155
	41%	40%	43%	46%	41%	42%	38%	43%	37%	31%	41%l	37%	35%	43%l	51%hijklor	36%	53%hijklmor	42%	41%l
3-4	467	404	63	23	390	27	31	17	16	66	35	30	38	43	58	64	39	2	25
	9%	9%	9%	9%	9%	6%	13%de	12%d	8%	12%qr	8%	8%	8%	9%	9%	9%	9%	4%	7%
5-10	231	192	39	17	196	16	10	8	11	19	24	18	29	16	37	32	11	2	14
	4%	4%	5%	7%	5%	4%	4%	6%	5%	3%	6%	5%	6%p	3%	5%	5%	2%	3%	4%
11-20	14	13	1	1	10	2	1	1	1	1	2	3	-	-	2	2	-	1	1
	*	*	*	*	*	*	*	1%d	*	*	*	1%	-	-	*	*	-	2%lmp	*
21+	1	1	*	-	1	-	-	*	-	-	-	-	-	1	-	-	-	-	-
	*	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
Any Received (non-zero entry)	2806	2387	419	158	2349	229	138	90	105	262	233	188	225	265	440	349	282	34	195
	54%	54%	57%	63%a	54%	52%	55%	62%de	51%	47%	55%	50%	50%	56%l	65%hijklmoqr	50%	64%hijkloqr	50%	52%
Total Mean (including those not Receiving any)																			
Mean	1.19	1.18	1.23	1.37	1.18	1.10	1.27	1.49de	1.15	1.03	1.26	1.18	1.14	1.11	1.33l	1.17	1.20	1.17	1.09
Std Dev.	1.82	1.84	1.73	1.76	1.80	1.79	1.92	2.32	1.77	1.69	1.94	2.07	1.72	1.71	1.70	2.01	1.52	2.22	1.71
Std Error	0.03	0.03	0.04	0.06	0.04	0.05	0.06	0.09	0.11	0.10	0.12	0.13	0.10	0.10	0.10	0.11	0.09	0.17	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.18	2.18	2.15	2.18	2.17	2.11	2.30	2.40	2.27p	2.22	2.29	2.34p	2.29p	1.99	2.05	2.35p	1.88	2.34	2.08
Std Dev.	1.98	2.01	1.80	1.77	1.95	2.01	2.07	2.55	1.91	1.86	2.12	2.40	1.81	1.87	1.73	2.31	1.52	2.68	1.87
Std Error	0.04	0.05	0.06	0.08	0.05	0.08	0.09	0.13	0.17	0.16	0.18	0.21	0.15	0.16	0.12	0.19	0.11	0.28	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	2350	858	900	364	144	53	1758	197	824	848	468	119	56	1672	176
	46%	*44%*	*46%*	**50%afg**	*42%*	*43%*	*45%*	*42%*	*42%*	*43%*	**57%hikm**	*47%*	**66%hikm**	*42%*	**52%him**
1-2	2093	826	809	254	138	52	1635	190	834	846	278	100	20	1679	120
	41%	**42%c**	**41%c**	*35%*	*40%*	*42%*	**42%c**	*41%*	**42%jl**	**43%jl**	*34%*	**40%l**	*24%*	**43%jl**	*35%*
3-4	467	177	170	71	37	12	347	49	207	190	41	22	6	397	28
	9%	*9%*	*9%*	*10%*	*11%*	*10%*	*9%*	*11%*	**11%j**	**10%j**	*5%*	*9%*	*7%*	**10%j**	*8%*
5-10	231	80	88	34	23	7	168	30	95	91	30	12	3	186	15
	4%	*4%*	*4%*	*5%*	*7%*	*5%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*
11-20	14	5	8	1	-	-	13	-	10	3	1	-	-	13	-
	*	*	*	*	-	-	*	-	*1%*	*	*	-	-	*	-
21+	1	-	-	1	*	-	-	*	-	1	*	-	-	1	-
	*	-	-	*	*	-	-	*	-	*	*	-	-	*	-
Any Received (non-zero entry)	2806	1087	1076	361	198	71	2163	269	1146	1131	350	134	30	2277	164
	54%	**56%c**	*54%*	*50%*	*58%*	*57%*	**55%c**	**58%c**	**58%jln**	**57%jln**	*43%*	**53%jl**	*34%*	**58%jln**	*48%*
Total Mean (including those not Receiving any)															
Mean	1.19	1.18	1.20	1.14	1.36	1.17	1.19	1.31	**1.31j**	**1.22j**	0.87	1.19	0.83	**1.27j**	1.10
Std Dev.	1.82	1.72	1.90	1.89	1.95	1.45	1.81	1.83	1.94	1.77	1.65	1.83	1.62	1.86	1.78
Std Error	0.03	0.04	0.04	0.07	0.10	0.13	0.03	0.08	0.04	0.04	0.06	0.12	0.18	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	2.18	2.10	2.20	2.28	2.34	2.05	2.15	2.26	2.25	2.14	2.04	2.24	2.42	2.20	2.27
Std Dev.	1.98	1.83	2.10	2.13	2.07	1.38	1.97	1.91	2.09	1.88	2.00	2.00	1.95	1.99	1.98
Std Error	0.04	0.05	0.06	0.11	0.14	0.16	0.04	0.11	0.06	0.06	0.11	0.18	0.35	0.04	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2350**	131	2160	58	565	1647	138	2290	30	12	7	2332	11
	46%	*34%*	**46%a**	**58%a**	*37%*	**50%d**	*44%*	*46%*	*46%*	*48%*	*70%*	*46%*	*37%*
1-2	**2093**	183	1873	37	687	1283	123	2038	27	9	3	2073	16
	41%	**48%b**	*40%*	*37%*	**45%e**	*39%*	*40%*	*41%*	*42%*	*34%*	*29%*	*41%*	*56%*
3-4	**467**	48	414	4	168	269	29	462	4	1	-	466	1
	9%	*13%*	*9%*	*4%*	**11%e**	*8%*	*9%*	*9%*	*6%*	*2%*	-	*9%*	*2%*
5-10	**231**	21	209	1	113	104	15	223	4	3	*	230	1
	4%	*6%*	*4%*	*1%*	**7%e**	*3%*	*5%*	*4%*	*6%*	*11%*	*1%*	*4%*	*5%*
11-20	**14**	-	14	-	2	7	5	13	1	1	-	14	-
	*	-	*	-	*	*	**2%de**	*	*1%*	*4%*	-	*	-
21+	**1**	-	1	-	1	*	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**2806**	253	2512	41	971	1663	173	2736	35	13	3	2785	18
	54%	**66%bc**	*54%*	*42%*	**63%e**	*50%*	*56%*	*54%*	*54%*	*52%*	*30%*	*54%*	*63%*
Total Mean (including those not Receiving any)													
Mean	**1.19**	**1.42c**	**1.18c**	0.62	**1.48e**	1.02	**1.51e**	1.18	1.42	1.82	0.39	1.19	1.13
Std Dev.	**1.82**	1.58	1.85	0.93	1.87	1.65	2.81	1.81	2.38	3.05	1.15	1.83	1.27
Std Error	**0.03**	0.08	0.03	0.09	0.05	0.03	0.16	0.03	0.31	0.54	0.41	0.03	0.24
Receiving Mean (excluding those not Receiving any)													
Mean	**2.18**	2.16	2.19	1.49	**2.34e**	2.03	**2.71e**	2.17	2.61	3.52	1.32	2.18	1.78
Std Dev.	**1.98**	1.48	2.04	0.87	1.87	1.84	3.31	1.97	2.70	3.49	2.02	1.99	1.17
Std Error	**0.04**	0.09	0.04	0.12	0.06	0.04	0.24	0.04	0.46	0.90	1.17	0.04	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2350**	600	581	599	570	204	214	182	180	190	211	194	199	206	192	203	175
	46%	*47%*	*45%*	*46%*	*44%*	*48%*	*49%*	*43%*	*42%*	*46%*	*47%*	*45%*	*48%*	*46%*	*45%*	*44%*	*44%*
1-2	**2093**	506	526	527	534	148	173	184	177	161	188	195	153	179	173	199	162
	41%	*39%*	*41%*	*41%*	*41%*	*35%*	*40%*	*43%*	*41%*	*39%*	*42%*	***45%e***	*37%*	*40%*	*40%*	*43%*	*41%*
3-4	**467**	123	120	100	123	53	36	34	54	32	34	29	42	30	36	41	47
	9%	*10%*	*9%*	*8%*	*10%*	***13%km***	*8%*	*8%*	***12%km***	*8%*	*8%*	*7%*	*10%*	*7%*	*8%*	*9%*	*12%*
5-10	**231**	47	61	60	63	13	10	25	16	32	14	12	19	28	29	18	16
	4%	*4%*	*5%*	*5%*	*5%*	*3%*	*2%*	*6%*	*4%*	***8%efjk***	*3%*	*3%*	*5%*	***6%f***	***7%fk***	*4%*	*4%*
11-20	**14**	6	4	4	-	3	2	1	4	*	*	3	1	1	-	-	-
	*	*	*	*	-	*1%*	*	*	*1%*	*	*	*1%*	*	*	-	-	-
21+	**1**	1	*	-	-	-	-	1	-	*	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
Any Received (non-zero entry)	**2806**	684	711	691	720	217	221	246	250	226	236	239	215	237	238	258	225
	54%	*53%*	*55%*	*54%*	*56%*	*52%*	*51%*	*57%*	*58%*	*54%*	*53%*	*55%*	*52%*	*54%*	*55%*	*56%*	*56%*
Total Mean (including those not Receiving any)																	
Mean	**1.19**	1.18	1.23	1.13	1.21	1.22	1.00	1.32	**1.36f**	1.28	1.05	1.09	1.14	1.15	1.27	1.17	1.19
Std Dev.	**1.82**	1.99	1.95	1.71	1.61	1.89	1.72	2.31	2.24	1.99	1.57	1.78	1.71	1.64	1.83	1.48	1.51
Std Error	**0.03**	0.06	0.05	0.05	0.04	0.09	0.08	0.11	0.11	0.10	0.08	0.09	0.08	0.08	0.09	0.07	0.07
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.18**	2.21	2.23	2.10	2.17	2.37	1.96	2.29	2.34	2.35	1.99	1.98	2.19	2.15	2.30	2.08	2.12
Std Dev.	**1.98**	2.27	2.16	1.84	1.61	2.06	1.98	2.65	2.52	2.18	1.67	1.99	1.81	1.70	1.92	1.42	1.44
Std Error	**0.04**	0.09	0.08	0.07	0.06	0.13	0.13	0.17	0.16	0.14	0.11	0.13	0.12	0.11	0.12	0.09	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**2607**	-	2607	1291	1309	341	299	479	355	493	355	285	640	834	1133	640	2376	206	2530
	51%	-	*51%*	*51%*	*50%*	*50%*	*46%*	*47%*	*49%*	**53%fg**	**56%fg**	**54%fg**	*48%*	*48%*	**54%lm**	**55%lm**	**51%q**	*43%*	*49%*
1-2	**1817**	-	1817	867	947	230	252	368	253	316	210	189	482	620	715	399	1612	194	1849
	35%	-	*35%*	*35%*	*36%*	*34%*	*39%*	*36%*	*35%*	*34%*	*33%*	*36%*	*36%*	*36%*	*34%*	*34%*	*35%*	*40%*	*36%*
3-4	**486**	-	486	246	237	62	53	118	83	74	53	42	115	202	169	95	428	55	500
	9%	-	*9%*	*10%*	*9%*	*9%*	*8%*	**12%l**	*12%*	*8%*	*8%*	*8%*	*9%*	**12%lno**	*8%*	*8%*	*9%*	*12%*	*10%*
5-10	**228**	-	228	100	126	47	42	48	28	37	16	9	89	76	62	25	207	19	256
	4%	-	*4%*	*4%*	*5%*	**7%jk**	**6%jk**	**5%k**	*4%*	*4%*	*3%*	*2%*	**7%mno**	**4%o**	*3%*	*2%*	*4%*	*4%*	*5%*
11-20	**14**	-	14	6	9	3	8	2	*	2	*	-	11	2	2	*	11	4	16
	*	-	*	*	*	*	**1%gh**	*	*	*	*	-	**1%mno**	*	*	*	*	*1%*	*
21+	**3**	-	3	2	1	3	-	*	*	-	-	-	3	*	-	-	*	3	5
	*	-	*	*	*	*	-	*	*	-	-	-	*	*	-	-	*	**1%p**	*
Any Received (non-zero entry)	**2549**	-	2549	1220	1321	346	354	536	364	429	280	240	700	900	949	519	2258	274	2626
	49%	-	*49%*	*49%*	*50%*	*50%*	**54%ijk**	**53%ijk**	*51%*	*47%*	*44%*	*46%*	**52%no**	**52%no**	*46%*	*45%*	*49%*	**57%p**	*51%*
Total Mean (including those not Receiving any)																			
Mean	**1.14**	-	1.14	1.10	1.17	**1.38ijk**	**1.45ijk**	**1.18ijk**	**1.17jk**	0.98	0.89	0.85	**1.41mno**	**1.18no**	0.92	0.87	1.10	**1.47p**	1.22
Std Dev.	**1.99**	-	1.99	1.99	1.98	2.97	2.62	1.75	1.78	1.50	1.41	1.30	2.80	1.76	1.43	1.36	1.87	2.89	2.38
Std Error	**0.03**	-	0.03	0.04	0.04	0.12	0.11	0.06	0.07	0.05	0.05	0.06	0.08	0.04	0.03	0.04	0.03	0.16	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.30**	-	2.30	2.26	2.33	**2.73ijk**	**2.67ijk**	**2.24k**	**2.32k**	2.12	2.01	1.87	**2.70mno**	**2.27no**	2.02	1.94	2.26	2.57	2.40
Std Dev.	**2.30**	-	2.30	2.36	2.26	3.71	3.07	1.85	1.89	1.57	1.50	1.35	3.40	1.86	1.50	1.43	2.13	3.44	2.89
Std Error	**0.04**	-	0.04	0.07	0.06	0.21	0.17	0.08	0.10	0.07	0.08	0.09	0.13	0.06	0.05	0.06	0.04	0.27	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	2607	462	908	533	704	1370	1237	1491	1084	355	372	746	580	372	1698	359	2095
	51%	*45%*	**52%a**	*48%*	**56%ac**	*49%*	*52%*	*49%*	**54%g**	**56%lm**	**54%m**	**54%lm**	*48%*	*43%*	**52%m**	**56%p**	*50%*
1-2	1817	385	629	406	397	1014	804	1108	670	203	232	471	432	352	1136	205	1512
	35%	**37%d**	*36%*	*37%*	*32%*	*36%*	*34%*	*36%*	*33%*	*32%*	*33%*	*34%*	*36%*	**41%ijkn**	*35%*	*32%*	*36%*
3-4	486	117	144	117	109	261	226	296	182	49	54	112	130	95	296	50	399
	9%	*11%*	*8%*	*11%*	*9%*	*9%*	*10%*	*10%*	*9%*	*8%*	*8%*	*8%*	*11%*	*11%*	*9%*	*8%*	*9%*
5-10	228	72	65	48	43	137	91	160	64	17	32	48	60	48	140	17	192
	4%	**7%bd**	*4%*	*4%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*3%*	*5%*	*4%*	*5%*	**6%i**	*4%*	*3%*	*5%*
11-20	14	3	5	3	3	8	6	11	3	3	3	1	5	1	10	3	11
	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*1%*	*
21+	3	-	*	1	2	*	3	2	1	2	*	1	-	-	1	2	1
	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
Any Received (non-zero entry)	2549	576	843	575	554	1419	1129	1577	921	275	321	634	627	497	1583	278	2116
	49%	**55%bd**	*48%*	**52%d**	*44%*	*51%*	*48%*	**51%h**	*46%*	*44%*	*46%*	*46%*	**52%lk**	**57%ijkn**	*48%*	*44%*	**50%o**
Total Mean (including those not Receiving any)																	
Mean	1.14	**1.35bd**	1.05	1.19	1.03	1.16	1.10	**1.23h**	0.99	1.01	1.12	1.00	**1.26k**	**1.23k**	1.12	1.01	1.15
Std Dev.	1.99	2.03	1.98	1.99	1.94	2.01	1.96	2.16	1.69	2.64	2.01	1.70	2.10	1.70	1.92	2.63	1.89
Std Error	0.03	0.06	0.05	0.06	0.05	0.04	0.04	0.04	0.03	0.10	0.08	0.05	0.06	0.06	0.03	0.10	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.30	2.43	2.18	2.30	2.33	2.28	2.31	2.39	2.15	2.32	2.42	2.18	2.43	2.15	2.33	2.31	2.29
Std Dev.	2.30	2.19	2.39	2.26	2.34	2.31	2.30	2.51	1.92	3.61	2.36	1.94	2.37	1.75	2.21	3.59	2.11
Std Error	0.04	0.08	0.08	0.10	0.10	0.06	0.07	0.07	0.06	0.22	0.13	0.08	0.09	0.08	0.05	0.21	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**2607**	2244	364	117	2218	207	111	72	106	294	231	195	227	240	292	408	224	34	173
	51%	*51%*	*49%*	*47%*	**51%f**	*47%*	*44%*	*49%*	*51%*	**52%n**	**55%nr**	**52%n**	*50%*	*50%*	*43%*	**58%nr**	*51%*	*50%*	*46%*
1-2	**1817**	1567	250	83	1515	162	89	51	78	205	148	121	161	166	269	211	156	21	141
	35%	*35%*	*34%*	*33%*	*35%*	*37%*	*35%*	*35%*	*38%*	*36%*	*35%*	*32%*	*36%*	*35%*	**40%o**	*30%*	*35%*	*31%*	**38%o**
3-4	**486**	401	86	36	390	50	30	15	16	46	29	47	42	44	83	53	30	8	42
	9%	*9%*	*12%*	**14%a**	*9%*	*11%*	*12%*	*11%*	*8%*	*8%*	*7%*	**13%jop**	*9%*	*9%*	**12%jp**	*8%*	*7%*	*12%*	*11%*
5-10	**228**	193	34	14	182	20	18	8	8	15	14	8	23	23	31	31	30	4	15
	4%	*4%*	*5%*	*6%*	*4%*	*4%*	**7%d**	*5%*	*4%*	*3%*	*3%*	*2%*	*5%*	*5%*	*5%*	*4%*	**7%ik**	*6%*	*4%*
11-20	**14**	13	1	*	11	1	2	-	1	3	-	1	-	1	3	-	2	*	1
	*	*	*	*	*	*	**1%d**	-	*	*1%*	-	*	-	*	*	-	*	*	*
21+	**3**	3	*	*	3	*	-	*	-	-	2	-	-	1	-	-	-	*	-
	*	*	*	*	*	*	-	*	-	-	*	-	-	*	-	-	-	*	-
Any Received (non-zero entry)	**2549**	2177	372	134	2101	234	139	74	102	269	192	178	226	236	386	295	217	34	200
	49%	*49%*	*51%*	*53%*	*49%*	*53%*	**56%d**	*51%*	*49%*	*48%*	*45%*	*48%*	*50%*	*50%*	**57%ijko**	*42%*	*49%*	*50%*	**54%jo**
Total Mean (including those not Receiving any)																			
Mean	**1.14**	1.13	1.19	1.35	1.10	1.23	**1.49d**	1.30	1.11	1.08	1.01	1.06	1.08	1.17	**1.29o**	0.93	1.15	1.32	**1.22o**
Std Dev.	**1.99**	2.01	1.86	1.94	1.87	1.92	2.35	3.85	1.91	1.88	2.11	1.81	1.59	2.01	1.97	1.58	2.02	2.34	1.84
Std Error	**0.03**	0.03	0.04	0.07	0.04	0.06	0.08	0.15	0.12	0.11	0.13	0.11	0.09	0.12	0.11	0.09	0.12	0.18	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.30**	2.29	2.36	2.53	2.26	2.33	**2.69d**	2.56	2.26	2.27	2.23	2.23	2.17	2.37	2.26	2.21	2.34	2.66	2.27
Std Dev.	**2.30**	2.35	2.02	2.03	2.14	2.10	2.60	5.11	2.20	2.18	2.67	2.07	1.65	2.31	2.15	1.76	2.34	2.74	1.98
Std Error	**0.04**	0.06	0.06	0.10	0.06	0.09	0.12	0.28	0.19	0.18	0.24	0.18	0.14	0.20	0.17	0.15	0.20	0.29	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**2607**	936	1009	400	158	74	1945	232	917	973	490	132	58	1891	190
	51%	*48%*	*51%*	**55%adf**	*46%*	**60%d**	*50%*	*50%*	*47%*	*49%*	**60%him**	*52%*	**68%hikm**	*48%*	**56%hm**
1-2	**1817**	709	710	223	125	37	1419	162	736	722	244	83	20	1458	102
	35%	**36%c**	*36%*	*31%*	*37%*	*30%*	**36%c**	*35%*	**37%jln**	**36%jl**	*30%*	*33%*	*23%*	**37%jl**	*30%*
3-4	**486**	222	162	58	34	10	383	44	215	187	51	29	5	401	34
	9%	**11%b**	*8%*	*8%*	*10%*	*8%*	*10%*	*10%*	**11%j**	**9%j**	*6%*	**12%j**	*6%*	**10%j**	*10%*
5-10	**228**	75	87	41	22	3	162	24	92	91	33	8	3	183	11
	4%	*4%*	*4%*	*6%*	*6%*	*2%*	*4%*	*5%*	*5%*	*5%*	*4%*	*3%*	*3%*	*5%*	*3%*
11-20	**14**	4	6	2	3	-	10	3	8	4	*	2	-	13	2
	*	*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	-	*	*
21+	**3**	-	2	1	*	*	2	*	2	2	*	-	-	3	-
	*	-	*	*	*	*	*	*	*	*	*	-	-	*	-
Any Received (non-zero entry)	**2549**	1009	966	325	184	50	1976	234	1053	1006	328	122	27	2058	149
	49%	**52%c**	*49%*	*45%*	**54%ce**	*40%*	**50%c**	*50%*	**53%jln**	**51%jl**	*40%*	**48%l**	*32%*	**52%jln**	*44%*
Total Mean (including those not Receiving any)															
Mean	**1.14**	1.14	1.13	1.09	1.37	0.96	1.14	1.26	**1.27jl**	**1.17j**	0.85	1.10	0.68	**1.22j**	1.00
Std Dev.	**1.99**	1.67	2.04	1.93	2.48	3.85	1.87	2.91	2.06	2.12	1.52	1.83	1.43	2.09	1.75
Std Error	**0.03**	0.04	0.05	0.07	0.13	0.34	0.03	0.13	0.05	0.05	0.06	0.12	0.16	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	**2.30**	2.19	2.32	2.43	2.55	2.37	2.26	2.51	2.37	2.30	2.13	2.29	2.15	2.33	2.27
Std Dev.	**2.30**	1.74	2.41	2.26	2.90	5.81	2.09	3.70	2.31	2.50	1.76	2.07	1.83	2.40	2.02
Std Error	**0.04**	0.05	0.08	0.13	0.21	0.77	0.05	0.23	0.07	0.08	0.10	0.19	0.35	0.05	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**2607**	146	2398	64	655	1799	153	2536	33	19	7	2588	13
	51%	*38%*	*51%a*	*64%a*	*43%*	*54%d*	*49%*	*50%*	*50%*	*74%*	*68%*	*51%*	*43%*
1-2	**1817**	164	1627	27	626	1086	106	1775	23	2	3	1800	14
	35%	*43%bc*	*35%*	*27%*	*41%e*	*33%*	*34%*	*35%*	*36%*	*8%*	*32%*	*35%*	*47%*
3-4	**486**	51	426	9	163	291	33	478	4	2	-	483	3
	9%	*13%b*	*9%*	*9%*	*11%*	*9%*	*10%*	*10%*	*6%*	*6%*	-	*9%*	*10%*
5-10	**228**	23	204	*	81	129	18	220	5	3	-	228	-
	4%	*6%*	*4%*	*	*5%*	*4%*	*6%*	*4%*	*8%*	*12%*	-	*4%*	-
11-20	**14**	-	14	-	9	4	1	14	-	-	-	14	-
	*	-	*	-	*1%e*	*	*	*	-	-	-	*	-
21+	**3**	-	3	-	1	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**2549**	238	2275	36	880	1511	157	2490	32	7	3	2529	17
	49%	*62%bc*	*49%*	*36%*	*57%e*	*46%*	*51%*	*50%*	*50%*	*26%*	*32%*	*49%*	*57%*
Total Mean (including those not Receiving any)													
Mean	**1.14**	1.41bc	1.12	0.64	1.40e	1.00	1.25	1.13	1.39	1.35	0.53	1.14	0.84
Std Dev.	**1.99**	1.67	2.02	1.01	2.45	1.72	2.01	1.98	2.34	2.93	0.86	1.99	0.95
Std Error	**0.03**	0.08	0.03	0.10	0.06	0.03	0.11	0.03	0.31	0.52	0.31	0.03	0.18
Receiving Mean (excluding those not Receiving any)													
Mean	**2.30**	2.28	2.31	1.78	2.44	2.20	2.47	2.29	2.79	5.14	1.67	2.30	1.46
Std Dev.	**2.30**	1.60	2.38	0.88	2.81	1.95	2.24	2.30	2.67	3.74	0.56	2.31	0.81
Std Error	**0.04**	0.10	0.05	0.14	0.09	0.05	0.18	0.05	0.51	1.18	0.33	0.05	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 148

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**2607**	665	631	689	622	219	219	227	188	209	234	230	219	240	222	224	176
	51%	*52%*	*49%*	*53%*	*48%*	*52%*	*50%*	**53%hp**	*44%*	*50%*	*52%*	**53%hp**	*53%*	**54%hp**	*52%*	*49%*	*44%*
1-2	**1817**	446	479	451	442	150	157	139	166	153	160	163	144	144	144	149	149
	35%	*35%*	*37%*	*35%*	*34%*	*36%*	*36%*	*32%*	*39%*	*37%*	*36%*	*38%*	*35%*	*33%*	*33%*	*32%*	*37%*
3-4	**486**	99	124	109	154	26	39	34	53	27	43	34	27	48	49	58	47
	9%	*8%*	*10%*	*8%*	**12%ac**	*6%*	*9%*	*8%*	**12%eil**	*7%*	*10%*	*8%*	*7%*	*11%*	**11%e**	**13%eil**	**12%eil**
5-10	**228**	68	51	37	71	27	18	23	18	22	10	5	21	11	15	31	25
	4%	**5%c**	*4%*	*3%*	**6%c**	**6%jkm**	**4%k**	**5%k**	**4%k**	**5%k**	*2%*	*1%*	**5%k**	*2%*	*4%*	**7%jkm**	**6%jkm**
11-20	**14**	4	5	3	1	-	1	3	2	3	-	1	2	-	-	-	1
	*	*	*	*	*	-	*	*1%*	*	*1%*	-	*	*1%*	-	-	-	*
21+	**3**	1	2	-	-	-	-	1	2	*	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-
Any Received (non-zero entry)	**2549**	619	661	601	668	203	216	201	241	206	213	203	195	203	208	237	223
	49%	*48%*	*51%*	*47%*	*52%*	*48%*	*50%*	*47%*	**56%gkm**	*50%*	*48%*	*47%*	*47%*	*46%*	*48%*	*51%*	**56%gkm**
Total Mean (including those not Receiving any)																	
Mean	**1.14**	**1.17c**	**1.19c**	0.94	**1.23c**	1.06	1.09	**1.36k**	**1.46jkmn**	1.19	0.94	0.88	1.01	0.95	1.04	**1.31jkm**	**1.35jkmn**
Std Dev.	**1.99**	2.38	2.16	1.55	1.73	1.60	1.83	3.32	2.64	2.29	1.36	1.50	1.74	1.41	1.39	1.89	1.86
Std Error	**0.03**	0.07	0.06	0.04	0.05	0.08	0.09	0.16	0.13	0.11	0.07	0.07	0.08	0.07	0.07	0.09	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.30**	**2.43c**	2.33	2.03	**2.38c**	2.21	2.20	**2.89jk**	**2.59k**	2.40	1.97	1.87	2.15	2.07	2.15	**2.55jkm**	**2.42jk**
Std Dev.	**2.30**	2.95	2.55	1.72	1.75	1.67	2.08	4.37	3.07	2.77	1.36	1.71	2.00	1.41	1.27	1.94	1.90
Std Error	**0.04**	0.12	0.10	0.07	0.07	0.11	0.14	0.31	0.20	0.18	0.10	0.12	0.14	0.10	0.08	0.13	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	4160	-	4160	1909	2239	493	461	751	576	827	571	481	954	1327	1879	1052	3809	314	4209
	81%	-	*81%*	*76%*	**85%c**	*72%*	*71%*	*74%*	**80%efg**	**90%efgh**	**90%efgh**	**92%efgh**	*71%*	**77%l**	**90%lm**	**91%lm**	**82%q**	*65%*	*82%*
1-2	771	-	771	456	312	141	151	184	119	83	52	40	292	303	176	92	655	113	741
	15%	-	*15%*	**18%d**	*12%*	**21%ijk**	**23%hijk**	**18%ijk**	**17%ijk**	*9%*	*8%*	*8%*	**22%mno**	**17%no**	*8%*	*8%*	*14%*	**24%p**	*14%*
3-4	142	-	142	81	61	39	29	44	12	9	6	3	68	56	18	10	101	42	123
	3%	-	*3%*	*3%*	*2%*	**6%hijk**	**4%hijk**	**4%hijk**	*2%*	*1%*	*1%*	*1%*	**5%no**	**3%no**	*1%*	*1%*	*2%*	**9%p**	*2%*
5-10	75	-	75	58	17	12	10	34	12	3	4	*	22	45	7	4	64	9	76
	1%	-	*1%*	**2%d**	*1%*	**2%ik**	**2%ik**	**3%ijk**	**2%k**	*	*1%*	*	**2%no**	**3%no**	*	*	*1%*	*2%*	*1%*
11-20	7	-	7	6	1	3	1	2	-	-	1	-	3	2	1	1	6	1	5
	*	-	*	*	*	*	*	*	-	-	*	-	*	*	*	*	*	*	*
21+	2	-	2	2	*	-	2	*	-	-	-	-	2	*	-	-	*	2	2
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*p	*
Any Received (non-zero entry)	996	-	996	602	391	194	192	264	143	95	64	44	386	407	203	108	826	167	947
	19%	-	*19%*	**24%d**	*15%*	**28%hijk**	**29%hijk**	**26%hijk**	**20%ijk**	*10%*	*10%*	*8%*	**29%mno**	**23%no**	*10%*	*9%*	*18%*	**35%p**	*18%*
Total Mean (including those not Receiving any)																			
Mean	0.40	-	0.40	**0.54d**	0.27	**0.59hijk**	**0.62hijk**	**0.61hijk**	**0.39ijk**	0.17	0.21	0.11	**0.61no**	**0.52no**	0.17	0.17	0.36	**0.82p**	0.38
Std Dev.	1.26	-	1.26	1.55	0.90	1.43	1.68	1.60	1.20	0.66	1.00	0.43	1.56	1.45	0.74	0.79	1.15	2.04	1.26
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.07	0.05	0.05	0.02	0.04	0.02	0.04	0.04	0.02	0.02	0.02	0.12	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	2.07	-	2.07	**2.24d**	1.82	2.10	2.12	**2.34i**	1.97	1.64	2.10	1.37	2.11	**2.21n**	1.73	1.80	2.01	2.35	2.09
Std Dev.	2.19	-	2.19	2.49	1.61	2.02	2.55	2.42	2.03	1.35	2.44	0.71	2.30	2.29	1.70	1.96	2.01	2.90	2.26
Std Error	0.07	-	0.07	0.11	0.08	0.17	0.19	0.16	0.18	0.12	0.26	0.10	0.13	0.12	0.11	0.17	0.07	0.29	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	4160	751	1503	845	1061	2254	1906	2332	1760	546	581	1131	977	603	2689	553	3346
	81%	*72%*	**86%ac**	*76%*	**84%ac**	*81%*	*81%*	*76%*	**88%g**	**87%klmn**	**84%m**	**82%m**	**81%m**	*69%*	**82%m**	**87%p**	*79%*
1-2	771	221	196	192	161	417	354	558	201	66	84	190	177	215	451	66	669
	15%	**21%bd**	*11%*	**17%bd**	*13%*	*15%*	*15%*	**18%h**	*10%*	*11%*	*12%*	*14%*	*15%*	**25%ijkln**	*14%*	*10%*	**16%o**
3-4	142	33	39	51	19	72	70	108	31	11	16	50	27	29	93	11	123
	3%	**3%d**	*2%*	**5%bd**	*2%*	*3%*	*3%*	**4%h**	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*
5-10	75	32	8	18	16	40	35	62	11	7	10	9	23	20	42	7	65
	1%	**3%bd**	*	**2%b**	*1%*	*1%*	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	**2%k**	**2%k**	*1%*	*1%*	*2%*
11-20	7	1	4	2	-	5	2	5	1	-	3	1	1	2	4	-	7
	*	*	*	*	-	*	*	*	*	-	*	*	*	*	*	-	*
21+	2	-	2	*	-	2	*	2	-	-	*	-	2	-	2	-	2
	*	-	*	*	-	*	*	*	-	-	*	-	*	-	*	-	*
Any Received (non-zero entry)	996	287	248	263	197	536	460	736	245	84	112	250	230	266	592	84	865
	19%	**28%bd**	*14%*	**24%bd**	*16%*	*19%*	*19%*	**24%h**	*12%*	*13%*	*16%*	**18%l**	**19%l**	**31%ijkln**	**18%l**	*13%*	**21%o**
Total Mean (including those not Receiving any)																	
Mean	0.40	**0.60bd**	0.30	**0.51bd**	0.29	0.41	0.39	**0.52h**	0.22	0.26	0.37	0.33	**0.45i**	**0.61ijkn**	0.39	0.26	**0.43o**
Std Dev.	1.26	1.48	1.27	1.39	0.86	1.36	1.14	1.48	0.80	0.90	1.37	0.93	1.56	1.48	1.29	0.89	1.33
Std Error	0.02	0.04	0.03	0.04	0.02	0.03	0.02	0.03	0.02	0.04	0.05	0.03	0.04	0.05	0.02	0.03	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	2.07	2.16	2.08	2.15	1.84	2.13	2.01	**2.17h**	1.77	1.98	2.30	1.84	2.37	1.98	2.14	1.98	2.09
Std Dev.	2.19	2.12	2.78	2.14	1.36	2.45	1.85	2.36	1.60	1.63	2.68	1.41	2.88	2.11	2.34	1.63	2.27
Std Error	0.07	0.12	0.18	0.14	0.10	0.11	0.09	0.10	0.09	0.18	0.25	0.09	0.20	0.14	0.10	0.17	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	4160	3552	608	202	3482	358	203	117	168	453	349	305	357	390	488	591	380	59	299
	81%	*80%*	*83%*	*81%*	*81%*	*81%*	*81%*	*80%*	**81%n**	**80%n**	**82%n**	**82%n**	*79%*	**82%n**	*72%*	**84%n**	**86%lnr**	**87%n**	**80%n**
1-2	771	667	104	38	645	64	39	23	32	78	66	51	76	68	138	89	47	5	59
	15%	*15%*	*14%*	*15%*	*15%*	*15%*	*15%*	*15%*	*15%*	*14%*	*16%*	*14%*	**17%pq**	*14%*	**20%iopq**	*13%*	*11%*	*7%*	*16%*
3-4	142	128	14	6	121	12	6	3	5	21	7	5	11	17	37	8	9	1	11
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*4%*	**5%jko**	*1%*	*2%*	*1%*	*3%*
5-10	75	67	8	5	63	6	3	3	3	11	2	10	7	2	14	12	3	3	3
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	**3%jm**	*2%*	*	*2%*	*2%*	*1%*	**4%jmpr**	*1%*
11-20	7	5	1	-	6	1	-	-	1	-	-	1	1	-	-	3	-	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	*	-	-	*	-	-	*
21+	2	2	*	-	2	-	-	*	-	-	-	-	-	-	-	-	2	-	-
	*	*	*	-	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-
Any Received (non-zero entry)	996	869	127	49	837	83	48	29	40	110	74	68	96	87	190	112	61	9	74
	19%	*20%*	*17%*	*19%*	*19%*	*19%*	*19%*	*20%*	*19%*	*20%*	*18%*	*18%*	**21%p**	*18%*	**28%hijkmopqr**	*16%*	*14%*	*13%*	**20%p**
Total Mean (including those not Receiving any)																			
Mean	0.40	0.41	0.33	0.40	0.40	0.41	0.39	0.42	0.40	0.41	0.27	0.43	0.44	0.34	**0.58jmop**	0.35	0.32	0.40	0.41
Std Dev.	1.26	1.28	1.15	1.14	1.26	1.34	1.13	1.40	1.28	1.10	0.71	1.52	1.30	0.86	1.30	1.37	1.62	1.31	1.34
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.06	0.08	0.06	0.04	0.09	0.07	0.05	0.08	0.08	0.10	0.10	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	2.07	2.10	1.92	2.07	2.06	2.17	2.01	2.16	2.04	**2.10j**	1.52	2.38	2.07	1.87	2.07	2.21	2.29	3.02	2.07
Std Dev.	2.19	2.20	2.15	1.81	2.18	2.40	1.84	2.52	2.26	1.62	0.98	2.86	2.15	1.08	1.72	2.78	3.83	2.35	2.40
Std Error	0.07	0.09	0.12	0.15	0.10	0.18	0.15	0.22	0.31	0.21	0.14	0.41	0.27	0.15	0.19	0.39	0.58	0.46	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**4160**	1549	1621	584	273	92	3170	365	1545	1635	670	191	74	3180	265
	81%	*80%*	*82%*	*80%*	*80%*	*74%*	*81%*	*78%*	*78%*	**83%hk**	*82%*	*75%*	*86%*	*81%*	*78%*
1-2	**771**	318	267	111	52	20	585	71	329	253	125	48	11	583	58
	15%	*16%*	*14%*	*15%*	*15%*	*16%*	*15%*	*15%*	**17%l**	*13%*	*15%*	**19%l**	*12%*	*15%*	*17%*
3-4	**142**	45	52	23	9	12	98	21	57	58	15	12	1	114	13
	3%	*2%*	*3%*	*3%*	*3%*	**10%abcdf**	*2%*	**5%a**	*3%*	*3%*	*2%*	**5%l**	*1%*	*3%*	*4%*
5-10	**75**	29	31	7	8	-	60	8	33	31	8	3	1	63	3
	1%	*1%*	*2%*	*1%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
11-20	**7**	4	3	-	-	-	7	-	4	3	-	-	-	7	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
21+	**2**	-	2	-	*	-	2	*	2	-	*	-	-	2	-
	*	-	*	-	*	-	*	*	*	-	*	-	-	*	-
Any Received (non-zero entry)	**996**	396	355	142	69	32	751	101	425	344	148	62	12	769	74
	19%	*20%*	*18%*	*20%*	*20%*	*26%*	*19%*	*22%*	**22%l**	*17%*	*18%*	**25%l**	*14%*	*19%*	*22%*
Total Mean (including those not Receiving any)															
Mean	**0.40**	0.41	0.40	0.36	0.43	0.49	0.41	0.44	0.46	0.39	0.32	0.41	0.25	0.42	0.37
Std Dev.	**1.26**	1.30	1.37	0.92	1.20	0.96	1.34	1.14	1.48	1.23	0.91	0.90	0.77	1.36	0.87
Std Error	**0.02**	0.03	0.03	0.04	0.06	0.09	0.02	0.05	0.03	0.03	0.03	0.06	0.08	0.02	0.05
Receiving Mean (excluding those not Receiving any)															
Mean	**2.07**	2.03	2.23	1.83	2.12	1.91	2.13	2.05	2.13	2.23	1.76	1.68	1.80	2.18	1.70
Std Dev.	**2.19**	2.23	2.54	1.29	1.89	0.93	2.38	1.65	2.56	2.13	1.44	1.08	1.23	2.38	1.09
Std Error	**0.07**	0.12	0.14	0.11	0.22	0.18	0.09	0.16	0.13	0.12	0.13	0.15	0.33	0.09	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**4160**	242	3836	82	1140	2801	219	4084	28	20	9	4132	18
	81%	*63%*	**82%a**	**82%a**	*74%*	**85%df**	*70%*	**81%h**	*43%*	*79%*	*89%*	**81%h**	*63%*
1-2	**771**	110	643	18	293	408	70	730	31	1	1	762	8
	15%	**29%b**	*14%*	*18%*	**19%e**	*12%*	**22%e**	*15%*	**47%gk**	*5%*	*11%*	*15%*	*27%*
3-4	**142**	18	124	*	64	67	12	137	3	*	-	141	1
	3%	*5%*	*3%*	*	**4%e**	*2%*	*4%*	*3%*	*5%*	*1%*	-	*3%*	*5%*
5-10	**75**	12	63	-	33	32	10	66	3	4	-	73	2
	1%	**3%b**	*1%*	-	**2%e**	*1%*	**3%e**	*1%*	*5%*	*16%*	-	*1%*	*5%*
11-20	**7**	1	5	-	4	3	-	7	-	-	-	7	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	**2**	-	2	-	2	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**996**	141	837	18	395	509	92	942	37	5	1	984	11
	19%	**37%bc**	*18%*	*18%*	**26%e**	*15%*	**30%e**	*19%*	**57%gk**	*21%*	*11%*	*19%*	*37%*
Total Mean (including those not Receiving any)													
Mean	**0.40**	**0.77bc**	0.37	0.22	**0.58e**	0.30	**0.62e**	0.38	**1.25gk**	1.54	0.11	0.40	0.74
Std Dev.	**1.26**	1.58	1.24	0.50	1.61	1.05	1.31	1.22	2.08	3.50	0.32	1.26	1.49
Std Error	**0.02**	0.08	0.02	0.05	0.04	0.02	0.07	0.02	0.28	0.62	0.11	0.02	0.29
Receiving Mean (excluding those not Receiving any)													
Mean	**2.07**	2.09	2.09	1.20	2.26	1.92	2.08	2.04	2.19	7.29	1.00	2.08	2.01
Std Dev.	**2.19**	2.00	2.24	0.44	2.51	1.99	1.66	2.14	2.35	4.09	-	2.20	1.88
Std Error	**0.07**	0.17	0.08	0.09	0.13	0.09	0.18	0.07	0.44	1.55	-	0.07	0.67

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**4160**	1055	1062	1052	991	342	359	355	349	359	353	361	331	360	332	364	295
	81%	**82%d**	**82%d**	**82%d**	*77%*	*81%*	**82%p**	**83%p**	*81%*	**87%jnop**	*79%*	**83%p**	*80%*	*81%*	*77%*	*79%*	*74%*
1-2	**771**	181	169	199	222	59	67	55	66	38	66	50	72	77	77	68	78
	15%	*14%*	*13%*	*15%*	**17%b**	*14%*	**15%l**	*13%*	**15%l**	*9%*	*15%*	*12%*	**17%l**	**17%l**	**18%l**	*15%*	**19%gik**
3-4	**142**	30	33	28	51	14	5	11	5	7	20	17	9	3	11	24	16
	3%	*2%*	*3%*	*2%*	*4%*	**3%m**	*1%*	*3%*	*1%*	*2%*	**5%fhm**	**4%m**	*2%*	*1%*	*3%*	**5%fhlm**	**4%fm**
5-10	**75**	17	23	10	24	6	3	7	9	8	5	3	3	4	9	6	10
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
11-20	**7**	1	3	1	1	-	1	-	-	1	3	1	-	-	1	-	-
	*	*	*	*	*	-	*	-	-	*	*1%*	*	-	-	*	-	-
21+	**2**	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Any Received (non-zero entry)	**996**	229	230	238	299	80	76	73	80	56	94	72	84	83	98	97	104
	19%	*18%*	*18%*	*18%*	**23%abc**	*19%*	*18%*	*17%*	*19%*	*13%*	**21%l**	*17%*	*20%*	*19%*	**23%l**	**21%l**	**26%fgik**
Total Mean (including those not Receiving any)																	
Mean	**0.40**	0.36	0.44	0.33	**0.48ac**	0.36	0.32	0.38	0.41	0.41	0.49	0.37	0.36	0.27	**0.49m**	0.42	**0.53m**
Std Dev.	**1.26**	1.16	1.60	1.03	1.19	0.99	1.24	1.24	1.26	1.95	1.52	1.32	0.98	0.71	1.36	1.03	1.15
Std Error	**0.02**	0.03	0.04	0.03	0.03	0.05	0.06	0.06	0.06	0.09	0.07	0.06	0.05	0.03	0.07	0.05	0.06
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.07**	2.00	**2.45c**	1.80	2.06	1.92	1.85	**2.24m**	2.18	**3.06m**	2.31	2.24	1.76	1.46	2.16	1.98	**2.04m**
Std Dev.	**2.19**	2.08	3.07	1.77	1.68	1.48	2.46	2.20	2.17	4.52	2.61	2.53	1.51	1.00	2.14	1.40	1.42
Std Error	**0.07**	0.13	0.21	0.12	0.10	0.17	0.28	0.25	0.24	0.57	0.30	0.33	0.16	0.12	0.22	0.16	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	524	-	524	266	257	83	78	86	79	91	61	46	161	165	198	107	453	55	478
	10%	-	*10%*	*11%*	*10%*	*12%*	*12%*	*8%*	*11%*	*10%*	*10%*	*9%*	*12%*	*9%*	*10%*	*9%*	*10%*	*11%*	*9%*
1-2	1069	-	1069	484	581	132	126	213	155	199	145	100	258	367	444	245	976	91	1026
	21%	-	*21%*	*19%*	*22%*	*19%*	*19%*	*21%*	*22%*	*22%*	*23%*	*19%*	*19%*	*21%*	*21%*	*21%*	*21%*	*19%*	*20%*
3-4	1112	-	1112	512	599	138	115	203	148	216	159	132	253	351	507	291	1025	79	1089
	22%	-	*22%*	*20%*	*23%*	*20%*	*18%*	*20%*	*21%*	*23%f*	*25%f*	*25%f*	*19%*	*20%*	*24%lm*	*25%lm*	*22%q*	*16%*	*21%*
5-10	1561	-	1561	752	808	184	203	296	223	289	191	176	387	519	655	367	1417	136	1662
	30%	-	*30%*	*30%*	*31%*	*27%*	*31%*	*29%*	*31%*	*31%*	*30%*	*33%*	*29%*	*30%*	*31%*	*32%*	*31%*	*28%*	*32%*
11-20	666	-	666	354	308	103	91	148	89	112	60	63	194	237	235	124	588	74	666
	13%	-	*13%*	*14%*	*12%*	*15%j*	*14%*	*15%j*	*12%*	*12%*	*9%*	*12%*	*14%no*	*14%*	*11%*	*11%*	*13%*	*15%*	*13%*
21+	224	-	224	144	78	47	40	68	25	15	18	9	88	94	42	27	176	46	235
	4%	-	*4%*	*6%d*	*3%*	*7%hijk*	*6%ijk*	*7%hijk*	*4%*	*2%*	*3%*	*2%*	*7%no*	*5%no*	*2%*	*2%*	*4%*	*10%p*	*5%*
Any Received (non-zero entry)	4632	-	4632	2246	2374	604	576	929	640	831	573	479	1179	1569	1884	1052	4182	426	4678
	90%	-	*90%*	*89%*	*90%*	*88%*	*88%*	*92%*	*89%*	*90%*	*90%*	*91%*	*88%*	*91%*	*90%*	*91%*	*90%*	*89%*	*91%*
Total Mean (including those not Receiving any)																			
Mean	6.46	-	6.46	7.06d	5.89	7.21ijk	7.30ijk	7.34ijk	6.45	5.55	5.29	5.82	7.25no	6.97no	5.54	5.53	6.25	8.67p	6.62
Std Dev.	8.12	-	8.12	9.01	7.13	8.74	9.60	9.38	9.38	5.60	5.34	6.90	9.17	9.39	5.88	6.10	7.51	12.50	8.16
Std Error	0.11	-	0.11	0.18	0.14	0.35	0.39	0.30	0.36	0.18	0.20	0.31	0.26	0.23	0.12	0.17	0.11	0.71	0.11
Receiving Mean (excluding those not Receiving any)																			
Mean	7.19	-	7.19	7.89d	6.52	8.20ijk	8.28ijk	8.02ijk	7.24ij	6.15	5.85	6.38	8.24no	7.70no	6.12	6.09	6.93	9.79p	7.30
Std Dev.	8.26	-	8.26	9.18	7.23	8.88	9.82	9.52	9.65	5.57	5.31	6.97	9.35	9.58	5.89	6.13	7.60	12.86	8.28
Std Error	0.12	-	0.12	0.19	0.15	0.38	0.42	0.32	0.39	0.18	0.21	0.33	0.28	0.25	0.13	0.18	0.11	0.78	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	524	50	207	105	162	257	267	294	218	85	80	161	113	34	355	85	392
	10%	*5%*	**12%a**	**9%a**	**13%ac**	*9%*	*11%*	*10%*	*11%*	**14%lm**	**12%m**	**12%m**	**9%m**	*4%*	**11%m**	**13%p**	*9%*
1-2	1069	154	398	236	281	552	518	611	451	150	171	296	232	141	699	151	854
	21%	*15%*	**23%a**	**21%a**	**22%a**	*20%*	*22%*	*20%*	*22%*	**24%m**	**25%lm**	**21%m**	*19%*	*16%*	**21%m**	*24%*	*20%*
3-4	1112	194	410	238	270	604	508	617	476	142	152	285	257	186	694	146	899
	22%	*19%*	**23%a**	*21%*	*21%*	*22%*	*21%*	*20%*	**24%g**	*23%*	*22%*	*21%*	*21%*	*21%*	*21%*	*23%*	*21%*
5-10	1561	391	477	321	372	869	693	922	618	166	184	426	390	302	999	166	1314
	30%	**38%bcd**	*27%*	*29%*	*30%*	*31%*	*29%*	*30%*	*31%*	*26%*	*26%*	*31%*	**32%ij**	**35%ij**	*30%*	*26%*	**31%o**
11-20	666	163	213	157	133	376	290	440	205	66	78	178	156	148	411	67	568
	13%	**16%d**	*12%*	**14%d**	*11%*	*13%*	*12%*	**14%h**	*10%*	*10%*	*11%*	*13%*	*13%*	**17%ijn**	*13%*	*11%*	*13%*
21+	224	87	46	51	39	133	91	183	38	21	29	35	59	59	123	21	184
	4%	**8%bcd**	*3%*	**5%b**	*3%*	*5%*	*4%*	**6%h**	*2%*	*3%*	*4%*	*3%*	**5%k**	**7%ikn**	*4%*	*3%*	*4%*
Any Received (non-zero entry)	4632	989	1544	1004	1096	2533	2100	2773	1787	545	613	1219	1094	835	2926	552	3819
	90%	**95%bcd**	*88%*	**91%d**	*87%*	*91%*	*89%*	*90%*	*89%*	*86%*	*88%*	*88%*	**91%l**	**96%ijkln**	*89%*	*87%*	**91%o**
Total Mean (including those not Receiving any)																	
Mean	6.46	**8.53bcd**	5.68	**6.70bd**	5.64	**6.74f**	6.14	**7.14h**	5.41	5.68	6.13	5.78	**6.84ik**	**8.03ijkln**	6.24	5.66	**6.62o**
Std Dev.	8.12	10.16	7.12	8.46	6.83	8.49	7.66	9.04	6.42	8.05	8.28	6.24	9.00	9.34	7.80	8.01	8.19
Std Error	0.11	0.28	0.18	0.27	0.19	0.16	0.16	0.18	0.13	0.32	0.31	0.17	0.25	0.33	0.14	0.31	0.13
Receiving Mean (excluding those not Receiving any)																	
Mean	7.19	**8.96bcd**	6.45	**7.40bd**	6.47	7.43	6.92	**7.90h**	6.07	6.56	6.93	6.54	**7.55k**	**8.35ijkn**	7.00	6.54	7.30
Std Dev.	8.26	10.23	7.25	8.60	6.94	8.62	7.79	9.19	6.50	8.31	8.49	6.25	9.17	9.38	7.93	8.27	8.30
Std Error	0.12	0.29	0.19	0.28	0.21	0.17	0.17	0.19	0.14	0.35	0.34	0.18	0.27	0.34	0.15	0.35	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	524	464	60	23	449	42	24	9	21	62	49	48	46	35	66	79	43	6	36
	10%	*10%*	*8%*	*9%*	**10%g**	*9%*	*9%*	*6%*	*10%*	*11%*	*11%*	**13%m**	*10%*	*7%*	*10%*	*11%*	*10%*	*9%*	*10%*
1-2	1069	926	144	45	922	74	49	25	43	125	81	85	108	128	122	146	84	12	63
	21%	*21%*	*20%*	*18%*	**21%e**	*17%*	*19%*	*17%*	*21%*	*22%*	*19%*	*23%*	**24%r**	**27%jnpr**	*18%*	*21%*	*19%*	*17%*	*17%*
3-4	1112	956	155	43	940	97	41	34	41	123	118	64	92	95	135	170	101	17	80
	22%	*22%*	*21%*	*17%*	**22%f**	**22%f**	*16%*	**23%f**	*20%*	*22%*	**28%hkmn**	*17%*	*20%*	*20%*	*20%*	*24%*	*23%*	*24%*	*22%*
5-10	1561	1332	230	85	1260	163	89	50	70	151	107	115	134	145	207	196	136	24	139
	30%	*30%*	*31%*	*34%*	*29%*	**37%d**	**36%d**	*34%*	**34%j**	*27%*	*25%*	*31%*	*29%*	*30%*	*30%*	*28%*	*31%*	*36%*	**37%jlo**
11-20	666	554	112	38	563	50	33	19	27	76	55	43	56	59	97	87	63	6	44
	13%	*13%*	*15%*	*15%*	*13%*	*11%*	*13%*	*13%*	*13%*	*14%*	*13%*	*11%*	*12%*	*12%*	*14%*	*12%*	*14%*	*9%*	*12%*
21+	224	189	35	17	185	15	15	9	6	26	14	17	17	15	51	25	13	3	11
	4%	*4%*	*5%*	*7%*	*4%*	*3%*	*6%*	**6%e**	*3%*	*5%*	*3%*	*5%*	*4%*	*3%*	**8%hjmopr**	*4%*	*3%*	*5%*	*3%*
Any Received (non-zero entry)	4632	3957	676	228	3870	399	227	136	187	501	375	325	407	441	612	624	398	62	337
	90%	*90%*	*92%*	*91%*	*90%*	*91%*	*91%*	**94%d**	*90%*	*89%*	*89%*	*87%*	*90%*	**93%k**	*90%*	*89%*	*90%*	*91%*	*90%*
Total Mean (including those not Receiving any)																			
Mean	6.46	6.40	6.87	**7.85a**	6.42	6.40	7.07	6.97	6.23	6.30	5.86	6.23	6.42	6.06	**7.79jmo**	6.03	6.25	6.24	6.43
Std Dev.	8.12	8.20	7.66	9.23	8.01	8.46	9.51	7.91	7.01	7.27	6.60	8.45	8.29	7.03	10.56	7.62	6.71	6.53	8.77
Std Error	0.11	0.14	0.18	0.32	0.16	0.26	0.32	0.31	0.44	0.43	0.39	0.52	0.48	0.42	0.61	0.44	0.40	0.50	0.29
Receiving Mean (excluding those not Receiving any)																			
Mean	7.19	7.15	7.48	**8.65a**	7.16	7.07	7.80	7.46	6.92	7.07	6.62	7.15	7.15	6.54	**8.62jmo**	6.80	6.93	6.84	7.12
Std Dev.	8.26	8.35	7.70	9.33	8.14	8.62	9.70	7.96	7.06	7.34	6.65	8.68	8.45	7.09	10.78	7.76	6.72	6.53	8.96
Std Error	0.12	0.15	0.19	0.34	0.17	0.28	0.34	0.32	0.46	0.45	0.42	0.57	0.52	0.45	0.66	0.47	0.42	0.52	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	524	140	187	122	38	22	327	60	150	163	137	35	24	313	58
	10%	*7%*	*9%*	**17%abf**	*11%*	**18%abf**	*8%*	**13%af**	*8%*	*8%*	**17%him**	**14%him**	**27%hikm**	*8%*	**17%him**
1-2	1069	353	434	156	80	35	787	114	382	394	199	53	24	776	78
	21%	*18%*	**22%a**	*22%*	*23%*	**28%a**	*20%*	**25%a**	*19%*	*20%*	**24%hm**	*21%*	*29%*	*20%*	*23%*
3-4	1112	441	445	141	62	14	886	76	417	465	160	48	11	882	59
	22%	**23%eg**	**23%eg**	*19%*	*18%*	*11%*	**23%eg**	*16%*	*21%*	*24%*	*20%*	*19%*	*12%*	*22%*	*17%*
5-10	1561	643	592	176	105	36	1235	141	639	622	208	71	14	1261	85
	30%	**33%c**	**30%c**	*24%*	*31%*	*29%*	**32%c**	*30%*	**32%jln**	**31%jl**	*25%*	*28%*	*16%*	**32%jln**	*25%*
11-20	666	276	246	92	40	13	521	53	282	252	88	33	10	534	43
	13%	*14%*	*12%*	*13%*	*12%*	*10%*	*13%*	*11%*	*14%*	*13%*	*11%*	*13%*	*11%*	*14%*	*13%*
21+	224	92	71	39	16	5	164	21	99	83	25	13	3	182	16
	4%	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*3%*	*5%*	*4%*	*5%*	*5%*
Any Received (non-zero entry)	4632	1805	1788	604	304	102	3593	406	1819	1816	680	219	62	3636	281
	90%	**93%ceg**	**91%ce**	*83%*	*89%*	*82%*	**92%ceg**	*87%*	**92%jkln**	**92%jkln**	*83%*	**86%kl**	*73%*	**92%jkln**	*83%*
Total Mean (including those not Receiving any)															
Mean	6.46	6.92	6.26	6.15	6.51	5.61	6.59	6.27	**7.01jl**	**6.56j**	5.45	6.21	4.61	**6.78j**	5.80
Std Dev.	8.12	8.54	7.65	7.86	9.18	7.79	8.11	8.83	8.35	8.44	7.30	6.74	6.98	8.40	6.83
Std Error	0.11	0.19	0.17	0.30	0.48	0.69	0.13	0.40	0.18	0.19	0.27	0.43	0.76	0.13	0.38
Receiving Mean (excluding those not Receiving any)															
Mean	7.19	7.46	6.92	7.38	7.32	6.83	7.19	7.20	**7.59j**	7.15	6.55	7.20	6.36	7.37	7.01
Std Dev.	8.26	8.64	7.76	8.07	9.42	8.10	8.22	9.10	8.44	8.56	7.54	6.75	7.49	8.50	6.92
Std Error	0.12	0.20	0.18	0.34	0.53	0.79	0.14	0.44	0.19	0.20	0.30	0.46	0.92	0.14	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	524	22	494	7	109	373	41	508	4	2	2	514	7
	10%	*6%*	**11%a**	*7%*	*7%*	**11%d**	**13%d**	*10%*	*6%*	*9%*	*23%*	*10%*	*25%*
1-2	1069	50	1000	20	250	761	58	1042	16	2	6	1059	4
	21%	*13%*	**21%a**	*20%*	*16%*	**23%d**	*19%*	*21%*	*25%*	*7%*	*56%*	*21%*	*14%*
3-4	1112	64	1013	35	290	762	60	1086	6	9	2	1102	8
	22%	*17%*	*22%*	**35%ab**	*19%*	**23%d**	*19%*	*22%*	*9%*	*37%*	*21%*	*22%*	*26%*
5-10	1561	149	1383	30	525	954	82	1533	17	5	-	1555	6
	30%	**39%b**	*30%*	*30%*	**34%ef**	*29%*	*27%*	*30%*	*27%*	*20%*	-	*30%*	*22%*
11-20	666	70	589	7	274	343	49	643	16	3	*	662	4
	13%	**18%b**	*13%*	*7%*	**18%e**	*10%*	**16%e**	*13%*	**25%gk**	*11%*	*1%*	*13%*	*12%*
21+	224	29	194	1	87	117	20	215	5	4	-	224	-
	4%	**8%b**	*4%*	*1%*	**6%e**	*4%*	*6%*	*4%*	*8%*	*16%*	-	*4%*	-
Any Received (non-zero entry)	4632	361	4178	93	1426	2937	270	4519	61	23	8	4602	22
	90%	**94%b**	*89%*	*93%*	**93%ef**	*89%*	*87%*	*90%*	*94%*	*91%*	*77%*	*90%*	*75%*
Total Mean (including those not Receiving any)													
Mean	6.46	**8.42bc**	6.34	4.72	**7.86e**	5.72	**7.52e**	6.38	**10.61gk**	15.72	1.82	6.48	4.86
Std Dev.	8.12	7.40	8.22	4.15	9.30	7.20	10.05	7.79	14.75	26.47	1.82	8.14	4.99
Std Error	0.11	0.37	0.12	0.41	0.23	0.13	0.56	0.11	1.95	4.68	0.64	0.11	0.96
Receiving Mean (excluding those not Receiving any)													
Mean	7.19	**8.94bc**	7.09	5.06	**8.46e**	6.45	**8.66e**	7.10	**11.34gk**	17.33	2.35	7.21	6.45
Std Dev.	8.26	7.32	8.38	4.09	9.38	7.33	10.31	7.90	14.97	27.32	1.73	8.28	4.76
Std Error	0.12	0.38	0.13	0.43	0.24	0.14	0.61	0.12	2.04	5.16	0.65	0.12	1.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**524**	124	121	146	132	44	49	31	25	32	65	49	45	52	48	52	32
	10%	*10%*	*9%*	*11%*	*10%*	*11%*	**11%h**	*7%*	*6%*	*8%*	**14%ghip**	**11%h**	*11%*	**12%h**	**11%h**	**11%h**	*8%*
1-2	**1069**	304	289	275	201	96	99	109	90	106	93	95	102	79	68	79	54
	21%	**24%d**	**22%d**	**21%d**	*16%*	**23%p**	**23%p**	**25%mnop**	**21%p**	**25%mnop**	**21%p**	**22%p**	**25%nop**	*18%*	*16%*	*17%*	*13%*
3-4	**1112**	272	264	329	247	99	102	71	80	99	85	111	92	126	80	92	75
	22%	*21%*	*20%*	**25%bd**	*19%*	*24%*	*23%*	*16%*	*19%*	**24%g**	*19%*	**26%g**	*22%*	**28%ghjnop**	*19%*	*20%*	*19%*
5-10	**1561**	379	387	370	425	123	127	129	156	104	127	128	121	122	143	149	134
	30%	*30%*	*30%*	*29%*	*33%*	*29%*	*29%*	*30%*	**36%lm**	*25%*	*28%*	*30%*	*29%*	*27%*	**33%l**	*32%*	**34%l**
11-20	**666**	161	171	126	207	47	48	67	54	56	61	39	32	55	66	64	77
	13%	*13%*	**13%c**	*10%*	**16%c**	*11%*	*11%*	**16%kl**	*13%*	**14%l**	**14%l**	*9%*	*8%*	*12%*	**15%kl**	**14%l**	**19%efhklm**
21+	**224**	44	59	43	77	12	10	22	24	19	16	11	23	10	25	25	27
	4%	*3%*	*5%*	*3%*	**6%ac**	*3%*	*2%*	*5%*	*6%*	*5%*	*4%*	*3%*	*5%*	*2%*	**6%fm**	*5%*	**7%efkm**
Any Received (non-zero entry)	**4632**	1160	1171	1144	1158	377	386	397	405	384	382	383	370	391	383	409	367
	90%	*90%*	*91%*	*89%*	*90%*	*89%*	*89%*	**93%j**	**94%fjkmno**	**92%j**	*86%*	*89%*	*89%*	*88%*	*89%*	*89%*	**92%j**
Total Mean (including those not Receiving any)																	
Mean	**6.46**	6.37	**6.72c**	5.63	**7.13c**	5.96	5.58	**7.58fkm**	**7.64fjkm**	6.57	5.98	5.44	6.03	5.46	**7.20fkm**	6.40	**7.89efjklmo**
Std Dev.	**8.12**	8.84	8.84	7.33	7.28	8.00	6.57	11.21	10.78	8.40	6.90	8.02	8.24	5.47	8.06	6.36	7.34
Std Error	**0.11**	0.25	0.25	0.20	0.20	0.38	0.32	0.54	0.52	0.40	0.33	0.39	0.40	0.26	0.39	0.31	0.35
Receiving Mean (excluding those not Receiving any)																	
Mean	**7.19**	7.05	**7.42c**	6.35	**7.94c**	6.67	6.29	**8.16fkm**	**8.11fkm**	7.11	6.99	6.14	6.76	6.19	**8.10fkm**	7.22	**8.57efjklmo**
Std Dev.	**8.26**	9.04	9.01	7.48	7.26	8.18	6.65	11.43	10.93	8.52	6.97	8.27	8.44	5.43	8.11	6.30	7.26
Std Error	**0.12**	0.26	0.26	0.22	0.21	0.41	0.34	0.58	0.54	0.43	0.36	0.42	0.43	0.28	0.41	0.32	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**1051**	-	1051	472	573	168	136	181	159	184	139	84	304	340	407	223	924	107	1020
	20%	-	*20%*	*19%*	**22%c**	**25%gk**	*21%*	*18%*	**22%k**	*20%*	*22%*	*16%*	*23%*	*20%*	*20%*	*19%*	*20%*	*22%*	*20%*
1-2	**1590**	-	1590	688	900	194	169	316	237	311	204	158	363	553	673	362	1451	131	1605
	31%	-	*31%*	*27%*	**34%c**	*28%*	*26%*	*31%*	**33%f**	**34%f**	*32%*	*30%*	*27%*	**32%l**	**32%l**	*31%*	*31%*	*27%*	*31%*
3-4	**1097**	-	1097	560	535	122	148	208	152	203	138	127	269	360	468	265	1009	83	1086
	21%	-	*21%*	*22%*	*20%*	*18%*	*23%*	*20%*	*21%*	*22%*	*22%*	**24%o**	*20%*	*21%*	*22%*	*23%*	*22%*	*17%*	*21%*
5-10	**1126**	-	1126	615	508	158	159	222	139	192	122	134	317	361	448	256	1015	107	1133
	22%	-	*22%*	**24%d**	*19%*	*23%*	*24%*	*22%*	*19%*	*21%*	*19%*	*25%*	*24%*	*21%*	*22%*	*22%*	*22%*	*22%*	*22%*
11-20	**217**	-	217	123	93	36	32	65	16	28	24	16	68	81	68	40	175	38	239
	4%	-	*4%*	*5%*	*4%*	**5%h**	**5%h**	**6%hik**	*2%*	*3%*	*4%*	*3%*	*5%*	*5%*	*3%*	*3%*	*4%*	**8%p**	*5%*
21+	**76**	-	76	52	22	9	10	23	16	5	7	6	19	39	18	13	62	14	73
	1%	-	*1%*	**2%d**	*1%*	*1%*	*2%*	**2%i**	**2%i**	*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	*3%*	*1%*
Any Received (non-zero entry)	**4105**	-	4105	2039	2058	519	517	834	560	738	495	441	1036	1394	1675	936	3711	373	4136
	80%	-	*80%*	**81%d**	*78%*	*75%*	*79%*	**82%e**	*78%*	*80%*	*78%*	**84%eh**	*77%*	*80%*	*80%*	*81%*	*80%*	*78%*	*80%*
Total Mean (including those not Receiving any)																			
Mean	**3.74**	-	3.74	**4.23d**	3.27	3.70	**3.99i**	**4.23ij**	3.72	3.27	3.28	**3.97i**	3.84	**4.02n**	3.45	3.59	3.65	**4.73p**	3.79
Std Dev.	**5.24**	-	5.24	5.74	4.64	4.57	5.54	5.92	6.77	3.76	3.81	5.48	5.07	6.29	4.28	4.65	4.90	7.74	5.27
Std Error	**0.07**	-	0.07	0.12	0.09	0.18	0.22	0.19	0.26	0.12	0.14	0.25	0.14	0.15	0.09	0.13	0.07	0.44	0.07
Receiving Mean (excluding those not Receiving any)																			
Mean	**4.70**	-	4.70	**5.21d**	4.18	**4.90i**	**5.04i**	**5.15ij**	4.77	4.09	4.20	4.72	**4.97n**	**5.00n**	4.29	4.45	4.56	**6.09p**	4.72
Std Dev.	**5.47**	-	5.47	5.95	4.88	4.67	5.78	6.16	7.33	3.78	3.84	5.67	5.25	6.66	4.38	4.80	5.09	8.30	5.50
Std Error	**0.09**	-	0.09	0.13	0.11	0.22	0.26	0.22	0.32	0.13	0.16	0.28	0.17	0.18	0.10	0.15	0.08	0.54	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	1051	113	401	236	301	514	537	566	463	150	163	300	234	96	697	150	804
	20%	*11%*	**23%a**	**21%a**	**24%a**	*18%*	**23%e**	*18%*	**23%g**	**24%m**	**23%m**	**22%m**	**19%m**	*11%*	**21%m**	**24%p**	*19%*
1-2	1590	261	594	316	419	856	734	929	650	228	242	431	368	216	1040	232	1275
	31%	*25%*	**34%ac**	*29%*	**33%a**	*31%*	*31%*	*30%*	*32%*	**36%m**	**35%m**	**31%m**	**30%m**	*25%*	**32%m**	**36%p**	*30%*
3-4	1097	258	335	247	257	593	504	658	419	108	133	281	269	239	683	111	936
	21%	**25%b**	*19%*	*22%*	*20%*	*21%*	*21%*	*21%*	*21%*	*17%*	*19%*	*20%*	*22%*	**28%ijkln**	*21%*	*17%*	**22%o**
5-10	1126	301	345	252	228	646	479	701	400	116	119	303	273	249	695	117	958
	22%	**29%bcd**	*20%*	**23%d**	*18%*	*23%*	*20%*	*23%*	*20%*	*18%*	*17%*	*22%*	**23%j**	**29%ijkln**	*21%*	*18%*	*23%*
11-20	217	77	57	40	41	135	82	157	55	20	30	54	39	51	122	20	173
	4%	**7%bcd**	*3%*	*4%*	*3%*	*5%*	*3%*	**5%h**	*3%*	*3%*	*4%*	*4%*	*3%*	**6%ln**	*4%*	*3%*	*4%*
21+	76	28	18	18	12	46	29	57	19	7	8	12	24	19	44	7	65
	1%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
Any Received (non-zero entry)	4105	926	1350	872	957	2275	1829	2502	1542	480	531	1081	973	773	2584	487	3407
	80%	**89%bcd**	*77%*	*79%*	*76%*	**82%f**	*77%*	**82%h**	*77%*	*76%*	*77%*	*78%*	*81%*	**89%ijkln**	*79%*	*76%*	**81%o**
Total Mean (including those not Receiving any)																	
Mean	3.74	**5.23bcd**	3.26	**3.79bd**	3.14	**3.99f**	3.45	**4.09h**	3.20	3.36	3.35	3.37	3.86	**4.87ijkln**	3.55	3.36	3.82
Std Dev.	5.24	6.72	4.56	5.27	4.40	5.55	4.83	5.66	4.52	5.70	5.13	3.88	5.74	6.09	4.90	5.67	5.21
Std Error	0.07	0.19	0.11	0.17	0.12	0.10	0.10	0.11	0.09	0.23	0.19	0.11	0.16	0.21	0.09	0.22	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	4.70	**5.86bcd**	4.23	**4.82d**	4.13	4.90	4.46	**5.01h**	4.16	4.42	4.37	4.31	4.79	**5.47ijkn**	4.50	4.40	4.73
Std Dev.	5.47	6.85	4.78	5.50	4.62	5.77	5.07	5.88	4.75	6.16	5.47	3.90	6.03	6.19	5.12	6.13	5.41
Std Error	0.09	0.21	0.14	0.19	0.15	0.12	0.12	0.13	0.11	0.28	0.23	0.12	0.19	0.23	0.10	0.27	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	1051	927	124	46	899	74	52	27	36	115	96	92	104	92	129	141	95	10	64
	20%	*21%b*	*17%*	*18%*	*21%*	*17%*	*21%*	*19%*	*17%*	*20%*	*23%*	*25%hr*	*23%*	*19%*	*19%*	*20%*	*22%*	*15%*	*17%*
1-2	1590	1363	227	65	1334	142	71	44	68	172	119	113	138	178	194	228	123	21	121
	31%	*31%*	*31%*	*26%*	*31%*	*32%*	*28%*	*30%*	*33%*	*31%*	*28%*	*30%*	*31%*	*37%jnp*	*29%*	*32%*	*28%*	*30%*	*32%*
3-4	1097	949	148	46	896	110	60	32	50	99	99	84	81	98	133	160	90	17	93
	21%	*21%*	*20%*	*18%*	*21%*	*25%d*	*24%*	*22%*	*24%*	*18%*	*23%*	*23%*	*18%*	*21%*	*20%*	*23%*	*21%*	*25%*	*25%l*
5-10	1126	938	187	77	943	95	54	34	44	141	94	66	105	80	158	144	111	18	77
	22%	*21%*	*25%a*	*31%a*	*22%*	*22%*	*21%*	*23%*	*21%*	*25%m*	*22%*	*18%*	*23%*	*17%*	*23%*	*20%*	*25%km*	*27%m*	*21%*
11-20	217	179	38	10	182	17	9	8	9	30	13	12	18	19	44	20	17	2	15
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*3%*	*3%*	*4%*	*4%*	*7%o*	*3%*	*4%*	*3%*	*4%*
21+	76	65	11	7	65	4	5	1	2	6	3	5	7	8	20	11	4	-	4
	1%	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	-	*1%*
Any Received (non-zero entry)	4105	3494	611	205	3420	367	199	119	172	448	328	281	349	384	548	563	346	58	309
	80%	*79%*	*83%a*	*82%*	*79%*	*83%*	*79%*	*81%*	*83%k*	*80%*	*77%*	*75%*	*77%*	*81%*	*81%*	*80%*	*78%*	*85%*	*83%k*
Total Mean (including those not Receiving any)																			
Mean	3.74	3.68	4.12	4.73a	3.74	3.66	3.92	3.76	3.57	3.77	3.33	3.56	3.77	3.44	4.59jm	3.58	3.58	3.35	3.72
Std Dev.	5.24	5.21	5.37	7.13	5.21	5.18	6.25	4.09	4.06	4.33	3.63	6.35	5.91	4.41	7.20	4.64	3.98	3.01	5.48
Std Error	0.07	0.09	0.13	0.25	0.10	0.16	0.21	0.16	0.25	0.25	0.22	0.39	0.34	0.27	0.42	0.27	0.23	0.23	0.18
Receiving Mean (excluding those not Receiving any)																			
Mean	4.70	4.66	4.96	5.79a	4.72	4.40	4.94	4.62	4.30	4.73	4.30	4.72	4.89	4.26	5.67hjm	4.48	4.57	3.93	4.49
Std Dev.	5.47	5.46	5.53	7.49	5.45	5.38	6.66	4.07	4.09	4.36	3.58	6.93	6.32	4.54	7.61	4.79	3.96	2.88	5.73
Std Error	0.09	0.11	0.14	0.29	0.12	0.18	0.25	0.18	0.28	0.29	0.24	0.49	0.42	0.31	0.49	0.31	0.26	0.24	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**1051**	336	388	190	78	37	724	115	385	348	201	60	34	734	95
	20%	*17%*	*20%*	**26%abf**	*23%*	**30%abf**	*18%*	**25%af**	*20%*	*18%*	**25%him**	*24%*	**40%hijkm**	*19%*	**28%him**
1-2	**1590**	544	649	222	115	49	1193	164	563	669	239	74	25	1232	99
	31%	*28%*	**33%a**	*31%*	*34%*	**40%a**	*30%*	**35%a**	*29%*	**34%h**	*29%*	*29%*	*30%*	*31%*	*29%*
3-4	**1097**	467	410	133	71	11	877	83	432	429	185	41	6	861	47
	21%	**24%ceg**	**21%e**	*18%*	**21%e**	*9%*	**22%e**	*18%*	**22%ln**	**22%ln**	**23%ln**	*16%*	*7%*	**22%ln**	*14%*
5-10	**1126**	473	431	134	59	21	905	80	463	417	162	66	15	879	80
	22%	**24%cdg**	*22%*	*18%*	*17%*	*17%*	**23%cg**	*17%*	*23%*	*21%*	*20%*	*26%*	*17%*	*22%*	*24%*
11-20	**217**	96	72	30	15	4	168	19	99	82	20	11	5	180	16
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	**5%j**	*4%*	*2%*	*4%*	*5%*	**5%j**	*5%*
21+	**76**	28	25	17	3	2	54	5	29	34	11	2	1	62	3
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Any Received (non-zero entry)	**4105**	1609	1587	535	264	87	3196	351	1585	1630	617	193	51	3215	245
	80%	**83%ceg**	**80%ce**	*74%*	*77%*	*70%*	**82%ceg**	*75%*	**80%jln**	**82%jln**	**75%l**	**76%l**	*60%*	**81%jln**	*72%*
Total Mean (including those not Receiving any)															
Mean	**3.74**	**4.19bg**	3.53	3.56	3.35	3.00	3.86	3.26	3.97	3.78	3.41	3.50	2.84	3.88	3.34
Std Dev.	**5.24**	5.96	4.43	5.20	5.43	4.79	5.26	5.27	5.32	5.29	5.34	4.25	4.50	5.31	4.32
Std Error	**0.07**	0.13	0.10	0.20	0.29	0.43	0.08	0.24	0.12	0.12	0.19	0.27	0.49	0.08	0.24
Receiving Mean (excluding those not Receiving any)															
Mean	**4.70**	**5.07b**	4.39	4.83	4.35	4.25	4.73	4.32	4.94	4.59	4.51	4.60	4.73	4.76	4.63
Std Dev.	**5.47**	6.20	4.55	5.53	5.83	5.23	5.45	5.68	5.51	5.50	5.72	4.32	4.98	5.51	4.46
Std Error	**0.09**	0.15	0.11	0.25	0.35	0.55	0.10	0.30	0.13	0.14	0.24	0.32	0.68	0.10	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**1051**	46	990	16	274	703	74	1024	8	2	4	1034	14
	20%	*12%*	**21%a**	*16%*	*18%*	**21%d**	*24%*	*20%*	*12%*	*10%*	*34%*	*20%*	*47%*
1-2	**1590**	79	1483	28	426	1086	78	1560	15	5	7	1581	3
	31%	*21%*	**32%a**	*28%*	*28%*	**33%df**	*25%*	*31%*	*23%*	*21%*	*65%*	*31%*	*9%*
3-4	**1097**	110	955	32	329	706	62	1070	10	7	*	1088	9
	21%	**29%b**	*20%*	**32%b**	*21%*	*21%*	*20%*	*21%*	*15%*	*29%*	*1%*	*21%*	*32%*
5-10	**1126**	115	989	22	394	660	72	1093	25	5	-	1123	3
	22%	**30%b**	*21%*	*22%*	**26%e**	*20%*	*23%*	*22%*	**39%gk**	*19%*	-	*22%*	*9%*
11-20	**217**	31	184	2	80	120	17	210	3	3	-	216	1
	4%	**8%b**	*4%*	*2%*	**5%e**	*4%*	*5%*	*4%*	*5%*	*10%*	-	*4%*	*2%*
21+	**76**	2	73	*	32	36	8	69	4	3	-	76	-
	1%	*1%*	*2%*	*	**2%e**	*1%*	*2%*	*1%*	**6%gk**	*11%*	-	*1%*	-
Any Received (non-zero entry)	**4105**	337	3683	84	1261	2607	236	4002	57	23	7	4083	15
	80%	**88%b**	*79%*	*84%*	**82%e**	*79%*	*76%*	*80%*	*88%*	*90%*	*66%*	*80%*	*53%*
Total Mean (including those not Receiving any)													
Mean	**3.74**	**4.82bc**	3.67	3.24	**4.40e**	3.40	**4.15e**	3.68	**6.55gk**	11.01	0.79	3.76	2.15
Std Dev.	**5.24**	4.75	5.30	3.22	6.11	4.66	5.97	5.01	8.80	18.30	0.70	5.25	2.46
Std Error	**0.07**	0.24	0.08	0.32	0.15	0.08	0.33	0.07	1.17	3.24	0.25	0.07	0.47
Receiving Mean (excluding those not Receiving any)													
Mean	**4.70**	**5.47bc**	4.65	3.83	**5.35e**	4.32	**5.46e**	4.63	**7.41gk**	12.17	1.20	4.71	4.09
Std Dev.	**5.47**	4.70	5.57	3.16	6.35	4.87	6.30	5.21	9.01	18.90	0.46	5.48	1.83
Std Error	**0.09**	0.25	0.09	0.36	0.17	0.10	0.40	0.08	1.26	3.64	0.19	0.09	0.49

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**1051**	277	253	285	236	94	112	71	55	88	110	95	93	97	86	102	48
	20%	*22%*	*20%*	*22%*	*18%*	**22%hp**	**26%ghp**	*17%*	*13%*	**21%hp**	**25%ghp**	**22%hp**	**22%hp**	**22%hp**	**20%hp**	**22%hp**	*12%*
1-2	**1590**	414	420	410	346	153	119	142	158	126	137	142	133	135	101	134	111
	31%	**32%d**	**33%d**	**32%d**	*27%*	**36%fn**	*27%*	**33%n**	**37%fnp**	*30%*	*31%*	**33%n**	**32%n**	*31%*	*23%*	*29%*	*28%*
3-4	**1097**	269	253	291	284	87	106	76	91	96	66	97	90	104	94	107	83
	21%	*21%*	*20%*	*23%*	*22%*	*21%*	**24%j**	*18%*	*21%*	**23%j**	*15%*	**22%j**	*22%*	**23%j**	**22%j**	**25%j**	*21%*
5-10	**1126**	255	288	253	329	67	83	106	92	84	111	86	72	95	117	92	120
	22%	*20%*	*22%*	*20%*	**26%ac**	*16%*	*19%*	**25%e**	*21%*	*20%*	**25%e**	*20%*	*17%*	*21%*	**27%efl**	*20%*	**30%efhiklmo**
11-20	**217**	47	53	41	76	17	12	18	22	12	18	12	17	12	27	19	31
	4%	*4%*	*4%*	*3%*	**6%ac**	*4%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*	*3%*	*6%*	*4%*	**8%fikm**
21+	**76**	22	25	11	18	3	3	15	12	10	4	1	9	1	6	6	6
	1%	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%efjkm**	**3%km**	**2%km**	*1%*	*	*2%*	*	*1%*	*1%*	*2%*
Any Received (non-zero entry)	**4105**	1007	1039	1005	1054	327	323	357	375	328	337	338	321	346	344	358	351
	80%	*78%*	*80%*	*78%*	*82%*	*78%*	*74%*	**83%fj**	**87%efijklmno**	*79%*	*75%*	*78%*	*78%*	*78%*	*80%*	*78%*	**88%efijklmno**
Total Mean (including those not Receiving any)																	
Mean	**3.74**	3.67	**3.87c**	3.23	**4.21c**	3.32	3.17	**4.52efjkmo**	**4.42fkm**	3.69	3.51	3.09	3.52	3.08	**4.40afjkmo**	3.51	**4.81efijklmo**
Std Dev.	**5.24**	5.76	5.55	4.40	5.10	5.61	4.71	6.70	7.36	4.67	4.05	4.63	5.19	3.20	5.76	4.16	5.23
Std Error	**0.07**	0.16	0.15	0.12	0.14	0.27	0.23	0.32	0.35	0.22	0.20	0.22	0.25	0.15	0.28	0.20	0.25
Receiving Mean (excluding those not Receiving any)																	
Mean	**4.70**	4.68	**4.81c**	4.14	**5.15c**	4.27	4.27	**5.43km**	5.07	4.68	4.65	3.96	4.54	3.95	**5.49efkm**	4.51	**5.47efkmo**
Std Dev.	**5.47**	6.13	5.81	4.59	5.19	6.04	5.02	7.00	7.67	4.80	4.06	4.90	5.49	3.11	5.96	4.21	5.25
Std Error	**0.09**	0.19	0.18	0.14	0.16	0.32	0.27	0.37	0.40	0.26	0.22	0.27	0.30	0.17	0.32	0.23	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**1696**	-	1696	844	849	213	212	301	235	322	220	192	425	536	734	412	1545	131	1579
	33%	-	*33%*	*34%*	*32%*	*31%*	*32%*	*30%*	*33%*	*35%*	*35%*	**37%g**	*32%*	*31%*	**35%m**	*36%*	*33%*	*27%*	*31%*
1-2	**1812**	-	1812	879	929	232	220	373	237	307	246	196	453	610	749	442	1640	163	1840
	35%	-	*35%*	*35%*	*35%*	*34%*	*34%*	*37%*	*33%*	*33%*	*39%*	*37%*	*34%*	*35%*	*36%*	*38%*	*35%*	*34%*	*36%*
3-4	**859**	-	859	411	445	103	110	157	126	167	105	92	213	282	364	197	772	80	894
	17%	-	*17%*	*16%*	*17%*	*15%*	*17%*	*15%*	*17%*	*18%*	*16%*	*18%*	*16%*	*16%*	*17%*	*17%*	*17%*	*17%*	*17%*
5-10	**659**	-	659	311	344	107	82	152	105	115	55	43	189	257	213	97	566	88	703
	13%	-	*13%*	*12%*	*13%*	**16%jk**	*13%*	**15%jk**	**15%jk**	*12%*	*9%*	*8%*	**14%no**	**15%no**	*10%*	*8%*	*12%*	**18%p**	*14%*
11-20	**112**	-	112	60	52	23	23	29	16	11	8	1	46	46	20	9	101	11	119
	2%	-	*2%*	*2%*	*2%*	**3%ik**	**4%ik**	**3%k**	**2%k**	*1%*	*1%*	*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*2%*	*2%*
21+	**18**	-	18	6	12	9	6	2	*	*	-	1	15	2	1	1	12	7	21
	*	-	*	*	*	**1%ghij**	**1%i**	*	*	*	-	*	**1%mno**	*	*	*	*	**1%p**	*
Any Received (non-zero entry)	**3460**	-	3460	1667	1781	474	441	713	484	601	414	333	915	1198	1348	747	3090	349	3577
	67%	-	*67%*	*66%*	*68%*	*69%*	*68%*	**70%k**	*67%*	*65%*	*65%*	*63%*	*68%*	**69%n**	*65%*	*64%*	*67%*	*73%*	*69%*
Total Mean (including those not Receiving any)																			
Mean	**2.32**	-	2.32	2.29	2.35	**2.92hijk**	**2.68ijk**	**2.50ijk**	**2.34jk**	**2.11k**	1.80	1.73	**2.80mno**	**2.43no**	1.92	1.77	2.24	**3.12p**	2.45
Std Dev.	**3.34**	-	3.34	3.35	3.33	4.77	4.01	3.33	2.96	2.65	2.32	2.47	4.41	3.18	2.51	2.39	3.12	4.97	3.71
Std Error	**0.05**	-	0.05	0.07	0.06	0.19	0.16	0.11	0.11	0.08	0.09	0.11	0.12	0.08	0.05	0.07	0.04	0.28	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	**3.46**	-	3.46	3.44	3.47	**4.23ghijk**	**3.97ijk**	**3.56jk**	**3.47jk**	**3.23jk**	2.75	2.73	**4.10mno**	**3.52no**	2.96	2.75	3.37	**4.30p**	3.53
Std Dev.	**3.56**	-	3.56	3.59	3.53	5.24	4.32	3.46	3.01	2.67	2.37	2.62	4.82	3.29	2.58	2.48	3.29	5.38	4.01
Std Error	**0.06**	-	0.06	0.09	0.08	0.25	0.21	0.13	0.14	0.10	0.11	0.15	0.16	0.10	0.07	0.09	0.06	0.36	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	**1696**	261	599	360	476	860	836	950	728	261	235	489	380	210	1104	264	1329
	33%	*25%*	**34%a**	**32%a**	**38%ac**	*31%*	**35%e**	*31%*	**36%g**	**41%jklmn**	**34%m**	**35%m**	**31%m**	*24%*	**34%m**	**41%p**	*32%*
1-2	**1812**	382	659	383	388	1041	771	1081	699	186	227	505	421	333	1153	189	1513
	35%	**37%d**	**38%d**	*35%*	*31%*	**37%f**	*33%*	*35%*	*35%*	*30%*	*33%*	**37%l**	*35%*	**38%l**	**35%l**	*30%*	**36%o**
3-4	**859**	209	259	186	205	468	391	509	326	101	126	209	189	182	524	101	713
	17%	**20%b**	*15%*	*17%*	*16%*	*17%*	*17%*	*17%*	*16%*	*16%*	*18%*	*15%*	*16%*	**21%kln**	*16%*	*16%*	*17%*
5-10	**659**	148	204	149	158	352	306	431	222	75	79	146	180	124	405	76	537
	13%	*14%*	*12%*	*13%*	*13%*	*13%*	*13%*	**14%h**	*11%*	*12%*	*11%*	*11%*	**15%k**	*14%*	*12%*	*12%*	*13%*
11-20	**112**	34	23	26	28	58	54	83	26	3	24	27	32	20	83	3	106
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	**3%h**	*1%*	*1%*	**3%l**	*2%*	**3%l**	**2%l**	**3%l**	*1%*	**3%o**
21+	**18**	3	8	4	3	10	8	14	5	4	3	3	5	1	12	4	13
	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*1%*	*
Any Received (non-zero entry)	**3460**	777	1152	748	783	1930	1531	2117	1277	369	458	892	827	659	2177	373	2882
	67%	**75%bcd**	*66%*	**68%d**	*62%*	**69%f**	*65%*	**69%h**	*64%*	*59%*	**66%l**	**65%l**	**69%l**	**76%ijkln**	**66%l**	*59%*	**68%o**
Total Mean (including those not Receiving any)																	
Mean	**2.32**	**2.70bd**	2.13	2.40	2.21	2.34	2.30	**2.53h**	2.00	2.05	2.41	2.07	**2.53ik**	**2.56ik**	2.31	2.04	2.36
Std Dev.	**3.34**	3.40	3.20	3.53	3.28	3.28	3.40	3.58	2.90	3.75	3.54	3.10	3.47	3.03	3.34	3.73	3.28
Std Error	**0.05**	0.09	0.08	0.11	0.09	0.06	0.07	0.07	0.06	0.15	0.13	0.08	0.10	0.11	0.06	0.15	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	**3.46**	3.61	3.23	3.56	3.55	3.38	3.55	**3.68h**	3.13	3.50	3.64	3.20	**3.69k**	3.37	3.48	3.49	3.45
Std Dev.	**3.56**	3.49	3.46	3.79	3.54	3.47	3.66	3.80	3.11	4.35	3.81	3.35	3.64	3.06	3.57	4.33	3.45
Std Error	**0.06**	0.11	0.10	0.14	0.12	0.08	0.09	0.09	0.08	0.22	0.17	0.11	0.12	0.12	0.07	0.22	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	1696	1464	232	69	1458	129	72	37	74	225	152	135	164	147	187	267	107	20	110
	33%	33%	32%	27%	34%g	29%	29%	25%	36%np	40%mnpr	36%np	36%np	36%np	31%	28%	38%npr	24%	29%	29%
1-2	1812	1576	236	77	1510	164	83	55	70	169	147	122	146	177	240	236	203	29	135
	35%	36%	32%	31%	35%	37%	33%	38%	34%	30%	35%	33%	32%	37%	35%	34%	46%hijklmnor	43%l	36%
3-4	859	711	148	60	710	80	42	28	32	95	60	60	73	86	122	112	68	9	71
	17%	16%	20%a	24%a	16%	18%	17%	19%	15%	17%	14%	16%	16%	18%	18%	16%	15%	13%	19%
5-10	659	553	105	37	534	59	44	21	24	59	51	47	61	55	112	71	54	6	53
	13%	13%	14%	15%	12%	13%	17%d	15%	11%	10%	12%	13%	14%	11%	17%lo	10%	12%	9%	14%
11-20	112	99	13	7	94	7	7	4	7	12	12	8	8	10	14	14	7	3	4
	2%	2%	2%	3%	2%	2%	3%	3%	3%r	2%	3%	2%	2%	2%	2%	2%	2%	5%r	1%
21+	18	17	1	*	14	1	2	*	1	3	2	1	-	1	3	2	2	*	1
	*	*	*	*	*	*	1%	*	*	1%	*	*	-	*	*	*	*	*	*
Any Received (non-zero entry)	3460	2957	504	182	2861	311	178	109	134	338	272	238	289	330	491	436	334	48	263
	67%	67%	68%	73%	66%	71%	71%	75%d	64%	60%	64%	64%	64%	69%l	72%hijklo	62%	76%hijklo	71%	71%lo
Total Mean (including those not Receiving any)																			
Mean	2.32	2.30	2.42	2.72	2.28	2.33	2.76d	2.79d	2.26	2.12	2.27	2.24	2.22	2.28	2.62	2.10	2.35	2.49	2.31
Std Dev.	3.34	3.36	3.17	3.25	3.23	3.27	3.94	5.01	3.17	3.15	3.73	3.31	2.88	3.35	3.27	3.17	3.01	3.96	3.13
Std Error	0.05	0.06	0.07	0.11	0.06	0.10	0.13	0.20	0.20	0.18	0.22	0.20	0.17	0.20	0.19	0.18	0.18	0.30	0.10
Receiving Mean (excluding those not Receiving any)																			
Mean	3.46	3.44	3.54	3.75	3.44	3.30	3.88	3.72	3.52	3.53	3.53	3.51	3.48	3.29	3.62	3.38	3.11	3.51	3.26
Std Dev.	3.56	3.61	3.27	3.27	3.43	3.46	4.18	5.48	3.36	3.40	4.14	3.57	2.94	3.59	3.35	3.44	3.10	4.31	3.28
Std Error	0.06	0.08	0.09	0.13	0.08	0.13	0.17	0.25	0.26	0.25	0.31	0.27	0.21	0.26	0.23	0.25	0.21	0.39	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**1696**	586	651	290	97	46	1238	143	543	602	374	93	53	1144	147
	33%	*30%*	*33%*	**40%abdfg**	*28%*	*37%*	*32%*	*31%*	*28%*	*30%*	**46%him**	**37%hm**	**62%hijkmn**	*29%*	**43%him**
1-2	**1812**	708	705	217	129	36	1413	165	721	727	245	91	10	1448	101
	35%	**36%c**	**36%c**	*30%*	*38%*	*29%*	**36%c**	*35%*	**37%jl**	**37%jl**	**30%l**	**36%l**	*12%*	**37%jl**	**30%l**
3-4	**859**	352	322	104	56	24	674	80	354	348	111	30	15	701	45
	17%	*18%*	*16%*	*14%*	*16%*	*20%*	*17%*	*17%*	**18%j**	*18%*	*14%*	*12%*	*17%*	**18%j**	*13%*
5-10	**659**	254	248	91	49	17	501	66	290	259	74	29	6	549	35
	13%	*13%*	*13%*	*13%*	*14%*	*14%*	*13%*	*14%*	**15%j**	**13%j**	*9%*	*11%*	*7%*	**14%j**	*10%*
11-20	**112**	43	40	21	9	*	83	9	53	36	14	8	1	89	9
	2%	*2%*	*2%*	*3%*	*3%*	*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*
21+	**18**	2	10	3	3	*	12	3	9	7	*	2	-	16	2
	*	*	*1%*	*	**1%a**	*	*	*1%*	*	*	*	*1%*	-	*	*
Any Received (non-zero entry)	**3460**	1359	1324	436	245	78	2683	322	1427	1377	444	160	32	2804	193
	67%	**70%c**	**67%c**	*60%*	**72%c**	*63%*	**68%c**	**69%c**	**72%jkln**	**70%jln**	**54%l**	**63%l**	*38%*	**71%jkln**	**57%l**
Total Mean (including those not Receiving any)															
Mean	**2.32**	2.32	2.33	2.23	2.73	2.13	2.32	2.57	**2.57jl**	**2.39j**	1.73	**2.29j**	1.52	**2.48jl**	2.09
Std Dev.	**3.34**	2.96	3.46	3.49	3.99	4.37	3.22	4.10	3.50	3.39	2.76	3.38	2.83	3.45	3.26
Std Error	**0.05**	0.07	0.08	0.13	0.21	0.39	0.05	0.19	0.08	0.08	0.10	0.22	0.31	0.05	0.18
Receiving Mean (excluding those not Receiving any)															
Mean	**3.46**	3.31	3.48	3.71	3.81	3.40	3.40	3.71	3.55	3.44	3.18	3.62	4.02	3.50	3.69
Std Dev.	**3.56**	3.04	3.72	3.85	4.25	5.13	3.39	4.47	3.67	3.60	3.06	3.65	3.35	3.64	3.59
Std Error	**0.06**	0.08	0.10	0.18	0.26	0.57	0.06	0.24	0.09	0.10	0.15	0.30	0.58	0.07	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**1696**	96	1555	44	394	1195	107	1644	25	12	5	1681	10
	33%	*25%*	**33%a**	**44%a**	*26%*	**36%d**	**34%d**	*33%*	*38%*	*48%*	*48%*	*33%*	*35%*
1-2	**1812**	117	1658	36	517	1199	96	1773	15	7	4	1796	12
	35%	*31%*	*35%*	*36%*	*34%*	*36%*	*31%*	*35%*	*24%*	*28%*	*42%*	*35%*	*43%*
3-4	**859**	88	756	15	324	484	51	838	15	2	1	855	3
	17%	**23%b**	*16%*	*15%*	**21%e**	*15%*	*16%*	*17%*	*23%*	*7%*	*9%*	*17%*	*10%*
5-10	**659**	67	588	4	245	372	41	649	6	*	*	655	4
	13%	**17%bc**	*13%*	*4%*	**16%e**	*11%*	*13%*	*13%*	*9%*	*2%*	*1%*	*13%*	*12%*
11-20	**112**	15	97	-	45	54	13	104	4	4	-	112	-
	2%	*4%*	*2%*	-	**3%e**	*2%*	**4%e**	*2%*	*6%*	*15%*	-	*2%*	-
21+	**18**	-	18	-	9	6	3	18	-	-	-	18	-
	*	-	*	-	*1%*	*	*1%*	*	-	-	-	*	-
Any Received (non-zero entry)	**3460**	287	3117	56	1141	2115	204	3383	40	13	5	3436	19
	67%	**75%bc**	*67%*	*56%*	**74%ef**	*64%*	*66%*	*67%*	*62%*	*52%*	*52%*	*67%*	*65%*
Total Mean (including those not Receiving any)													
Mean	**2.32**	**2.83bc**	**2.30c**	1.26	**2.88e**	2.02	**2.76e**	2.32	2.81	3.18	0.92	2.33	1.96
Std Dev.	**3.34**	2.91	3.39	1.52	3.72	2.99	4.36	3.31	4.47	5.60	1.42	3.35	2.09
Std Error	**0.05**	0.15	0.05	0.15	0.09	0.05	0.24	0.05	0.59	0.99	0.50	0.05	0.40
Receiving Mean (excluding those not Receiving any)													
Mean	**3.46**	**3.78c**	3.45	2.27	**3.87e**	3.17	**4.20e**	3.44	4.55	6.09	1.77	3.46	3.01
Std Dev.	**3.56**	2.78	3.64	1.36	3.84	3.21	4.79	3.53	4.96	6.57	1.57	3.57	1.87
Std Error	**0.06**	0.16	0.06	0.17	0.11	0.07	0.32	0.06	0.80	1.64	0.70	0.06	0.48

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**1696**	419	424	440	413	139	146	133	116	136	171	141	146	153	138	157	119
	33%	*33%*	*33%*	*34%*	*32%*	*33%*	*34%*	*31%*	*27%*	*33%*	**38%hp**	*33%*	*35%*	*35%*	*32%*	*34%*	*30%*
1-2	**1812**	488	430	478	417	156	169	163	153	138	139	173	144	161	139	136	141
	35%	**38%d**	*33%*	*37%*	*32%*	*37%*	**39%o**	**38%o**	*36%*	*33%*	*31%*	**40%jo**	*35%*	*36%*	*32%*	*30%*	*35%*
3-4	**859**	192	247	210	210	59	64	69	90	69	88	74	66	70	82	69	59
	17%	*15%*	**19%a**	*16%*	*16%*	*14%*	*15%*	*16%*	**21%e**	*17%*	*20%*	*17%*	*16%*	*16%*	*19%*	*15%*	*15%*
5-10	**659**	147	146	142	223	59	44	44	53	56	38	38	53	50	61	89	73
	13%	*11%*	*11%*	*11%*	**17%abc**	*14%*	*10%*	*10%*	*12%*	*13%*	*8%*	*9%*	*13%*	*11%*	**14%j**	**19%fghjkm**	**18%fgjkm**
11-20	**112**	31	36	19	26	7	10	14	12	13	11	5	5	9	10	9	7
	2%	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
21+	**18**	7	9	2	-	-	1	6	6	4	-	1	1	-	-	-	-
	*	**1%d**	**1%d**	*	-	-	*	*1%*	*1%*	*1%*	-	*	*	-	-	-	-
Any Received (non-zero entry)	**3460**	865	868	850	877	282	288	295	314	280	275	291	268	290	292	304	281
	67%	*67%*	*67%*	*66%*	*68%*	*67%*	*66%*	*69%*	**73%j**	*67%*	*62%*	*67%*	*65%*	*65%*	*68%*	*66%*	**70%j**
Total Mean (including those not Receiving any)																	
Mean	**2.32**	2.35	2.42	2.07	**2.44c**	2.29	2.09	2.68	**2.81fjkm**	2.47	1.99	1.97	2.15	2.10	2.31	2.48	**2.55jk**
Std Dev.	**3.34**	3.77	3.67	2.93	2.86	3.02	2.99	4.95	4.41	3.76	2.62	2.94	3.16	2.69	2.74	2.89	2.95
Std Error	**0.05**	0.11	0.10	0.08	0.08	0.15	0.15	0.24	0.21	0.18	0.13	0.14	0.15	0.13	0.13	0.14	0.14
Receiving Mean (excluding those not Receiving any)																	
Mean	**3.46**	3.48	3.60	3.15	**3.60c**	3.42	3.15	3.88	**3.86k**	3.67	3.23	2.93	3.32	3.20	3.40	**3.76k**	**3.62k**
Std Dev.	**3.56**	4.15	3.98	3.11	2.81	3.13	3.19	5.56	4.76	4.07	2.67	3.17	3.39	2.74	2.71	2.81	2.91
Std Error	**0.06**	0.14	0.13	0.10	0.09	0.18	0.19	0.32	0.27	0.24	0.16	0.18	0.20	0.16	0.15	0.16	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**1423**	-	1423	779	643	248	224	339	151	179	141	142	471	490	462	283	1245	169	1358
	28%	-	*28%*	**31%d**	*24%*	**36%hijk**	**34%hijk**	**33%hij**	*21%*	*19%*	*22%*	**27%l**	**35%mno**	**28%n**	*22%*	*24%*	*27%*	**35%p**	*26%*
Personal letters (e.g. to a friend or relative)	**1088**	-	1088	678	409	205	191	267	96	131	96	102	396	364	328	197	936	144	1002
	21%	-	*21%*	**27%d**	*16%*	**30%hijk**	**29%hijk**	**26%hijk**	*13%*	*14%*	*15%*	**19%h**	**30%mno**	**21%n**	*16%*	*17%*	*20%*	**30%p**	*19%*
Formal letters to organisations or individuals	**2718**	-	2718	1415	1299	282	319	540	392	489	357	340	600	931	1186	697	2461	241	2725
	53%	-	*53%*	**56%d**	*49%*	*41%*	**49%e**	**53%e**	**54%e**	**53%e**	**56%e**	**65%efghij**	*45%*	**54%l**	**57%l**	**60%lm**	*53%*	*50%*	*53%*
Bills/ invoices/ statements	**2839**	-	2839	1448	1383	355	392	623	380	497	312	280	747	1003	1089	592	2562	265	2883
	55%	-	*55%*	**58%d**	*53%*	*52%*	**60%ej**	**61%ehijk**	*53%*	*54%*	*49%*	*53%*	*56%*	**58%no**	*52%*	*51%*	*55%*	*55%*	*56%*
Smaller parcels - that will fit through a letterbox	**2806**	-	2806	1382	1415	400	355	584	401	496	312	259	755	984	1067	571	2492	297	2869
	54%	-	*54%*	*55%*	*54%*	**58%jk**	*54%*	**58%jk**	*56%*	*54%*	*49%*	*49%*	**56%no**	**57%no**	*51%*	*49%*	*54%*	**62%p**	*56%*
Larger parcels - that will not fit through a letterbox	**2549**	-	2549	1220	1321	346	354	536	364	429	280	240	700	900	949	519	2258	274	2626
	49%	-	*49%*	*49%*	*50%*	*50%*	**54%ijk**	**53%ijk**	*51%*	*47%*	*44%*	*46%*	**52%no**	**52%no**	*46%*	*45%*	*49%*	**57%p**	*51%*
Items requiring a signature	**996**	-	996	602	391	194	192	264	143	95	64	44	386	407	203	108	826	167	947
	19%	-	*19%*	**24%d**	*15%*	**28%hijk**	**29%hijk**	**26%hijk**	**20%ijk**	*10%*	*10%*	*8%*	**29%mno**	**23%no**	*10%*	*9%*	*18%*	**35%p**	*18%*
All Post	**4632**	-	4632	2246	2374	604	576	929	640	831	573	479	1179	1569	1884	1052	4182	426	4678
	90%	-	*90%*	*89%*	*90%*	*88%*	*88%*	*92%*	*89%*	*90%*	*90%*	*91%*	*88%*	*91%*	*90%*	*91%*	*90%*	*89%*	*91%*
All Services	**4105**	-	4105	2039	2058	519	517	834	560	738	495	441	1036	1394	1675	936	3711	373	4136
	80%	-	*80%*	**81%d**	*78%*	*75%*	*79%*	**82%e**	*78%*	*80%*	*78%*	**84%eh**	*77%*	*80%*	*80%*	*81%*	*80%*	*78%*	*80%*
All Parcels	**3460**	-	3460	1667	1781	474	441	713	484	601	414	333	915	1198	1348	747	3090	349	3577
	67%	-	*67%*	*66%*	*68%*	*69%*	*68%*	**70%k**	*67%*	*65%*	*65%*	*63%*	*68%*	**69%n**	*65%*	*64%*	*67%*	*73%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 153

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	**1423**	436	423	312	253	858	565	959	437	124	152	344	342	365	838	127	1215
	28%	**42%bcd**	**24%d**	**28%d**	*20%*	**31%f**	*24%*	**31%h**	*22%*	*20%*	*22%*	*25%*	**28%ij**	**42%ijkln**	**26%l**	*20%*	**29%o**
Personal letters (e.g. to a friend or relative)	**1088**	347	306	260	175	653	434	774	287	104	114	247	259	287	619	106	917
	21%	**33%bcd**	**17%d**	**23%bd**	*14%*	**23%f**	*18%*	**25%h**	*14%*	*17%*	*16%*	*18%*	**21%j**	**33%ijkln**	*19%*	*17%*	**22%o**
Formal letters to organisations or individuals	**2718**	685	873	555	605	1558	1160	1618	1054	307	347	710	630	550	1688	312	2271
	53%	**66%bcd**	*50%*	*50%*	*48%*	**56%f**	*49%*	*53%*	*53%*	*49%*	*50%*	*51%*	*52%*	**63%ijkln**	*51%*	*49%*	*54%*
Bills/ invoices/ statements	**2839**	669	902	629	639	1571	1268	1816	981	305	355	745	686	576	1786	308	2395
	55%	**64%bcd**	*51%*	**57%bd**	*51%*	*56%*	*54%*	**59%h**	*49%*	*48%*	*51%*	*54%*	**57%i**	**66%ijkln**	**54%l**	*48%*	**57%o**
Smaller parcels - that will fit through a letterbox	**2806**	656	904	599	647	1560	1247	1764	987	282	388	714	666	560	1768	286	2362
	54%	**63%bcd**	*52%*	*54%*	*51%*	*56%*	*53%*	**57%h**	*49%*	*45%*	**56%i**	**52%i**	**55%i**	**64%ijkln**	**54%l**	*45%*	**56%o**
Larger parcels - that will not fit through a letterbox	**2549**	576	843	575	554	1419	1129	1577	921	275	321	634	627	497	1583	278	2116
	49%	**55%bd**	*48%*	**52%d**	*44%*	*51%*	*48%*	**51%h**	*46%*	*44%*	*46%*	*46%*	**52%ik**	**57%ijkln**	*48%*	*44%*	**50%o**
Items requiring a signature	**996**	287	248	263	197	536	460	736	245	84	112	250	230	266	592	84	865
	19%	**28%bd**	*14%*	**24%bd**	*16%*	*19%*	*19%*	**24%h**	*12%*	*13%*	*16%*	**18%l**	**19%i**	**31%ijkln**	**18%l**	*13%*	**21%o**
All Post	**4632**	989	1544	1004	1096	2533	2100	2773	1787	545	613	1219	1094	835	2926	552	3819
	90%	**95%bcd**	*88%*	**91%d**	*87%*	*91%*	*89%*	*90%*	*89%*	*86%*	*88%*	*88%*	**91%i**	**96%ijkln**	*89%*	*87%*	**91%o**
All Services	**4105**	926	1350	872	957	2275	1829	2502	1542	480	531	1081	973	773	2584	487	3407
	80%	**89%bcd**	*77%*	*79%*	*76%*	**82%f**	*77%*	**82%h**	*77%*	*76%*	*77%*	*78%*	*81%*	**89%ijkln**	*79%*	*76%*	**81%o**
All Parcels	**3460**	777	1152	748	783	1930	1531	2117	1277	369	458	892	827	659	2177	373	2882
	67%	**75%bcd**	*66%*	**68%d**	*62%*	**69%f**	*65%*	**69%h**	*64%*	*59%*	**66%i**	**65%i**	**69%i**	**76%ijkln**	**66%l**	*59%*	**68%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 153

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	1423	1196	227	89	1217	114	55	37	65	151	110	91	127	128	263	160	122	18	96
	28%	*27%*	*31%*	**35%a**	**28%f**	*26%*	*22%*	*25%*	**31%o**	*27%*	*26%*	*24%*	*28%*	*27%*	**39%ijklmopr**	*23%*	*28%*	*27%*	*26%*
Personal letters (e.g. to a friend or relative)	1088	938	150	69	933	78	46	30	46	135	66	65	97	73	227	137	85	11	67
	21%	*21%*	*20%*	**27%ab**	*22%*	*18%*	*19%*	*21%*	**22%m**	**24%jm**	*16%*	*17%*	*21%*	*15%*	**34%hijklmopqr**	*20%*	*19%*	*16%*	*18%*
Formal letters to organisations or individuals	2718	2315	403	142	2260	239	143	75	112	293	232	177	220	225	386	372	243	36	203
	53%	*52%*	*55%*	*56%*	*52%*	*54%*	*57%*	*52%*	*54%*	*52%*	*55%*	*48%*	*49%*	*47%*	**57%km**	*53%*	*55%*	*53%*	*54%*
Bills/ invoices/ statements	2839	2398	441	144	2362	251	137	89	115	318	211	189	239	277	390	385	238	42	209
	55%	*54%*	**60%a**	*57%*	*55%*	*57%*	*55%*	**61%d**	*55%*	*56%*	*50%*	*51%*	*53%*	*58%*	*58%*	*55%*	*54%*	*62%*	*56%*
Smaller parcels - that will fit through a letterbox	2806	2387	419	158	2349	229	138	90	105	262	233	188	225	265	440	349	282	34	195
	54%	*54%*	*57%*	**63%a**	*54%*	*52%*	*55%*	**62%de**	*51%*	*47%*	*55%*	*50%*	*50%*	**56%l**	**65%hijklmoqr**	*50%*	**64%hijkloqr**	*50%*	*52%*
Larger parcels - that will not fit through a letterbox	2549	2177	372	134	2101	234	139	74	102	269	192	178	226	236	386	295	217	34	200
	49%	*49%*	*51%*	*53%*	*49%*	*53%*	**56%d**	*51%*	*49%*	*48%*	*45%*	*48%*	*50%*	*50%*	**57%ijko**	*42%*	*49%*	*50%*	**54%jo**
Items requiring a signature	996	869	127	49	837	83	48	29	40	110	74	68	96	87	190	112	61	9	74
	19%	*20%*	*17%*	*19%*	*19%*	*19%*	*19%*	*20%*	*19%*	*20%*	*18%*	*18%*	**21%p**	*18%*	**28%hijkmopqr**	*16%*	*14%*	*13%*	**20%p**
All Post	4632	3957	676	228	3870	399	227	136	187	501	375	325	407	441	612	624	398	62	337
	90%	*90%*	*92%*	*91%*	*90%*	*91%*	*91%*	**94%d**	*90%*	*89%*	*89%*	*87%*	*90%*	**93%k**	*90%*	*89%*	*90%*	*91%*	*90%*
All Services	4105	3494	611	205	3420	367	199	119	172	448	328	281	349	384	548	563	346	58	309
	80%	*79%*	**83%a**	*82%*	*79%*	*83%*	*79%*	*81%*	**83%k**	*80%*	*77%*	*75%*	*77%*	*81%*	*81%*	*80%*	*78%*	*85%*	**83%k**
All Parcels	3460	2957	504	182	2861	311	178	109	134	338	272	238	289	330	491	436	334	48	263
	67%	*67%*	*68%*	*73%*	*66%*	*71%*	*71%*	**75%d**	*64%*	*60%*	*64%*	*64%*	*64%*	**69%l**	**72%hijklo**	*62%*	**76%hijklo**	*71%*	**71%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	1423	595	530	188	72	33	1124	105	565	561	196	68	24	1125	93
	28%	**31%dg**	*27%*	*26%*	*21%*	*26%*	**29%dg**	*22%*	*29%*	*28%*	*24%*	*27%*	*28%*	*28%*	*27%*
Personal letters (e.g. to a friend or relative)	1088	476	389	141	59	16	865	75	446	430	149	44	13	877	57
	21%	**24%bcdeg**	*20%*	*19%*	*17%*	*13%*	**22%g**	*16%*	*23%*	*22%*	*18%*	*17%*	*15%*	*22%*	*17%*
Formal letters to organisations or individuals	2718	1173	1024	321	147	48	2197	195	1098	1053	405	127	26	2151	153
	53%	**60%bcdefg**	**52%cdeg**	*44%*	*43%*	*39%*	**56%bcdeg**	*42%*	**56%jln**	**53%ln**	**50%l**	**50%l**	*30%*	**54%ln**	*45%*
Bills/ invoices/ statements	2839	1118	1069	384	190	60	2187	250	1114	1116	425	140	28	2230	167
	55%	*57%*	*54%*	*53%*	*56%*	*49%*	*56%*	*54%*	**57%l**	**56%l**	**52%l**	**55%l**	*32%*	**56%ln**	**49%l**
Smaller parcels - that will fit through a letterbox	2806	1087	1076	361	198	71	2163	269	1146	1131	350	134	30	2277	164
	54%	**56%c**	*54%*	*50%*	*58%*	*57%*	**55%c**	**58%c**	**58%jln**	**57%jln**	*43%*	**53%jl**	*34%*	**58%jln**	*48%*
Larger parcels - that will not fit through a letterbox	2549	1009	966	325	184	50	1976	234	1053	1006	328	122	27	2058	149
	49%	**52%c**	*49%*	*45%*	**54%ce**	*40%*	**50%c**	*50%*	**53%jln**	**51%jl**	*40%*	**48%l**	*32%*	**52%jln**	*44%*
Items requiring a signature	996	396	355	142	69	32	751	101	425	344	148	62	12	769	74
	19%	*20%*	*18%*	*20%*	*20%*	*26%*	*19%*	*22%*	**22%l**	*17%*	*18%*	**25%l**	*14%*	*19%*	*22%*
All Post	4632	1805	1788	604	304	102	3593	406	1819	1816	680	219	62	3636	281
	90%	**93%ceg**	**91%ce**	*83%*	*89%*	*82%*	**92%ceg**	*87%*	**92%jkln**	**92%jkln**	*83%*	**86%l**	*73%*	**92%jkln**	*83%*
All Services	4105	1609	1587	535	264	87	3196	351	1585	1630	617	193	51	3215	245
	80%	**83%ceg**	**80%ce**	*74%*	*77%*	*70%*	**82%ceg**	*75%*	**80%jln**	**82%jln**	**75%l**	**76%l**	*60%*	**81%jln**	*72%*
All Parcels	3460	1359	1324	436	245	78	2683	322	1427	1377	444	160	32	2804	193
	67%	**70%c**	**67%c**	*60%*	**72%c**	*63%*	**68%c**	**69%c**	**72%jkln**	**70%jln**	**54%l**	**63%l**	*38%*	**71%jkln**	**57%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	1423	182	1201	41	503	827	93	1356	44	12	-	1411	12
	28%	**47%b**	*26%*	**41%b**	**33%e**	*25%*	*30%*	*27%*	**67%gk**	*47%*	-	*28%*	*41%*
Personal letters (e.g. to a friend or relative)	1088	149	906	33	419	578	90	1030	39	8	-	1077	11
	21%	**39%b**	*19%*	**33%b**	**27%e**	*17%*	**29%e**	*20%*	**60%gk**	*30%*	-	*21%*	*37%*
Formal letters to organisations or individuals	2718	242	2423	53	891	1651	176	2647	40	18	*	2705	12
	53%	**63%b**	*52%*	*53%*	**58%e**	*50%*	*57%*	*53%*	*62%*	*70%*	*1%*	*53%*	*43%*
Bills/ invoices/ statements	2839	258	2527	54	878	1802	159	2758	43	19	7	2820	12
	55%	**67%b**	*54%*	*54%*	*57%*	*54%*	*51%*	*55%*	*67%*	*76%*	*66%*	*55%*	*41%*
Smaller parcels - that will fit through a letterbox	2806	253	2512	41	971	1663	173	2736	35	13	3	2785	18
	54%	**66%bc**	*54%*	*42%*	**63%e**	*50%*	*56%*	*54%*	*54%*	*52%*	*30%*	*54%*	*63%*
Larger parcels - that will not fit through a letterbox	2549	238	2275	36	880	1511	157	2490	32	7	3	2529	17
	49%	**62%bc**	*49%*	*36%*	**57%e**	*46%*	*51%*	*50%*	*50%*	*26%*	*32%*	*49%*	*57%*
Items requiring a signature	996	141	837	18	395	509	92	942	37	5	1	984	11
	19%	**37%bc**	*18%*	*18%*	**26%e**	*15%*	**30%e**	*19%*	**57%gk**	*21%*	*11%*	*19%*	*37%*
All Post	4632	361	4178	93	1426	2937	270	4519	61	23	8	4602	22
	90%	**94%b**	*89%*	*93%*	**93%ef**	*89%*	*87%*	*90%*	*94%*	*91%*	*77%*	*90%*	*75%*
All Services	4105	337	3683	84	1261	2607	236	4002	57	23	7	4083	15
	80%	**88%b**	*79%*	*84%*	**82%e**	*79%*	*76%*	*80%*	*88%*	*90%*	*66%*	*80%*	*53%*
All Parcels	3460	287	3117	56	1141	2115	204	3383	40	13	5	3436	19
	67%	**75%bc**	*67%*	*56%*	**74%ef**	*64%*	*66%*	*67%*	*62%*	*52%*	*52%*	*67%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 153

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	**1423**	309	305	334	476	108	90	111	104	73	128	103	112	119	128	112	236
	28%	*24%*	*24%*	*26%*	**37%abc**	**26%l**	*21%*	**26%l**	*24%*	*18%*	**29%fl**	*24%*	**27%l**	**27%l**	**30%fl**	*24%*	**59%efghjklmno**
Personal letters (e.g. to a friend or relative)	**1088**	263	256	249	320	68	85	111	75	85	95	75	91	82	126	85	108
	21%	*21%*	*20%*	*19%*	**25%bc**	*16%*	*20%*	**26%ehk**	*18%*	*21%*	*21%*	*17%*	*22%*	*19%*	**29%efhijkmo**	*18%*	**27%efhkmo**
Formal letters to organisations or individuals	**2718**	656	702	661	699	197	212	247	248	225	229	219	211	231	264	231	203
	53%	*51%*	*54%*	*51%*	*54%*	*47%*	*49%*	**58%ef**	**58%e**	*54%*	*51%*	*51%*	*51%*	*52%*	**61%efjklmop**	*50%*	*51%*
Bills/ invoices/ statements	**2839**	695	754	665	725	215	230	249	267	254	233	214	205	246	251	260	214
	55%	*54%*	**58%c**	*52%*	*56%*	*51%*	*53%*	*58%*	**62%efjkl**	**61%ejkl**	*52%*	*49%*	*50%*	*55%*	*58%*	*56%*	*54%*
Smaller parcels - that will fit through a letterbox	**2806**	684	711	691	720	217	221	246	250	226	236	239	215	237	238	258	225
	54%	*53%*	*55%*	*54%*	*56%*	*52%*	*51%*	*57%*	*58%*	*54%*	*53%*	*55%*	*52%*	*54%*	*55%*	*56%*	*56%*
Larger parcels - that will not fit through a letterbox	**2549**	619	661	601	668	203	216	201	241	206	213	203	195	203	208	237	223
	49%	*48%*	*51%*	*47%*	*52%*	*48%*	*50%*	*47%*	**56%gkm**	*50%*	*48%*	*47%*	*47%*	*46%*	*48%*	*51%*	**56%gkm**
Items requiring a signature	**996**	229	230	238	299	80	76	73	80	56	94	72	84	83	98	97	104
	19%	*18%*	*18%*	*18%*	**23%abc**	*19%*	*18%*	*17%*	*19%*	*13%*	**21%l**	*17%*	*20%*	*19%*	**23%l**	**21%l**	**26%fgjk**
All Post	**4632**	1160	1171	1144	1158	377	386	397	405	384	382	383	370	391	383	409	367
	90%	*90%*	*91%*	*89%*	*90%*	*89%*	*89%*	**93%j**	**94%fjkmno**	**92%j**	*86%*	*89%*	*89%*	*88%*	*89%*	*89%*	**92%j**
All Services	**4105**	1007	1039	1005	1054	327	323	357	375	328	337	338	321	346	344	358	351
	80%	*78%*	*80%*	*78%*	*82%*	*78%*	*74%*	**83%fj**	**87%efijklmno**	*79%*	*75%*	*78%*	*78%*	*78%*	*80%*	*78%*	**88%efijklmno**
All Parcels	**3460**	865	868	850	877	282	288	295	314	280	275	291	268	290	292	304	281
	67%	*67%*	*67%*	*66%*	*68%*	*67%*	*66%*	*69%*	**73%j**	*67%*	*62%*	*67%*	*65%*	*65%*	*68%*	*66%*	**70%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**0.70**	-	0.70	**0.79d**	0.62	**0.79ij**	**0.74i**	**0.77ij**	0.66	0.52	0.63	**0.90hij**	**0.76n**	0.72	0.65	0.75	0.70	0.79	0.77
Personal letters (e.g. to a friend or relative)	**0.44**	-	0.44	**0.58d**	0.31	**0.61hijk**	**0.68ghijk**	**0.55ijk**	**0.44ij**	0.23	0.24	**0.31i**	**0.64mno**	**0.50no**	0.25	0.27	0.41	**0.70p**	0.39
Formal letters to organisations or individuals	**1.42**	-	1.42	**1.55d**	1.29	1.02	1.21	**1.50e**	**1.54e**	**1.49e**	**1.43e**	**1.74ef**	1.12	**1.52l**	**1.54l**	**1.57l**	1.38	**1.85p**	1.43
Bills/ invoices/ statements	**1.18**	-	1.18	**1.31d**	1.05	**1.28ij**	**1.36hijk**	**1.41hijk**	1.08	1.02	0.98	1.01	**1.32no**	**1.28no**	1.01	1.00	1.16	**1.40p**	1.21
Smaller parcels - that will fit through a letterbox	**1.19**	-	1.19	1.19	1.18	**1.54hijk**	**1.23jk**	**1.32jk**	**1.16jk**	**1.12jk**	0.91	0.88	**1.39no**	**1.25no**	1.00	0.90	1.14	**1.65p**	1.23
Larger parcels - that will not fit through a letterbox	**1.14**	-	1.14	1.10	1.17	**1.38ijk**	**1.45ijk**	**1.18ijk**	**1.17jk**	0.98	0.89	0.85	**1.41mno**	**1.18no**	0.92	0.87	1.10	**1.47p**	1.22
Items requiring a signature	**0.40**	-	0.40	**0.54d**	0.27	**0.59hijk**	**0.62hijk**	**0.61hijk**	**0.39ijk**	0.17	0.21	0.11	**0.61no**	**0.52no**	0.17	0.17	0.36	**0.82p**	0.38
All Post	**6.46**	-	6.46	**7.06d**	5.89	**7.21ijk**	**7.30ijk**	**7.34ijk**	6.45	5.55	5.29	5.82	**7.25no**	**6.97no**	5.54	5.53	6.25	**8.67p**	6.62
All Services	**3.74**	-	3.74	**4.23d**	3.27	3.70	**3.99i**	**4.23ij**	3.72	3.27	3.28	**3.97i**	3.84	**4.02n**	3.45	3.59	3.65	**4.73p**	3.79
All Parcels	**2.32**	-	2.32	2.29	2.35	**2.92hijk**	**2.68ijk**	**2.50ijk**	**2.34jk**	**2.11k**	1.80	1.73	**2.80mno**	**2.43no**	1.92	1.77	2.24	**3.12p**	2.45

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	**0.70**	**1.10bcd**	**0.68d**	**0.61d**	0.50	**0.83f**	0.55	**0.74h**	0.65	0.49	0.49	**0.64ij**	**0.76ijn**	**1.03ijkln**	**0.65ij**	0.49	**0.73o**
Personal letters (e.g. to a friend or relative)	**0.44**	**0.81bcd**	0.30	**0.51bd**	0.27	**0.49f**	0.38	**0.56h**	0.24	0.38	0.33	0.31	**0.42jkn**	**0.80ijkln**	0.36	0.38	0.45
Formal letters to organisations or individuals	**1.42**	**1.81bcd**	1.26	1.44	1.32	1.46	1.37	1.47	1.34	1.39	1.41	1.37	1.43	1.58	1.40	1.39	1.44
Bills/ invoices/ statements	**1.18**	**1.51bcd**	1.03	**1.24b**	1.06	1.21	1.14	**1.31h**	0.97	1.10	1.12	1.05	**1.25k**	**1.45ijkn**	1.14	1.10	1.20
Smaller parcels - that will fit through a letterbox	**1.19**	**1.35b**	1.07	1.21	1.18	1.18	1.19	**1.30h**	1.01	1.04	1.28	1.07	**1.27k**	**1.32ik**	1.19	1.04	1.21
Larger parcels - that will not fit through a letterbox	**1.14**	**1.35bd**	1.05	1.19	1.03	1.16	1.10	**1.23h**	0.99	1.01	1.12	1.00	**1.26k**	**1.23k**	1.12	1.01	1.15
Items requiring a signature	**0.40**	**0.60bd**	0.30	**0.51bd**	0.29	0.41	0.39	**0.52h**	0.22	0.26	0.37	0.33	**0.45i**	**0.61ijkn**	0.39	0.26	**0.43o**
All Post	**6.46**	**8.53bcd**	5.68	**6.70bd**	5.64	**6.74f**	6.14	**7.14h**	5.41	5.68	6.13	5.78	**6.84ik**	**8.03ijkln**	6.24	5.66	**6.62o**
All Services	**3.74**	**5.23bcd**	3.26	**3.79bd**	3.14	**3.99f**	3.45	**4.09h**	3.20	3.36	3.35	3.37	3.86	**4.87ijkln**	3.55	3.36	3.82
All Parcels	**2.32**	**2.70bd**	2.13	2.40	2.21	2.34	2.30	**2.53h**	2.00	2.05	2.41	2.07	**2.53ik**	**2.56ik**	2.31	2.04	2.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	**0.70**	0.68	**0.87a**	**1.21a**	0.69	0.74	0.83	0.69	0.70	0.63	0.62	0.67	**0.84io**	0.66	**0.86ijkmop**	0.55	**0.71o**	0.46	**0.79o**
Personal letters (e.g. to a friend or relative)	**0.44**	0.44	0.46	**0.61a**	0.46	0.34	0.37	0.34	0.38	**0.44jmp**	0.27	0.40	**0.42jmp**	0.31	**0.87hijklmopr**	**0.47jmp**	0.29	0.22	0.36
Formal letters to organisations or individuals	**1.42**	1.41	1.51	1.52	1.42	1.32	1.58	1.39	1.39	1.36	1.42	1.50	1.44	1.29	1.55	1.33	1.55	1.23	1.33
Bills/ invoices/ statements	**1.18**	1.16	1.28	1.38	1.17	1.26	1.14	1.35	1.09	**1.35jkp**	1.02	0.99	1.07	1.18	1.30	1.24	1.03	**1.44kp**	1.23
Smaller parcels - that will fit through a letterbox	**1.19**	1.18	1.23	1.37	1.18	1.10	1.27	**1.49de**	1.15	1.03	1.26	1.18	1.14	1.11	**1.33l**	1.17	1.20	1.17	1.09
Larger parcels - that will not fit through a letterbox	**1.14**	1.13	1.19	1.35	1.10	1.23	**1.49d**	1.30	1.11	1.08	1.01	1.06	1.08	1.17	**1.29o**	0.93	1.15	1.32	**1.22o**
Items requiring a signature	**0.40**	0.41	0.33	0.40	0.40	0.41	0.39	0.42	0.40	0.41	0.27	0.43	0.44	0.34	**0.58jmop**	0.35	0.32	0.40	0.41
All Post	**6.46**	6.40	6.87	**7.85a**	6.42	6.40	7.07	6.97	6.23	6.30	5.86	6.23	6.42	6.06	**7.79jmo**	6.03	6.25	6.24	6.43
All Services	**3.74**	3.68	4.12	**4.73a**	3.74	3.66	3.92	3.76	3.57	3.77	3.33	3.56	3.77	3.44	**4.59jm**	3.58	3.58	3.35	3.72
All Parcels	**2.32**	2.30	2.42	2.72	2.28	2.33	**2.76d**	**2.79d**	2.26	2.12	2.27	2.24	2.22	2.28	2.62	2.10	2.35	2.49	2.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	**0.70**	**0.83bcdg**	0.66	0.61	0.56	0.52	**0.74bcg**	0.55	**0.75jk**	**0.73jk**	0.57	0.52	**0.97jkn**	**0.74jk**	0.63
Personal letters (e.g. to a friend or relative)	**0.44**	**0.53bfg**	0.36	**0.46b**	0.38	0.35	**0.45b**	0.37	**0.44j**	**0.49j**	0.36	0.39	0.38	**0.46j**	0.39
Formal letters to organisations or individuals	**1.42**	**1.68bg**	1.30	1.31	1.21	0.93	**1.49bg**	1.13	1.58	1.37	1.34	1.29	0.82	1.47	1.17
Bills/ invoices/ statements	**1.18**	1.15	1.21	1.18	1.20	1.20	1.18	1.20	**1.21l**	**1.19l**	1.13	**1.30l**	0.67	**1.20l**	1.14
Smaller parcels - that will fit through a letterbox	**1.19**	1.18	1.20	1.14	1.36	1.17	1.19	1.31	**1.31j**	**1.22j**	0.87	1.19	0.83	**1.27j**	1.10
Larger parcels - that will not fit through a letterbox	**1.14**	1.14	1.13	1.09	1.37	0.96	1.14	1.26	**1.27jl**	**1.17j**	0.85	1.10	0.68	**1.22j**	1.00
Items requiring a signature	**0.40**	0.41	0.40	0.36	0.43	0.49	0.41	0.44	0.46	0.39	0.32	0.41	0.25	0.42	0.37
All Post	**6.46**	6.92	6.26	6.15	6.51	5.61	6.59	6.27	**7.01jl**	**6.56j**	5.45	6.21	4.61	**6.78j**	5.80
All Services	**3.74**	**4.19bg**	3.53	3.56	3.35	3.00	3.86	3.26	3.97	3.78	3.41	3.50	2.84	3.88	3.34
All Parcels	**2.32**	2.32	2.33	2.23	2.73	2.13	2.32	2.57	**2.57jl**	**2.39j**	1.73	**2.29j**	1.52	**2.48jl**	2.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	0.70	1.10b	0.67	0.73	0.79e	0.65	0.86e	0.69	1.72gkl	1.93gkl	0.00	0.71	0.48
Personal letters (e.g. to a friend or relative)	0.44	0.74bc	0.41	0.45	0.61e	0.35	0.59e	0.40	1.64gkl	4.61ghkl	0.00	0.44	0.48
Formal letters to organisations or individuals	1.42	1.54	1.42	1.16	1.69e	1.29	1.51	1.42	1.56	1.91	0.01	1.43	0.69
Bills/ invoices/ statements	1.18	1.44bc	1.16	0.90	1.31e	1.12	1.19	1.17	1.63	2.56	0.77	1.18	0.51
Smaller parcels - that will fit through a letterbox	1.19	1.42c	1.18c	0.62	1.48e	1.02	1.51e	1.18	1.42	1.82	0.39	1.19	1.13
Larger parcels - that will not fit through a letterbox	1.14	1.41bc	1.12	0.64	1.40e	1.00	1.25	1.13	1.39	1.35	0.53	1.14	0.84
Items requiring a signature	0.40	0.77bc	0.37	0.22	0.58e	0.30	0.62e	0.38	1.25gk	1.54	0.11	0.40	0.74
All Post	6.46	8.42bc	6.34	4.72	7.86e	5.72	7.52e	6.38	10.61gk	15.72	1.82	6.48	4.86
All Services	3.74	4.82bc	3.67	3.24	4.40e	3.40	4.15e	3.68	6.55gk	11.01	0.79	3.76	2.15
All Parcels	2.32	2.83bc	2.30c	1.26	2.88e	2.02	2.76e	2.32	2.81	3.18	0.92	2.33	1.96

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	**0.70**	0.61	0.53	0.57	**1.11abc**	**0.71fim**	0.36	**0.76fijkmo**	**0.66fi**	0.37	**0.54fi**	**0.54fi**	**0.69fim**	**0.48f**	**0.89fijkmo**	**0.57fi**	**1.98efghijklmno**
Personal letters (e.g. to a friend or relative)	**0.44**	0.42	**0.46c**	0.36	**0.52ac**	0.29	0.32	**0.64efjklmop**	0.51	**0.49efkmo**	**0.38e**	0.34	**0.41e**	0.33	**0.74efijklmop**	0.36	**0.47efjkmo**
Formal letters to organisations or individuals	**1.42**	1.47	**1.56c**	1.25	1.40	1.29	1.47	**1.67kmp**	1.72	1.53	1.43	1.23	1.30	1.24	**1.61kmp**	1.36	1.21
Bills/ invoices/ statements	**1.18**	1.16	**1.32c**	1.05	1.18	1.03	1.02	**1.45efkm**	**1.53efjklmnp**	**1.30fk**	1.15	0.99	1.12	1.04	1.16	1.22	1.14
Smaller parcels - that will fit through a letterbox	**1.19**	1.18	1.23	1.13	1.21	1.22	1.00	1.32	**1.36f**	1.28	1.05	1.09	1.14	1.15	1.27	1.17	1.19
Larger parcels - that will not fit through a letterbox	**1.14**	**1.17c**	**1.19c**	0.94	**1.23c**	1.06	1.09	**1.36k**	**1.46jklmn**	1.19	0.94	0.88	1.01	0.95	1.04	**1.31jkm**	**1.35jklmn**
Items requiring a signature	**0.40**	0.36	0.44	0.33	**0.48ac**	0.36	0.32	0.38	0.41	0.41	0.49	0.37	0.36	0.27	**0.49m**	0.42	**0.53m**
All Post	**6.46**	6.37	**6.72c**	5.63	**7.13c**	5.96	5.58	**7.58fkm**	**7.64fjkm**	6.57	5.98	5.44	6.03	5.46	**7.20fkm**	6.40	**7.89efjklmo**
All Services	**3.74**	3.67	**3.87c**	3.23	**4.21c**	3.32	3.17	**4.52efjkmo**	**4.42fkm**	3.69	3.51	3.09	3.52	3.08	**4.40efjkmo**	3.51	**4.81efijklmo**
All Parcels	**2.32**	2.35	2.42	2.07	**2.44c**	2.29	2.09	2.68	**2.81fjkm**	2.47	1.99	1.97	2.15	2.10	2.31	2.48	**2.55jk**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Invitations/ greetings cards/ postcards	**2.55**	-	2.55	2.56	2.54	2.18	2.15	2.30	3.14	2.69	2.82	**3.33efg**	2.17	2.56	**2.92l**	**3.08l**	2.59	2.23	2.91
Personal letters (e.g. to a friend or relative)	**2.08**	-	2.08	2.15	1.97	2.05	2.32	2.08	3.26	1.62	1.61	1.61	**2.18no**	2.39	1.62	1.61	2.04	2.32	2.00
Formal letters to organisations or individuals	**2.70**	-	2.70	2.76	2.60	2.49	2.49	2.83	2.82	2.82	2.54	2.70	2.49	2.82	2.70	2.62	2.60	**3.70p**	2.70
Bills/ invoices/ statements	**2.14**	-	2.14	**2.27d**	2.00	**2.47hijk**	**2.27ik**	**2.30ik**	2.04	1.90	2.00	1.90	**2.36no**	**2.20no**	1.93	1.95	2.10	**2.53p**	2.16
Smaller parcels - that will fit through a letterbox	**2.18**	-	2.18	2.16	2.20	**2.64hijk**	**2.27jk**	**2.29jk**	2.09	2.08	1.86	1.79	**2.47no**	**2.21no**	1.95	1.82	2.12	**2.67p**	2.21
Larger parcels - that will not fit through a letterbox	**2.30**	-	2.30	2.26	2.33	**2.73ijk**	**2.67ijk**	**2.24k**	**2.32k**	2.12	2.01	1.87	**2.70mno**	**2.27no**	2.02	1.94	2.26	2.57	2.40
Items requiring a signature	**2.07**	-	2.07	**2.24d**	1.82	2.10	2.12	**2.34l**	1.97	1.64	2.10	1.37	2.11	**2.21n**	1.73	1.80	2.01	2.35	2.09
All Post	**7.19**	-	7.19	**7.89d**	6.52	**8.20ijk**	**8.28ijk**	**8.02ijk**	**7.24ij**	6.15	5.85	6.38	**8.24no**	**7.70no**	6.12	6.09	6.93	**9.79p**	7.30
All Services	**4.70**	-	4.70	**5.21d**	4.18	**4.90l**	**5.04l**	**5.15lj**	4.77	4.09	4.20	4.72	**4.97n**	**5.00n**	4.29	4.45	4.56	**6.09p**	4.72
All Parcels	**3.46**	-	3.46	3.44	3.47	**4.23ghijk**	**3.97ijk**	**3.56jk**	**3.47jk**	**3.23jk**	2.75	2.73	**4.10mno**	**3.52no**	2.96	2.75	3.37	**4.30p**	3.53

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Invitations/ greetings cards/ postcards	**2.55**	2.62	2.80	2.16	2.48	2.71	2.30	2.36	2.96	2.45	2.22	2.58	2.67	2.47	2.55	2.44	2.54
Personal letters (e.g. to a friend or relative)	**2.08**	**2.42b**	1.71	**2.18b**	1.91	2.09	2.07	2.24	1.67	2.31	2.03	1.75	1.97	2.42	1.89	2.30	2.07
Formal letters to organisations or individuals	**2.70**	2.74	2.52	2.87	2.74	2.62	2.80	2.79	2.55	2.86	2.82	2.66	2.74	2.50	2.72	2.84	2.67
Bills/ invoices/ statements	**2.14**	**2.35b**	2.00	2.18	2.09	2.15	2.14	**2.22h**	1.99	**2.27k**	2.19	1.94	**2.20k**	2.19	2.09	2.27	2.11
Smaller parcels - that will fit through a letterbox	**2.18**	2.14	2.08	2.23	2.29	2.11	2.27	**2.26h**	2.04	2.32	2.29	2.07	2.30	2.05	2.20	2.31	2.16
Larger parcels - that will not fit through a letterbox	**2.30**	2.43	2.18	2.30	2.33	2.28	2.31	2.39	2.15	2.32	2.42	2.18	2.43	2.15	2.33	2.31	2.29
Items requiring a signature	**2.07**	2.16	2.08	2.15	1.84	2.13	2.01	**2.17h**	1.77	1.98	2.30	1.84	2.37	1.98	2.14	1.98	2.09
All Post	**7.19**	**8.96bcd**	6.45	**7.40bd**	6.47	7.43	6.92	**7.90h**	6.07	6.56	6.93	6.54	**7.55k**	**8.35ijkn**	7.00	6.54	7.30
All Services	**4.70**	**5.86bcd**	4.23	**4.82d**	4.13	4.90	4.46	**5.01h**	4.16	4.42	4.37	4.31	4.79	**5.47ijkn**	4.50	4.40	4.73
All Parcels	**3.46**	3.61	3.23	3.56	3.55	3.38	3.55	**3.66h**	3.13	3.50	3.64	3.20	**3.69k**	3.37	3.48	3.49	3.45

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Invitations/ greetings cards/ postcards	**2.55**	2.50	2.82	3.43	2.46	2.86	3.78	2.71	2.26	2.33	2.39	2.75	3.01	2.47	2.23	2.40	2.56	1.69	3.09
Personal letters (e.g. to a friend or relative)	**2.08**	2.06	2.24	2.23	2.11	1.91	2.01	1.62	1.72	1.82	1.70	2.30	1.94	2.00	2.61	2.38	1.53	1.37	2.00
Formal letters to organisations or individuals	**2.70**	2.69	2.75	2.69	2.72	2.43	2.76	2.69	2.58	2.61	2.60	3.14	2.96	2.74	2.73	2.52	2.81	2.32	2.45
Bills/ invoices/ statements	**2.14**	2.14	2.14	2.41	2.13	2.22	2.08	2.22	1.97	**2.39p**	2.04	1.96	2.03	2.03	2.25	2.26	1.92	2.32	2.20
Smaller parcels - that will fit through a letterbox	**2.18**	2.18	2.15	2.18	2.17	2.11	2.30	2.40	**2.27p**	2.22	2.29	**2.34p**	**2.29p**	1.99	2.05	**2.35p**	1.88	2.34	2.08
Larger parcels - that will not fit through a letterbox	**2.30**	2.29	2.36	2.53	2.26	2.33	**2.69d**	2.56	2.26	2.27	2.23	2.23	2.17	2.37	2.26	2.21	2.34	2.66	2.27
Items requiring a signature	**2.07**	2.10	1.92	2.07	2.06	2.17	2.01	2.16	2.04	**2.10j**	1.52	2.38	2.07	1.87	2.07	2.21	2.29	3.02	2.07
All Post	**7.19**	7.15	7.48	**8.65a**	7.16	7.07	7.80	7.46	6.92	7.07	6.62	7.15	7.15	6.54	**8.62jmo**	6.80	6.93	6.84	7.12
All Services	**4.70**	4.66	4.96	**5.79a**	4.72	4.40	4.94	4.62	4.30	4.73	4.30	4.72	4.89	4.26	**5.67hjm**	4.48	4.57	3.93	4.49
All Parcels	**3.46**	3.44	3.54	3.75	3.44	3.30	3.88	3.72	3.52	3.53	3.53	3.51	3.48	3.29	3.62	3.38	3.11	3.51	3.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Invitations/ greetings cards/ postcards	**2.55**	2.72	2.46	2.35	2.68	1.95	2.60	2.45	2.63	2.57	2.37	1.92	3.46	2.60	2.32
Personal letters (e.g. to a friend or relative)	**2.08**	2.18	1.83	2.35	2.18	2.65	2.02	2.29	1.93	2.25	1.98	2.24	2.54	2.09	2.31
Formal letters to organisations or individuals	**2.70**	2.79	2.51	**2.96b**	2.81	2.37	2.66	2.70	2.83	2.58	2.71	2.59	2.72	2.70	2.61
Bills/ invoices/ statements	**2.14**	2.00	**2.23a**	2.23	2.16	2.48	2.11	2.24	2.14	2.11	2.18	2.36	2.08	2.12	2.31
Smaller parcels - that will fit through a letterbox	**2.18**	2.10	2.20	2.28	2.34	2.05	2.15	2.26	2.25	2.14	2.04	2.24	2.42	2.20	2.27
Larger parcels - that will not fit through a letterbox	**2.30**	2.19	2.32	2.43	2.55	2.37	2.26	2.51	2.37	2.30	2.13	2.29	2.15	2.33	2.27
Items requiring a signature	**2.07**	2.03	2.23	1.83	2.12	1.91	2.13	2.05	2.13	2.23	1.76	1.68	1.80	2.18	1.70
All Post	**7.19**	7.46	6.92	7.38	7.32	6.83	7.19	7.20	**7.59j**	7.15	6.55	7.20	6.36	7.37	7.01
All Services	**4.70**	**5.07b**	4.39	4.83	4.35	4.25	4.73	4.32	4.94	4.59	4.51	4.60	4.73	4.76	4.63
All Parcels	**3.46**	3.31	3.48	3.71	3.81	3.40	3.40	3.71	3.55	3.44	3.18	3.62	4.02	3.50	3.69

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Invitations/ greetings cards/ postcards	**2.55**	2.33	2.61	1.79	2.41	2.59	2.87	2.55	2.55	4.09	-	2.56	1.17
Personal letters (e.g. to a friend or relative)	**2.08**	1.90	2.14	1.36	2.22	1.99	2.03	1.97	**2.72g**	15.54	-	2.09	1.29
Formal letters to organisations or individuals	**2.70**	2.43	2.73	2.19	2.90	2.59	2.67	2.70	2.50	2.72	2.00	2.70	1.62
Bills/ invoices/ statements	**2.14**	2.14	2.15	1.67	**2.30e**	2.05	2.32	2.13	2.45	3.38	1.18	2.15	1.23
Smaller parcels - that will fit through a letterbox	**2.18**	2.16	2.19	1.49	**2.34e**	2.03	**2.71e**	2.17	2.61	3.52	1.32	2.18	1.78
Larger parcels - that will not fit through a letterbox	**2.30**	2.28	2.31	1.78	2.44	2.20	2.47	2.29	2.79	5.14	1.67	2.30	1.46
Items requiring a signature	**2.07**	2.09	2.09	1.20	2.26	1.92	2.08	2.04	2.19	7.29	1.00	2.08	2.01
All Post	**7.19**	**8.94bc**	7.09	5.06	**8.46e**	6.45	**8.66e**	7.10	**11.34gk**	17.33	2.35	7.21	6.45
All Services	**4.70**	**5.47bc**	4.65	3.83	**5.35e**	4.32	**5.46e**	4.63	**7.41gk**	12.17	1.20	4.71	4.09
All Parcels	**3.46**	**3.78c**	3.45	2.27	**3.87e**	3.17	**4.20e**	3.44	4.55	6.09	1.77	3.46	3.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Invitations/ greetings cards/ postcards	**2.55**	2.53	2.22	2.19	**3.02bc**	2.77	1.73	**2.95fjm**	2.70	2.12	1.89	2.26	2.56	1.79	3.00	2.33	**3.35fjm**
Personal letters (e.g. to a friend or relative)	**2.08**	2.05	2.30	1.86	2.11	1.81	1.66	2.49	2.89	2.37	1.77	1.97	1.87	1.75	2.53	1.92	1.75
Formal letters to organisations or individuals	**2.70**	2.88	2.87	2.45	2.58	2.76	3.00	2.88	2.98	2.83	2.79	2.43	2.55	2.37	2.62	2.71	2.39
Bills/ invoices/ statements	**2.14**	2.15	2.27	2.03	2.09	2.01	1.93	**2.48fmn**	**2.46fm**	2.12	2.21	1.99	2.26	1.88	1.99	2.17	2.12
Smaller parcels - that will fit through a letterbox	**2.18**	2.21	2.23	2.10	2.17	2.37	1.96	2.29	2.34	2.35	1.99	1.98	2.19	2.15	2.30	2.08	2.12
Larger parcels - that will not fit through a letterbox	**2.30**	**2.43c**	2.33	2.03	**2.38c**	2.21	2.20	**2.89jk**	**2.59k**	2.40	1.97	1.87	2.15	2.07	2.15	**2.55jkm**	**2.42jk**
Items requiring a signature	**2.07**	2.00	**2.45c**	1.80	2.06	1.92	1.85	**2.24m**	2.18	**3.06m**	2.31	2.24	1.76	1.46	2.16	1.98	**2.04m**
All Post	**7.19**	7.05	**7.42c**	6.35	**7.94c**	6.67	6.29	**8.16fkm**	**8.11fkm**	7.11	6.99	6.14	6.76	6.19	**8.10fkm**	7.22	**8.57efjklmo**
All Services	**4.70**	4.68	**4.81c**	4.14	**5.15c**	4.27	4.27	**5.43km**	5.07	4.68	4.65	3.96	4.54	3.95	**5.49efkm**	4.51	**5.47efkmo**
All Parcels	**3.46**	3.48	3.60	3.15	**3.60c**	3.42	3.15	3.88	**3.86k**	3.67	3.23	2.93	3.32	3.20	3.40	**3.76k**	**3.62k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Yes	**2388**	-	2388	1184	1199	349	296	435	301	457	295	254	645	737	1006	549	2154	213	2397
	92%	-	*92%*	*92%*	*92%*	*94%*	*89%*	*91%*	*92%*	*92%*	*93%*	*91%*	*92%*	*92%*	*92%*	*92%*	*92%*	*90%*	*93%*
No	**214**	-	214	108	105	24	35	42	25	40	23	24	58	67	88	47	187	23	185
	8%	-	*8%*	*8%*	*8%*	*6%*	*11%*	*9%*	*8%*	*8%*	*7%*	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*10%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Yes	**2388**	495	859	478	556	1354	1034	1422	928	279	327	632	584	387	1543	283	1964
	92%	**94%d**	*93%*	*92%*	*89%*	**93%f**	*90%*	*92%*	*92%*	*88%*	*91%*	*91%*	*92%*	**95%l**	*92%*	*88%*	*92%*
No	**214**	33	67	43	70	100	113	131	77	38	31	60	49	21	140	38	162
	8%	*6%*	*7%*	*8%*	**11%a**	*7%*	**10%e**	*8%*	*8%*	**12%m**	*9%*	*9%*	*8%*	*5%*	*8%*	*12%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Yes	**2388**	2041	347	109	1992	208	114	73	106	245	202	182	207	227	314	311	197	33	175
	92%	*92%*	*93%*	*90%*	*92%*	*93%*	*91%*	**97%df**	*93%*	*86%*	*93%*	**95%i**	*93%*	*93%*	*93%*	*90%*	*91%*	*96%*	*92%*
No	**214**	186	28	13	183	16	11	2	7	41	15	10	16	16	25	33	20	2	15
	8%	*8%*	*7%*	*10%*	***8%g***	*7%*	***9%g***	*3%*	*7%*	***14%k***	*7%*	*5%*	*7%*	*7%*	*7%*	*10%*	*9%*	*4%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2582**	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	**2601**	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	**1395**	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Yes	**2388**	912	885	342	175	55	1797	230	909	932	360	126	40	1841	166
	92%	**94%c**	**92%c**	*86%*	**94%c**	*97%*	**93%c**	**94%c**	**95%dj**	**92%j**	*84%*	**95%j**	*88%*	**93%j**	**93%j**
No	**214**	53	81	57	12	1	135	14	47	81	66	7	5	129	12
	8%	*6%*	*8%*	**14%abdfg**	*6%*	*3%*	*7%*	*6%*	*5%*	**8%h**	**16%hikmq**	*5%*	*12%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Yes	**2388**	176	2180	32	715	1541	132	2337	29	10	3	2376	9
	92%	*95%*	*92%*	*80%*	**95%ef**	*91%*	*87%*	*92%*	*97%*	*83%*	*52%*	*92%*	*70%*
No	**214**	10	196	8	41	153	19	204	1	2	2	207	4
	8%	*5%*	*8%*	*20%*	*5%*	**9%d**	**13%d**	*8%*	*3%*	*17%*	*48%*	*8%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Yes	**2388**	791	387	789	420	396	-	395	-	387	-	389	-	400	-	420	-
	92%	*93%*	*93%*	*90%*	*91%*	*94%*	-	*92%*	-	*93%*	-	*90%*	-	*90%*	-	*91%*	-
No	**214**	58	28	86	41	25	-	33	-	28	-	44	-	43	-	41	-
	8%	*7%*	*7%*	*10%*	*9%*	*6%*	-	*8%*	-	*7%*	-	*10%*	-	*10%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2397**	-	2397	1145	1248	302	302	440	290	500	323	240	604	730	1063	563	2244	137	2397
Weighted Base	**2388**	-**	2388	1184	1199	349	296	435	301	457	295	254	645	737	1006	549	2154	213	2397
Effective Base	**1283**	-	1283	627	652	183	172	252	154	258	135	136	354	405	525	270	1174	102	2397
Home address	**2321**	-	2321	1145	1172	328	280	418	301	449	293	252	608	719	994	545	2101	202	2343
	97%	-	*97%*	*97%*	*98%*	*94%*	*95%*	*96%*	**100%efg**	**98%ef**	**99%ef**	**99%ef**	*94%*	**98%l**	**99%l**	**99%l**	*98%*	*95%*	*98%*
Work address	**166**	-	166	101	64	28	48	48	20	16	*	6	76	68	22	6	151	15	133
	7%	-	*7%*	**9%d**	*5%*	**8%ijk**	**16%ehijk**	**11%ijk**	**7%j**	**3%j**	*	*2%*	**12%no**	**9%no**	*2%*	*1%*	*7%*	*7%*	*6%*
Friend/relative's address	**135**	-	135	70	65	36	27	35	11	9	11	6	63	46	26	16	124	11	114
	6%	-	*6%*	*6%*	*5%*	**10%hijk**	**9%hik**	**8%ik**	*4%*	*2%*	*4%*	*2%*	**10%no**	**6%n**	*3%*	*3%*	*6%*	*5%*	*5%*
In store, using a 'collect from store' option'	**161**	-	161	70	91	26	23	43	23	28	7	11	50	66	46	17	133	23	152
	7%	-	*7%*	*6%*	*8%*	**8%j**	**8%j**	**10%ijk**	**8%j**	*6%*	*2%*	*4%*	**8%o**	**9%no**	*5%*	*3%*	*6%*	*11%*	*6%*
Post Office	**122**	-	122	83	39	40	23	35	13	6	5	2	62	48	12	7	104	18	94
	5%	-	*5%*	**7%d**	*3%*	**11%hijk**	**8%ijk**	**8%ijk**	**4%ik**	*1%*	*2%*	*1%*	**10%no**	**6%no**	*1%*	*1%*	*5%*	*8%*	*4%*
Delivery locker	**94**	-	94	68	26	28	9	26	15	10	3	3	37	41	16	6	79	14	64
	4%	-	*4%*	**6%d**	*2%*	**8%ijk**	*3%*	**6%ijk**	*5%*	*2%*	*1%*	*1%*	**6%no**	**6%no**	*2%*	*1%*	*4%*	*6%*	*3%*
Another pick-up point (e.g. Collect+ or Doddle)	**67**	-	67	37	30	22	9	19	4	9	1	2	31	24	12	4	59	7	56
	3%	-	*3%*	*3%*	*3%*	**6%hijk**	*3%*	**4%j**	*1%*	*2%*	*	*1%*	**5%no**	**3%no**	*1%*	*1%*	*3%*	*3%*	*2%*
Somewhere else (please specify)	**5**	-	5	4	1	-	2	*	*	*	*	2	2	*	2	2	5	-	12
	*	-	*	*	*	-	*1%*	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2397	623	759	450	565	1382	1015	1186	1174	291	321	613	600	370	1534	296	1948
Weighted Base	2388	495	859	478	556	1354	1034	1422	928	279	327	632	584	387	1543	283	1964
Effective Base	1283	255	445	263	323	700	586	683	605	164	186	333	314	187	833	167	1039
Home address	2321	468	837	467	550	1305	1016	1370	915	276	326	615	563	366	1504	280	1902
	97%	*95%*	**98%a**	*98%*	**99%a**	*96%*	**98%o**	*96%*	**99%g**	**99%m**	**99%lm**	*97%*	*96%*	*95%*	*97%*	*99%*	*97%*
Work address	166	66	46	37	17	112	55	151	14	7	12	31	47	59	90	7	152
	7%	**13%bcd**	*5%*	**8%d**	*3%*	**8%f**	*5%*	**11%h**	*1%*	*2%*	*4%*	*5%*	**8%i**	**15%ijkln**	*6%*	*2%*	**8%o**
Friend/relative's address	135	46	38	26	25	84	50	100	33	14	15	26	37	36	78	14	117
	6%	**9%bd**	*4%*	*5%*	*4%*	*6%*	*5%*	**7%h**	*4%*	*5%*	*5%*	*4%*	*6%*	**9%kn**	*5%*	*5%*	*6%*
In store, using a 'collect from store' option'	161	42	61	28	30	103	58	113	43	16	11	36	43	39	90	16	131
	7%	*8%*	*7%*	*6%*	*5%*	*8%*	*6%*	**8%h**	*5%*	*6%*	*3%*	*6%*	*7%*	**10%jn**	*6%*	*6%*	*7%*
Post Office	122	43	37	20	22	80	42	102	20	12	17	17	30	40	64	12	106
	5%	**9%bcd**	*4%*	*4%*	*4%*	*6%*	*4%*	**7%h**	*2%*	*4%*	*5%*	*3%*	*5%*	**10%lkln**	*4%*	*4%*	*5%*
Delivery locker	94	29	35	16	14	64	30	73	18	6	9	11	25	33	46	6	83
	4%	**6%d**	*4%*	*3%*	*2%*	*5%*	*3%*	**5%h**	*2%*	*2%*	*3%*	*2%*	*4%*	**8%ijkn**	*3%*	*2%*	*4%*
Another pick-up point (e.g. Collect+ or Doddle)	67	23	21	14	8	45	22	54	11	9	5	5	18	20	29	9	54
	3%	**5%d**	*2%*	*3%*	*1%*	*3%*	*2%*	**4%h**	*1%*	**3%k**	*2%*	*1%*	**3%k**	**5%kn**	*2%*	*3%*	*3%*
Somewhere else (please specify)	5	1	*	1	2	2	3	1	4	*	3	*	*	1	3	*	4
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 157

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2397**	1530	867	373	1180	499	409	309	129	126	131	128	141	132	133	135	125	80	419
Weighted Base	**2388**	2041	347	109*	1992	208	114	73	106	245	202	182	207	227	314	311	197	33*	175
Effective Base	**1283**	1064	228	90	966	195	157	172	118	115	116	111	111	116	118	121	106	38	159
Home address	**2321**	1982	340	106	1936	203	111	72	106	237	197	177	204	223	306	299	187	29	173
	97%	*97%*	*98%*	*97%*	*97%*	*97%*	*97%*	*98%*	**100%pq**	*97%*	**97%q**	**97%q**	**98%q**	**98%q**	**97%q**	*96%*	*95%*	*90%*	**99%q**
Work address	**166**	149	17	10	144	12	6	5	7	28	18	5	10	13	34	20	8	2	10
	7%	*7%*	*5%*	*9%*	*7%*	*6%*	*5%*	*7%*	*7%*	**11%k**	*9%*	*3%*	*5%*	*6%*	**11%k**	*7%*	*4%*	*7%*	*6%*
Friend/relative's address	**135**	121	14	8	119	8	5	3	7	8	18	13	8	8	25	17	14	*	8
	6%	*6%*	*4%*	*8%*	*6%*	*4%*	*5%*	*4%*	*7%*	*3%*	*9%*	*7%*	*4%*	*3%*	*8%*	*6%*	*7%*	*1%*	*4%*
In store, using a 'collect from store' option'	**161**	143	18	10	136	15	7	3	9	8	15	15	11	11	32	22	12	2	13
	7%	*7%*	*5%*	*10%*	*7%*	*7%*	*6%*	*5%*	*8%*	*3%*	*7%*	*8%*	*5%*	*5%*	**10%l**	*7%*	*6%*	*7%*	*7%*
Post Office	**122**	113	9	3	106	8	4	3	5	13	14	2	14	4	35	15	4	-	8
	5%	*6%*	*3%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	**7%k**	*1%*	**7%k**	*2%*	**11%kmp**	*5%*	*2%*	-	*5%*
Delivery locker	**94**	90	4	2	83	8	2	*	3	5	15	2	7	3	24	18	5	-	8
	4%	**4%b**	*1%*	*2%*	**4%g**	*4%*	*2%*	*1%*	*3%*	*2%*	**7%km**	*1%*	*3%*	*1%*	**8%km**	*6%*	*3%*	-	*4%*
Another pick-up point (e.g. Collect+ or Doddle)	**67**	61	6	2	54	7	4	1	3	-	8	2	3	-	24	5	9	1	6
	3%	*3%*	*2%*	*2%*	*3%*	*4%*	*4%*	*2%*	**3%lm**	-	**4%lm**	*1%*	*2%*	-	**8%lklmo**	*2%*	**4%lm**	**4%lm**	**3%lm**
Somewhere else (please specify)	**5**	3	2	2	3	*	-	1	1	-	-	1	-	-	-	1	-	-	*
	*	*	*	**1%a**	*	*	-	**1%d**	*1%*	-	-	*1%*	-	-	-	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2397**	913	885	332	192	58	1798	250	935	930	349	125	38	1865	163
Weighted Base	**2388**	912	885	342	175	55*	1797	230	909	932	360	126*	40**	1841	166*
Effective Base	**1283**	470	475	190	108	33	945	141	483	489	200	78	22	971	100
Home address	**2321**	900	860	326	166	51	1759	218	893	908	341	119	40	1801	158
	97%	***99%cdeg***	*97%*	*95%*	*95%*	*93%*	***98%cg***	*95%*	***98%jk***	*97%*	*95%*	*94%*	*100%*	***98%jk***	*95%*
Work address	**166**	61	70	19	5	10	131	15	71	67	19	4	4	138	8
	7%	*7%*	*8%*	*5%*	*3%*	***18%abcdfg***	*7%*	*7%*	*8%*	*7%*	*5%*	*3%*	*11%*	*8%*	*5%*
Friend/relative's address	**135**	64	36	20	14	-	99	14	62	50	12	7	3	112	9
	6%	***7%b***	*4%*	*6%*	*8%*	-	*6%*	*6%*	*7%*	*5%*	*3%*	*5%*	*7%*	*6%*	*6%*
In store, using a 'collect from store' option'	**161**	64	58	24	12	-	122	12	53	75	19	12	2	127	14
	7%	*7%*	*7%*	*7%*	*7%*	-	*7%*	*5%*	*6%*	*8%*	*5%*	*10%*	*4%*	*7%*	*9%*
Post Office	**122**	60	40	14	5	*	100	5	51	49	14	6	1	100	7
	5%	*7%*	*5%*	*4%*	*3%*	*	*6%*	*2%*	*6%*	*5%*	*4%*	*5%*	*2%*	*5%*	*4%*
Delivery locker	**94**	47	31	8	5	-	78	5	35	43	9	6	-	78	6
	4%	*5%*	*4%*	*2%*	*3%*	-	*4%*	*2%*	*4%*	*5%*	*3%*	*5%*	-	*4%*	*4%*
Another pick-up point (e.g. Collect+ or Doddle)	**67**	33	19	8	4	2	52	7	34	23	6	2	1	57	3
	3%	*4%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*
Somewhere else (please specify)	**5**	3	1	*	-	-	4	-	2	2	*	-	-	4	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2397	166	2193	38	752	1501	144	2345	25	15	4	2385	8
Weighted Base	2388	176*	2180	32**	715	1541	132*	2337	29**	10**	3**	2376	9**
Effective Base	1283	93	1171	20	406	806	72	1253	15	8	2	1275	6
Home address	2321	171	2122	29	702	1498	121	2279	22	10	3	2311	8
	97%	*97%*	*97%*	*89%*	**98%f**	**97%f**	*91%*	*98%*	*78%*	*93%*	*100%*	*97%*	*83%*
Work address	166	24	137	5	76	79	11	152	11	2	1	165	-
	7%	**14%b**	*6%*	*17%*	**11%e**	*5%*	*8%*	*7%*	*38%*	*17%*	*49%*	*7%*	-
Friend/relative's address	135	32	99	3	65	55	14	130	3	2	-	135	-
	6%	**18%b**	*5%*	*10%*	**9%e**	*4%*	**10%e**	*6%*	*9%*	*23%*	-	*6%*	-
In store, using a 'collect from store' option'	161	19	139	3	56	92	13	153	5	1	-	160	2
	7%	*11%*	*6%*	*10%*	*8%*	*6%*	*10%*	*7%*	*17%*	*13%*	-	*7%*	*17%*
Post Office	122	30	92	*	64	52	7	112	10	-	-	122	-
	5%	**17%b**	*4%*	*1%*	**9%e**	*3%*	*5%*	*5%*	*35%*	-	-	*5%*	-
Delivery locker	94	21	72	1	36	50	8	85	7	2	-	94	-
	4%	**12%b**	*3%*	*2%*	*5%*	*3%*	*6%*	*4%*	*23%*	*17%*	-	*4%*	-
Another pick-up point (e.g. Collect+ or Doddle)	67	15	52	-	33	29	5	66	1	-	-	67	-
	3%	**8%b**	*2%*	-	**5%e**	*2%*	*4%*	*3%*	*2%*	-	-	*3%*	-
Somewhere else (please specify)	5	1	4	-	3	2	*	4	1	*	-	5	-
	*	*1%*	*	-	*	*	*	*	*2%*	*2%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2397**	802	403	799	393	408	-	394	-	403	-	399	-	400	-	393	-
Weighted Base	**2388**	791	387	789	420	396	-**	395	-**	387	-**	389	-**	400	-**	420	-**
Effective Base	**1283**	429	227	403	227	214	-	215	-	227	-	200	-	204	-	227	-
Home address	**2321**	777	379	757	408	387	-	390	-	379	-	367	-	390	-	408	-
	97%	*98%*	*98%*	*96%*	*97%*	*98%*	-	***99%k***	-	*98%*	-	*94%*	-	*98%*	-	*97%*	-
Work address	**166**	50	28	56	33	25	-	25	-	28	-	20	-	36	-	33	-
	7%	*6%*	*7%*	*7%*	*8%*	*6%*	-	*6%*	-	*7%*	-	*5%*	-	*9%*	-	*8%*	-
Friend/relative's address	**135**	37	17	60	21	24	-	13	-	17	-	27	-	33	-	21	-
	6%	*5%*	*5%*	*8%*	*5%*	*6%*	-	*3%*	-	*5%*	-	*7%*	-	***8%g***	-	*5%*	-
In store, using a 'collect from store' option'	**161**	49	17	70	25	31	-	18	-	17	-	40	-	31	-	25	-
	7%	*6%*	*4%*	***9%b***	*6%*	*8%*	-	*5%*	-	*4%*	-	***10%gj***	-	*8%*	-	*6%*	-
Post Office	**122**	41	18	43	19	25	-	16	-	18	-	10	-	33	-	19	-
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	-	*4%*	-	*5%*	-	*3%*	-	***8%k***	-	*5%*	-
Delivery locker	**94**	23	19	31	21	13	-	10	-	19	-	15	-	16	-	21	-
	4%	*3%*	*5%*	*4%*	*5%*	*3%*	-	*2%*	-	*5%*	-	*4%*	-	*4%*	-	*5%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**67**	19	15	29	5	9	-	10	-	15	-	11	-	17	-	5	-
	3%	*2%*	*4%*	*4%*	*1%*	*2%*	-	*2%*	-	*4%*	-	*3%*	-	***4%o***	-	*1%*	-
Somewhere else (please specify)	**5**	3	*	2	*	2	-	*	-	*	-	1	-	1	-	*	-
	*	*	*	*	*	*1%*	-	*	-	*	-	*	-	*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2397**	-	2397	1145	1248	302	302	440	290	500	323	240	604	730	1063	563	2244	137	2397
Weighted Base	**2388**	-**	2388	1184	1199	349	296	435	301	457	295	254	645	737	1006	549	2154	213	2397
Effective Base	**1283**	-	1283	627	652	183	172	252	154	258	135	136	354	405	525	270	1174	102	2397
Home address	**2056**	-	2056	997	1055	282	254	366	256	417	247	233	536	621	898	481	1854	186	2107
	86%	-	*86%*	*84%*	*88%*	*81%*	*86%*	*84%*	*85%*	**91%egbj**	*84%*	**92%egj**	*83%*	*84%*	**89%lm**	*88%*	*86%*	*87%*	*88%*
Work address	**171**	-	171	118	54	49	31	45	22	19	2	3	81	67	24	5	154	18	155
	7%	-	*7%*	**10%d**	*4%*	**14%hijk**	**11%ijk**	**10%ijk**	**7%jk**	**4%j**	*1%*	*1%*	**13%no**	**9%no**	*2%*	*1%*	*7%*	*8%*	*6%*
Friend/relative's address	**238**	-	238	126	112	51	37	50	23	25	36	15	89	73	76	51	215	22	222
	10%	-	*10%*	*11%*	*9%*	**15%hik**	**13%i**	**11%i**	*8%*	*6%*	**12%i**	*6%*	**14%n**	*10%*	*8%*	*9%*	*10%*	*10%*	*9%*
In store, using a 'collect from store' option'	**257**	-	257	118	138	45	45	59	26	44	17	23	89	85	83	39	238	17	254
	11%	-	*11%*	*10%*	*12%*	**13%j**	**15%j**	**14%j**	*9%*	*10%*	*6%*	*9%*	**14%no**	*12%*	*8%*	*7%*	*11%*	*8%*	*11%*
Post Office	**149**	-	149	82	66	41	17	34	17	18	11	11	58	51	40	22	119	30	142
	6%	-	*6%*	*7%*	*5%*	**12%ijk**	*6%*	*8%*	*6%*	*4%*	*4%*	*4%*	**9%no**	**7%n**	*4%*	*4%*	*6%*	**14%p**	*6%*
Delivery locker	**130**	-	130	79	50	33	19	34	14	19	5	6	52	48	29	11	112	15	112
	5%	-	*5%*	**7%d**	*4%*	**10%ijk**	**6%j**	**8%jk**	*5%*	*4%*	*2%*	*2%*	**8%no**	**7%no**	*3%*	*2%*	*5%*	*7%*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**112**	-	112	64	47	24	22	25	17	17	3	4	46	43	24	8	90	18	108
	5%	-	*5%*	*5%*	*4%*	**7%jk**	**7%jk**	**6%j**	**6%j**	*4%*	*1%*	*2%*	**7%no**	**6%no**	*2%*	*1%*	*4%*	**9%p**	*5%*
Somewhere else (please specify)	**40**	-	40	24	15	7	2	4	9	3	8	6	10	12	17	15	40	*	33
	2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2397**	623	759	450	565	1382	1015	1186	1174	291	321	613	600	370	1534	296	1948
Weighted Base	**2388**	495	859	478	556	1354	1034	1422	928	279	327	632	584	387	1543	283	1964
Effective Base	**1283**	255	445	263	323	700	586	683	605	164	186	333	314	187	833	167	1039
Home address	**2056**	401	730	422	503	1131	925	1196	828	259	286	558	489	306	1334	263	1671
	86%	*81%*	*85%*	**88%a**	**90%ab**	*84%*	**89%o**	*84%*	**89%g**	**93%lmn**	**87%m**	**88%m**	*84%*	*79%*	**86%m**	**93%p**	*85%*
Work address	**171**	63	60	28	20	124	48	150	19	6	21	30	63	43	114	6	157
	7%	**13%bcd**	**7%d**	*6%*	*4%*	**9%f**	*5%*	**11%h**	*2%*	*2%*	*6%*	*5%*	**11%ik**	**11%ik**	**7%l**	*2%*	**8%o**
Friend/relative's address	**238**	62	83	47	45	145	93	157	73	21	32	59	65	47	156	21	205
	10%	*12%*	*10%*	*10%*	*8%*	*11%*	*9%*	*11%*	*8%*	*8%*	*10%*	*9%*	*11%*	*12%*	*10%*	*8%*	*10%*
In store, using a 'collect from store' option'	**257**	61	102	54	41	163	95	172	82	24	38	51	68	56	158	24	220
	11%	**12%d**	**12%d**	*11%*	*7%*	*12%*	*9%*	*12%*	*9%*	*9%*	*12%*	*8%*	*12%*	**14%k**	*10%*	*9%*	*11%*
Post Office	**149**	36	62	27	24	98	51	98	46	15	29	26	33	34	88	15	129
	6%	*7%*	*7%*	*6%*	*4%*	*7%*	*5%*	*7%*	*5%*	*5%*	**9%k**	*4%*	*6%*	**9%k**	*6%*	*5%*	*7%*
Delivery locker	**130**	34	64	18	14	98	32	91	35	12	17	21	28	41	66	12	111
	5%	**7%d**	**7%cd**	*4%*	*3%*	**7%f**	*3%*	**6%h**	*4%*	*4%*	*5%*	*3%*	*5%*	**11%ikln**	*4%*	*4%*	*6%*
Another pick-up point (e.g. Collect+ or Doddle)	**112**	29	47	23	14	75	37	77	29	11	18	19	24	27	61	11	90
	5%	**6%d**	**5%d**	*5%*	*2%*	*6%*	*4%*	*5%*	*3%*	*4%*	*5%*	*3%*	*4%*	**7%k**	*4%*	*4%*	*5%*
Somewhere else (please specify)	**40**	9	14	6	11	22	17	17	22	4	7	11	6	8	24	4	32
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2397**	1530	867	373	1180	499	409	309	129	126	131	128	141	132	133	135	125	80	419
Weighted Base	**2388**	2041	347	109*	1992	208	114	73	106	245	202	182	207	227	314	311	197	33*	175
Effective Base	**1283**	1064	228	90	966	195	157	172	118	115	116	111	111	116	118	121	106	38	159
Home address	**2056**	1745	310	96	1715	173	101	67	97	211	172	169	171	203	257	274	161	28	145
	86%	*86%*	*90%*	*88%*	*86%*	*83%*	*88%*	**91%e**	**92%jnpr**	*86%*	*85%*	**93%lnpr**	*83%*	*89%*	*82%*	*88%*	*82%*	*87%*	*83%*
Work address	**171**	151	21	8	146	12	9	5	9	22	22	11	7	18	36	10	11	2	10
	7%	*7%*	*6%*	*7%*	*7%*	*6%*	*8%*	*6%*	*8%*	*9%*	**11%lo**	*6%*	*3%*	*8%*	**12%lo**	*3%*	*5%*	*7%*	*5%*
Friend/relative's address	**238**	207	31	15	205	17	9	7	14	20	22	21	29	16	30	34	20	1	17
	10%	*10%*	*9%*	*13%*	*10%*	*8%*	*8%*	*9%*	*13%*	*8%*	*11%*	*11%*	*14%*	*7%*	*10%*	*11%*	*10%*	*2%*	*9%*
In store, using a 'collect from store' option'	**257**	228	29	9	210	30	8	9	9	19	29	22	19	11	44	34	24	2	29
	11%	*11%*	*8%*	*8%*	*11%*	**15%f**	*7%*	*12%*	*8%*	*8%*	**14%m**	*12%*	*9%*	*5%*	**14%m**	*11%*	*12%*	*5%*	**16%lm**
Post Office	**149**	132	18	7	129	11	4	5	8	6	12	5	19	6	33	22	18	-	11
	6%	*6%*	*5%*	*7%*	*6%*	*5%*	*3%*	*7%*	*7%*	*3%*	*6%*	*3%*	**9%lm**	*3%*	**10%lkm**	*7%*	**9%lm**	-	*6%*
Delivery locker	**130**	119	10	5	114	8	6	2	8	18	8	8	11	3	40	13	4	*	8
	5%	*6%*	*3%*	*4%*	*6%*	*4%*	*5%*	*2%*	**7%m**	**7%m**	*4%*	*5%*	*6%*	*1%*	**13%jkmopqr**	*4%*	*2%*	*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**112**	102	11	5	91	12	4	5	6	11	7	10	7	6	25	13	6	1	11
	5%	*5%*	*3%*	*4%*	*5%*	*6%*	*4%*	*6%*	*6%*	*5%*	*3%*	*6%*	*3%*	*3%*	*8%*	*4%*	*3%*	*4%*	*6%*
Somewhere else (please specify)	**40**	36	3	1	34	4	1	1	1	6	2	-	3	4	8	4	6	-	4
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	*2%*	*3%*	*1%*	*3%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 158

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2397**	913	885	332	192	58	1798	250	935	930	349	125	38	1865	163
Weighted Base	**2388**	912	885	342	175	55*	1797	230	909	932	360	126*	40**	1841	166*
Effective Base	**1283**	470	475	190	108	33	945	141	483	489	200	78	22	971	100
Home address	**2056**	781	759	301	152	46	1540	198	794	775	316	116	36	1569	152
	86%	*86%*	*86%*	*88%*	*87%*	*85%*	*86%*	*86%*	*87%*	*83%*	*88%*	*92%*	*91%*	*85%*	**91%i**
Work address	**171**	65	61	25	7	9	126	16	81	60	19	9	1	141	11
	7%	*7%*	*7%*	*7%*	*4%*	**17%abdf**	*7%*	*7%*	*9%*	*6%*	*5%*	*7%*	*4%*	*8%*	*6%*
Friend/relative's address	**238**	89	93	33	13	5	182	18	93	98	30	11	4	191	14
	10%	*10%*	*11%*	*10%*	*7%*	*8%*	*10%*	*8%*	*10%*	*11%*	*8%*	*9%*	*9%*	*10%*	*9%*
In store, using a 'collect from store' option'	**257**	122	87	26	17	3	209	21	102	114	26	9	6	216	15
	11%	**13%c**	*10%*	*8%*	*10%*	*6%*	*12%*	*9%*	*11%*	**12%j**	*7%*	*7%*	*14%*	*12%*	*9%*
Post Office	**149**	47	66	25	7	2	114	9	54	68	15	9	*	122	10
	6%	*5%*	*8%*	*7%*	*4%*	*3%*	*6%*	*4%*	*6%*	*7%*	*4%*	*7%*	*1%*	*7%*	*6%*
Delivery locker	**130**	52	48	17	8	3	99	11	42	52	26	9	*	93	10
	5%	*6%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*5%*	*6%*	*7%*	*7%*	*1%*	*5%*	*6%*
Another pick-up point (e.g. Collect+ or Doddle)	**112**	38	49	14	2	5	87	8	40	52	13	6	-	92	6
	5%	*4%*	*5%*	*4%*	*1%*	**10%d**	*5%*	*3%*	*4%*	*6%*	*4%*	*5%*	-	*5%*	*4%*
Somewhere else (please specify)	**40**	25	10	*	2	2	35	3	18	17	2	2	1	35	3
	2%	**3%c**	*1%*	*	*1%*	**3%c**	*2%*	*2%*	*2%*	*2%*	*	*1%*	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 158

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2397	166	2193	38	752	1501	144	2345	25	15	4	2385	8
Weighted Base	2388	176*	2180	32**	715	1541	132*	2337	29**	10**	3**	2376	9**
Effective Base	1283	93	1171	20	406	806	72	1253	15	8	2	1275	6
Home address	2056	138	1892	26	596	1345	115	2024	14	8	2	2045	8
	86%	*78%*	**87%a**	*80%*	*83%*	*87%*	*87%*	*87%*	*48%*	*75%*	*96%*	*86%*	*83%*
Work address	171	27	144	*	62	94	15	162	6	2	1	170	-
	7%	**15%b**	*7%*	*1%*	*9%*	*6%*	*11%*	*7%*	*21%*	*17%*	*49%*	*7%*	-
Friend/relative's address	238	18	215	5	85	132	21	224	10	2	*	236	2
	10%	*10%*	*10%*	*16%*	*12%*	*9%*	**16%e**	*10%*	*35%*	*17%*	*4%*	*10%*	*17%*
In store, using a 'collect from store' option'	257	32	220	5	103	142	12	248	8	1	*	257	-
	11%	**18%b**	*10%*	*17%*	**14%e**	*9%*	*9%*	*11%*	*27%*	*13%*	*3%*	*11%*	-
Post Office	149	19	129	1	63	75	10	143	4	2	-	149	-
	6%	*11%*	*6%*	*5%*	**9%e**	*5%*	*8%*	*6%*	*14%*	*18%*	-	*6%*	-
Delivery locker	130	20	108	1	54	67	9	122	6	2	-	130	-
	5%	**12%b**	*5%*	*3%*	**8%e**	*4%*	*7%*	*5%*	*21%*	*18%*	-	*5%*	-
Another pick-up point (e.g. Collect+ or Doddle)	112	11	100	1	42	65	5	104	8	-	-	112	-
	5%	*6%*	*5%*	*3%*	*6%*	*4%*	*4%*	*4%*	*28%*	-	-	*5%*	-
Somewhere else (please specify)	40	10	28	2	19	20	*	36	3	*	-	40	-
	2%	**6%b**	*1%*	*6%*	*3%*	*1%*	*	*2%*	*11%*	*1%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 158

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2397**	802	403	799	393	408	-	394	-	403	-	399	-	400	-	393	-
Weighted Base	**2388**	791	387	789	420	396	-**	395	-**	387	-**	389	-**	400	-**	420	-**
Effective Base	**1283**	429	227	403	227	214	-	215	-	227	-	200	-	204	-	227	-
Home address	**2056**	693	336	663	363	338	-	355	-	336	-	327	-	336	-	363	-
	86%	*88%*	*87%*	*84%*	*87%*	*85%*	-	*90%*	-	*87%*	-	*84%*	-	*84%*	-	*87%*	-
Work address	**171**	53	36	59	24	28	-	24	-	36	-	18	-	40	-	24	-
	7%	*7%*	*9%*	*7%*	*6%*	*7%*	-	*6%*	-	*9%*	-	*5%*	-	**10%k**	-	*6%*	-
Friend/relative's address	**238**	94	22	81	41	60	-	34	-	22	-	33	-	48	-	41	-
	10%	**12%b**	*6%*	*10%*	*10%*	**15%gjk**	-	*9%*	-	*6%*	-	*8%*	-	**12%l**	-	*10%*	-
In store, using a 'collect from store' option'	**257**	88	30	96	44	39	-	49	-	30	-	57	-	39	-	44	-
	11%	*11%*	*8%*	*12%*	*10%*	*10%*	-	*12%*	-	*8%*	-	**15%l**	-	*10%*	-	*10%*	-
Post Office	**149**	47	14	56	32	25	-	21	-	14	-	32	-	24	-	32	-
	6%	*6%*	*4%*	*7%*	*8%*	*6%*	-	*5%*	-	*4%*	-	**8%l**	-	*6%*	-	*8%*	-
Delivery locker	**130**	30	23	52	24	18	-	12	-	23	-	19	-	33	-	24	-
	5%	*4%*	*6%*	*7%*	*6%*	*5%*	-	*3%*	-	*6%*	-	*5%*	-	**8%g**	-	*6%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**112**	32	16	44	20	23	-	10	-	16	-	17	-	28	-	20	-
	5%	*4%*	*4%*	*6%*	*5%*	*6%*	-	*2%*	-	*4%*	-	*4%*	-	**7%g**	-	*5%*	-
Somewhere else (please specify)	**40**	12	11	15	2	6	-	6	-	11	-	5	-	10	-	2	-
	2%	*1%*	**3%d**	*2%*	*	*1%*	-	*2%*	-	**3%o**	-	*1%*	-	*2%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2397**	-	2397	1145	1248	302	302	440	290	500	323	240	604	730	1063	563	2244	137	2397
Weighted Base	**2388**	-**	2388	1184	1199	349	296	435	301	457	295	254	645	737	1006	549	2154	213	2397
Effective Base	**1283**	-	1283	627	652	183	172	252	154	258	135	136	354	405	525	270	1174	102	2397
Yes	**1241**	-	1241	547	690	183	165	251	158	225	148	112	348	409	484	260	1114	115	1320
	52%	-	*52%*	*46%*	**58%c**	*52%*	**56%k**	**58%k**	*52%*	*49%*	*50%*	*44%*	*54%*	**56%no**	*48%*	*47%*	*52%*	*54%*	*55%*
No	**1110**	-	1110	618	491	161	126	181	139	221	145	137	287	320	503	282	1010	92	1032
	46%	-	*46%*	**52%d**	*41%*	*46%*	*43%*	*41%*	*46%*	*48%*	*49%*	**54%g**	*45%*	*43%*	**50%m**	**51%m**	*47%*	*43%*	*43%*
Don't know	**37**	-	37	19	18	5	5	3	5	11	2	6	10	8	19	8	30	5	45
	2%	-	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2397**	623	759	450	565	1382	1015	1186	1174	291	321	613	600	370	1534	296	1948
Weighted Base	**2388**	495	859	478	556	1354	1034	1422	928	279	327	632	584	387	1543	283	1964
Effective Base	**1283**	255	445	263	323	700	586	683	605	164	186	333	314	187	833	167	1039
Yes	**1241**	291	440	241	268	731	510	789	427	128	143	308	314	245	765	132	1034
	52%	**59%d**	*51%*	*50%*	*48%*	*54%*	*49%*	**55%h**	*46%*	*46%*	*44%*	*49%*	**54%j**	**63%jkln**	*50%*	*47%*	*53%*
No	**1110**	194	405	232	278	599	511	617	481	147	175	318	266	137	759	147	907
	46%	*39%*	**47%a**	**49%a**	**50%a**	*44%*	*49%*	*43%*	**52%g**	**53%m**	**54%m**	**50%m**	**46%m**	*35%*	**49%m**	*52%*	*46%*
Don't know	**37**	9	14	4	9	23	14	16	20	4	9	6	4	5	19	4	24
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2397**	1530	867	373	1180	499	409	309	129	126	131	128	141	132	133	135	125	80	419
Weighted Base	**2388**	2041	347	109*	1992	208	114	73	106	245	202	182	207	227	314	311	197	33*	175
Effective Base	**1283**	1064	228	90	966	195	157	172	118	115	116	111	111	116	118	121	106	38	159
Yes	**1241**	1052	189	57	1013	108	75	46	48	128	92	89	103	124	160	173	96	14	93
	52%	*52%*	*55%*	*52%*	*51%*	*52%*	**65%de**	**62%de**	*45%*	*52%*	*46%*	*49%*	*50%*	*55%*	*51%*	*56%*	*49%*	*44%*	*53%*
No	**1110**	960	149	49	950	96	36	27	56	115	105	92	101	97	152	137	96	17	79
	46%	*47%*	*43%*	*45%*	**48%fg**	**46%f**	*32%*	*37%*	*53%*	*47%*	*52%*	*50%*	*49%*	*43%*	*48%*	*44%*	*49%*	*52%*	*45%*
Don't know	**37**	29	8	3	29	4	3	1	2	3	5	2	3	7	3	-	5	1	3
	2%	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	**2%o**	*1%*	*2%*	*1%*	*2%*	**3%o**	*1%*	-	*2%*	**3%o**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2397**	913	885	332	192	58	1798	250	935	930	349	125	38	1865	163
Weighted Base	**2388**	912	885	342	175	55*	1797	230	909	932	360	126*	40**	1841	166*
Effective Base	**1283**	470	475	190	108	33	945	141	483	489	200	78	22	971	100
Yes	**1241**	474	470	155	100	34	944	134	499	496	159	62	19	995	81
	52%	*52%*	*53%*	*45%*	*57%*	*63%*	*53%*	**58%c**	**55%j**	**53%j**	*44%*	*49%*	*48%*	**54%j**	*49%*
No	**1110**	430	401	182	72	19	830	91	405	417	196	63	20	822	82
	46%	*47%*	*45%*	**53%dg**	*41%*	*35%*	*46%*	*40%*	*45%*	*45%*	**54%him**	*50%*	*49%*	*45%*	*50%*
Don't know	**37**	8	15	5	3	1	23	4	5	19	6	2	1	24	3
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*2%*	*1%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2397**	166	2193	38	752	1501	144	2345	25	15	4	2385	8
Weighted Base	**2388**	176*	2180	32**	715	1541	132*	2337	29**	10**	3**	2376	9**
Effective Base	**1283**	93	1171	20	406	806	72	1253	15	8	2	1275	6
Yes	**1241**	116	1110	15	400	773	68	1216	13	5	1	1234	6
	52%	**66%b**	*51%*	*48%*	*56%*	*50%*	*52%*	*52%*	*44%*	*48%*	*53%*	*52%*	*62%*
No	**1110**	59	1035	16	304	748	58	1087	16	5	1	1109	-
	46%	*33%*	**47%a**	*50%*	*43%*	**49%d**	*44%*	*47%*	*55%*	*52%*	*47%*	*47%*	-
Don't know	**37**	1	35	1	11	20	6	33	*	-	-	33	4
	2%	*1%*	*2%*	*3%*	*2%*	*1%*	*4%*	*1%*	*1%*	-	-	*1%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2397**	802	403	799	393	408	-	394	-	403	-	399	-	400	-	393	-
Weighted Base	**2388**	791	387	789	420	396	-**	395	-**	387	-**	389	-**	400	-**	420	-**
Effective Base	**1283**	429	227	403	227	214	-	215	-	227	-	200	-	204	-	227	-
Yes	**1241**	418	186	422	216	231	-	187	-	186	-	200	-	221	-	216	-
	52%	*53%*	*48%*	*53%*	*51%*	**58%gi**	-	*47%*	-	*48%*	-	*52%*	-	*55%*	-	*51%*	-
No	**1110**	362	196	355	196	165	-	197	-	196	-	184	-	171	-	196	-
	46%	*46%*	*51%*	*45%*	*47%*	*42%*	-	*50%*	-	*51%*	-	*47%*	-	*43%*	-	*47%*	-
Don't know	**37**	11	6	12	8	1	-	11	-	6	-	4	-	8	-	8	-
	2%	*1%*	*1%*	*2%*	*2%*	*	-	**3%e**	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3577	-	3577	1678	1889	443	435	701	484	710	483	321	878	1185	1514	804	3337	217	3577
Weighted Base	3460	-**	3460	1667	1781	474	441	713	484	601	414	333	915	1198	1348	747	3090	349	3577
Effective Base	1912	-	1912	933	972	266	252	420	248	347	198	190	518	664	731	386	1741	163	3577
Royal Mail	2754	-	2754	1269	1477	403	364	569	384	482	295	256	768	953	1034	551	2478	264	2949
	80%	-	80%	76%	83%c	85%jk	83%j	80%j	79%	80%j	71%	77%	84%no	80%o	77%	74%	80%	76%	82%
Citipost	82	-	82	67	15	17	24	36	5	-	-	-	41	41	-	-	66	15	59
	2%	-	2%	4%d	1%	4%hijk	5%hijk	5%hijk	1%	-	-	-	4%no	3%no	-	-	2%	4%	2%
Collect+ (Collect Plus)	107	-	107	75	31	35	26	36	9	1	-	*	61	45	1	*	88	18	83
	3%	-	3%	5%d	2%	7%hijk	6%hijk	5%hijk	2%i	*	-	*	7%mno	4%no	*	*	3%	5%	2%
DHL	430	-	430	265	166	79	74	101	61	55	30	31	153	162	115	60	368	62	432
	12%	-	12%	16%d	9%	17%ijk	17%ijk	14%ij	13%	9%	7%	9%	17%no	14%no	9%	8%	12%	18%p	12%
FedEx	210	-	210	142	67	53	45	61	30	9	6	7	97	90	22	13	168	39	173
	6%	-	6%	9%d	4%	11%hijk	10%ijk	9%ijk	6%ijk	1%	1%	2%	11%no	8%no	2%	2%	5%	11%p	5%
Hermes	1200	-	1200	486	713	174	163	199	159	227	150	127	338	358	504	277	1075	119	1328
	35%	-	35%	29%	40%c	37%g	37%g	28%	33%	38%g	36%g	38%g	37%m	30%	37%m	37%m	35%	34%	37%
Interlink	55	-	55	45	9	9	21	22	2	1	-	-	30	24	1	-	44	11	40
	2%	-	2%	3%d	1%	2%ij	5%hijk	3%hijk	*	*	-	-	3%no	2%no	*	-	1%	3%	1%
DPD	646	-	646	331	311	86	93	139	119	98	79	32	179	258	209	111	563	77	727
	19%	-	19%	20%	17%	18%k	21%k	20%k	25%ik	16%k	19%k	10%	20%	22%no	15%	15%	18%	22%	20%
Parcelforce	196	-	196	119	76	31	34	42	26	33	12	19	64	68	63	31	157	35	215
	6%	-	6%	7%d	4%	6%	8%j	6%	5%	5%	3%	6%	7%	6%	5%	4%	5%	10%p	6%
TNT Express	56	-	56	45	11	10	12	22	8	4	*	-	22	31	4	*	47	9	46
	2%	-	2%	3%d	1%	2%jk	3%ijk	3%ijk	2%	1%	*	-	2%no	3%no	*	*	2%	3%	1%
UPS	144	-	144	88	56	30	21	47	24	12	6	3	51	71	22	10	118	26	119
	4%	-	4%	5%d	3%	6%ijk	5%k	7%ijk	5%k	2%	2%	1%	6%no	6%no	2%	1%	4%	7%p	3%
Yodel	303	-	303	164	139	36	43	72	41	47	28	36	79	113	111	64	266	36	315
	9%	-	9%	10%	8%	8%	10%	10%	9%	8%	7%	11%	9%	9%	8%	9%	9%	10%	9%
UK Mail (not to be confused with Royal Mail)	61	-	61	40	22	14	12	21	4	5	3	1	26	25	10	4	52	9	48
	2%	-	2%	2%	1%	3%ik	3%	3%ik	1%	1%	1%	*	3%no	2%n	1%	1%	2%	3%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3460**	-**	3460	1667	1781	474	441	713	484	601	414	333	915	1198	1348	747	3090	349	3577
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	-	616	302	310	47	52	116	100	138	100	64	99	215	302	164	566	50	560
	18%	-	*18%*	*18%*	*17%*	*10%*	*12%*	**16%e**	**21%ef**	**23%efg**	**24%efg**	**19%ef**	*11%*	**18%l**	**22%lm**	**22%l**	*18%*	*14%*	*16%*
Other: please specify	**22**	-	22	11	11	1	2	3	3	5	6	2	3	6	13	8	20	1	32
	1%	-	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
I don't know	**95**	-	95	44	52	7	4	20	8	30	14	13	11	28	56	27	90	5	88
	3%	-	*3%*	*3%*	*3%*	*2%*	*1%*	*3%*	*2%*	**5%efh**	*3%*	**4%f**	*1%*	*2%*	**4%l**	**4%l**	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3577**	968	1087	706	816	2055	1522	1841	1674	381	486	900	884	637	2270	387	2967
Weighted Base	**3460**	777	1152	748	783	1930	1531	2117	1277	369	458	892	827	659	2177	373	2882
Effective Base	**1912**	423	614	406	474	1036	877	1051	863	216	276	474	462	339	1209	220	1572
Royal Mail	**2754**	572	927	589	666	1499	1255	1686	1016	309	381	711	680	477	1772	313	2285
	80%	*74%*	**80%a**	*79%*	**85%abc**	*78%*	**82%e**	*80%*	*80%*	**84%m**	**83%m**	**80%m**	**82%m**	*72%*	**81%m**	*84%*	*79%*
Citipost	**82**	42	15	19	5	58	24	78	4	3	4	12	15	46	31	3	77
	2%	**5%bcd**	*1%*	**2%d**	*1%*	**3%f**	*2%*	**4%h**	*	*1%*	*1%*	*1%*	*2%*	**7%ijkln**	*1%*	*1%*	*3%*
Collect+ (Collect Plus)	**107**	60	16	20	11	76	31	96	11	7	6	14	25	50	45	7	95
	3%	**8%bcd**	*1%*	*3%*	*1%*	**4%f**	*2%*	**5%h**	*1%*	*2%*	*1%*	*2%*	*3%*	**8%ijkln**	*2%*	*2%*	*3%*
DHL	**430**	167	115	84	65	282	149	304	121	39	39	71	118	147	228	39	380
	12%	**21%bcd**	*10%*	*11%*	*8%*	**15%f**	*10%*	**14%h**	*9%*	*11%*	*9%*	*8%*	**14%jkn**	**22%ijkln**	*10%*	*11%*	*13%*
FedEx	**210**	89	45	44	32	134	75	176	31	17	20	37	47	77	104	18	183
	6%	**11%bcd**	*4%*	*6%*	*4%*	*7%*	*5%*	**8%h**	*2%*	*5%*	*4%*	*4%*	*6%*	**12%ijkln**	*5%*	*5%*	*6%*
Hermes	**1200**	247	401	288	264	648	552	707	473	119	165	338	291	204	795	120	1011
	35%	*32%*	*35%*	**38%a**	*34%*	*34%*	*36%*	*33%*	*37%*	*32%*	*36%*	**38%m**	*35%*	*31%*	*37%*	*32%*	*35%*
Interlink	**55**	27	7	16	4	35	20	53	1	2	1	11	14	25	26	2	51
	2%	**4%bd**	*1%*	**2%bd**	*1%*	*2%*	*1%*	**3%h**	*	*	*	*1%*	**2%j**	**4%ijkn**	*1%*	*	*2%*
DPD	**646**	174	207	138	128	380	266	431	206	59	59	168	158	156	386	60	553
	19%	**22%d**	*18%*	*18%*	*16%*	*20%*	*17%*	**20%h**	*16%*	*16%*	*13%*	**19%j**	**19%j**	**24%ijn**	*18%*	*16%*	*19%*
Parcelforce	**196**	59	56	50	31	115	81	139	47	17	15	45	54	59	114	17	174
	6%	**8%d**	*5%*	*7%*	*4%*	*6%*	*5%*	**7%h**	*4%*	*4%*	*3%*	*5%*	*7%*	**9%ijkn**	*5%*	*4%*	*6%*
TNT Express	**56**	24	16	13	3	40	16	53	3	2	1	10	19	25	29	2	54
	2%	**3%d**	*1%*	*2%*	*	*2%*	*1%*	**2%h**	*	*1%*	*	*1%*	**2%j**	**4%ijkn**	*1%*	*	*2%*
UPS	**144**	42	50	28	24	92	52	114	28	18	9	39	33	35	82	18	119
	4%	*5%*	*4%*	*4%*	*3%*	*5%*	*3%*	**5%h**	*2%*	*5%*	*2%*	*4%*	*4%*	**5%j**	*4%*	*5%*	*4%*
Yodel	**303**	81	95	65	61	176	126	196	104	34	39	72	78	67	189	34	260
	9%	*10%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*9%*	*8%*	*9%*	*10%*	*9%*	*9%*	*9%*
UK Mail (not to be confused with Royal Mail)	**61**	21	20	11	9	41	20	53	8	1	6	16	5	30	27	1	56
	2%	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*	*1%*	*2%*	*1%*	**5%ijkln**	*1%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3460**	777	1152	748	783	1930	1531	2117	1277	369	458	892	827	659	2177	373	2882
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	127	227	121	141	354	262	355	252	44	90	158	162	108	410	44	532
	18%	*16%*	*20%*	*16%*	*18%*	*18%*	*17%*	*17%*	*20%*	*12%*	**20%l**	*18%*	**20%l**	*16%*	**19%i**	*12%*	**18%o**
Other: please specify	**22**	6	3	5	8	9	13	8	14	8	2	8	1	1	11	8	13
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	**2%lmn**	*	*1%*	*	*	*1%*	**2%p**	*
I don't know	**95**	27	38	14	16	65	31	62	30	12	7	20	22	25	49	12	77
	3%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3577**	2245	1332	590	1694	764	632	487	168	179	176	170	191	187	216	187	220	124	640
Weighted Base	**3460**	2957	504	182	2861	311	178	109	134	338	272	238	289	330	491	436	334	48*	263
Effective Base	**1912**	1578	352	143	1415	312	259	277	155	165	153	150	155	165	195	171	195	54	258
Royal Mail	**2754**	2327	428	161	2270	248	141	96	111	263	218	189	231	253	376	349	279	44	203
	80%	*79%*	**85%a**	**89%a**	*79%*	*80%*	*79%*	**87%def**	*83%*	*78%*	*80%*	*80%*	*80%*	*77%*	*77%*	*80%*	*84%*	**92%ikmnr**	*77%*
Citipost	**82**	80	1	-	73	5	1	2	4	19	3	6	8	2	29	-	3	1	4
	2%	**3%bc**	*	-	*3%*	*2%*	*1%*	*2%*	**3%mo**	**5%jmopr**	*1%*	**2%o**	**3%o**	*1%*	**6%jmopr**	-	*1%*	**1%o**	**2%o**
Collect+ (Collect Plus)	**107**	100	7	5	92	11	1	2	6	12	3	6	7	5	36	13	3	1	10
	3%	*3%*	*1%*	*3%*	**3%f**	**3%f**	*1%*	*2%*	**5%jp**	*4%*	*1%*	*3%*	*2%*	*1%*	**7%jmp**	*3%*	*1%*	*2%*	**4%p**
DHL	**430**	359	72	30	359	32	22	16	20	38	24	34	28	43	83	53	37	3	29
	12%	*12%*	*14%*	*17%*	*13%*	*10%*	*12%*	*15%*	*15%*	*11%*	*9%*	*14%*	*10%*	*13%*	**17%j**	*12%*	*11%*	*6%*	*11%*
FedEx	**210**	187	22	9	184	14	7	5	8	26	22	14	15	11	51	23	15	1	13
	6%	*6%*	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*6%*	*8%*	*8%*	*6%*	*5%*	*3%*	**10%mpr**	*5%*	*4%*	*3%*	*5%*
Hermes	**1200**	1005	194	75	977	121	63	39	44	105	106	80	114	130	124	160	114	16	104
	35%	*34%*	*39%*	*41%*	*34%*	*39%*	*35%*	*36%*	*33%*	*31%*	**39%n**	*34%*	**40%n**	**39%n**	*25%*	**37%n**	*34%*	*33%*	**40%n**
Interlink	**55**	53	2	2	49	3	1	1	3	8	3	5	5	2	17	2	5	1	3
	2%	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	**3%o**	*2%*	*1%*	*2%*	*2%*	*1%*	**3%o**	*	*2%*	*1%*	*1%*
DPD	**646**	542	104	41	515	64	44	24	26	68	36	33	61	56	104	59	72	5	59
	19%	*18%*	*21%*	*22%*	*18%*	*20%*	**24%d**	*22%*	*20%*	*20%*	*13%*	*14%*	*21%*	*17%*	*21%*	*13%*	**22%jo**	*10%*	**22%jkoq**
Parcelforce	**196**	166	30	14	161	17	11	7	12	27	17	9	17	22	27	19	12	3	14
	6%	*6%*	*6%*	*8%*	*6%*	*5%*	*6%*	*6%*	**9%p**	*8%*	*6%*	*4%*	*6%*	*7%*	*6%*	*4%*	*3%*	*6%*	*5%*
TNT Express	**56**	54	2	2	51	3	1	1	6	7	3	3	8	5	17	-	2	*	3
	2%	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	**5%jopr**	**2%o**	*1%*	*1%*	**3%o**	*1%*	**4%o**	-	*1%*	*	*1%*
UPS	**144**	139	5	3	127	9	5	3	5	19	6	11	14	13	31	13	14	1	8
	4%	**5%b**	*1%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*6%*	*2%*	*5%*	*5%*	*4%*	*6%*	*3%*	*4%*	*2%*	*3%*
Yodel	**303**	244	59	21	247	30	19	7	9	32	27	22	31	30	27	46	23	4	26
	9%	*8%*	**12%a**	*12%*	*9%*	*10%*	*10%*	*7%*	*7%*	*9%*	*10%*	*9%*	*11%*	*9%*	*6%*	*11%*	*7%*	*8%*	*10%*
UK Mail (not to be confused with Royal Mail)	**61**	53	8	7	54	3	3	1	1	8	3	3	6	5	16	10	1	-	3
	2%	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	**3%p**	*2%*	*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3460**	2957	504	182	2861	311	178	109	134	338	272	238	289	330	491	436	334	48*	263
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	521	95	25	523	39	35	19	26	61	44	32	65	78	71	98	47	4	35
	18%	*18%*	*19%*	*14%*	**18%e**	*13%*	**19%e**	*18%*	*19%*	*18%*	*16%*	*14%*	**23%knpqr**	**24%knpqr**	*14%*	**23%knpqr**	*14%*	*8%*	*13%*
Other: please specify	**22**	18	4	1	17	3	1	1	1	-	2	4	1	2	1	4	2	2	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*2%*	*	*1%*	*	*1%*	*	**4%ijlmnpr**	*
I don't know	**95**	83	12	3	78	10	6	3	5	10	9	8	7	11	7	12	8	-	10
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*1%*	*3%*	*2%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3577	1435	1347	434	260	80	2782	340	1544	1397	433	149	34	2941	183
Weighted Base	3460	1359	1324	436	245	78*	2683	322	1427	1377	444	160*	32**	2804	193
Effective Base	1912	756	716	245	139	45	1472	185	806	744	240	92	19	1549	111
Royal Mail	2754	1110	1062	321	195	55	2171	250	1181	1102	317	121	21	2283	142
	80%	**82%c**	**80%c**	*74%*	*80%*	*71%*	**81%c**	*78%*	**83%jn**	**80%j**	*72%*	*75%*	*64%*	**81%jn**	*73%*
Citipost	82	46	25	3	4	3	71	7	42	24	10	5	1	66	6
	2%	**3%c**	*2%*	*1%*	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
Collect+ (Collect Plus)	107	64	28	7	*	5	92	6	49	35	17	1	2	84	3
	3%	**5%bcd**	*2%*	*2%*	*	**7%bcd**	**3%d**	*2%*	*3%*	*3%*	*4%*	*1%*	*5%*	*3%*	*2%*
DHL	430	160	159	66	35	10	319	45	185	148	68	21	8	333	29
	12%	*12%*	*12%*	*15%*	*14%*	*13%*	*12%*	*14%*	*13%*	*11%*	*15%*	*13%*	*25%*	*12%*	*15%*
FedEx	210	98	83	18	7	3	181	10	113	66	20	7	3	179	10
	6%	**7%g**	*6%*	*4%*	*3%*	*4%*	*7%*	*3%*	**8%l**	*5%*	*5%*	*4%*	*9%*	*6%*	*5%*
Hermes	1200	464	459	159	88	28	923	115	492	484	142	66	12	976	78
	35%	*34%*	*35%*	*37%*	*36%*	*36%*	*34%*	*36%*	*34%*	*35%*	*32%*	*41%*	*38%*	*35%*	*40%*
Interlink	55	35	12	3	1	3	47	4	21	27	4	2	-	48	2
	2%	**3%b**	*1%*	*1%*	*	**4%bc**	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	*1%*
DPD	646	249	250	73	67	7	499	74	262	254	90	33	6	517	38
	19%	*18%*	*19%*	*17%*	**27%abcef**	*9%*	*19%*	**23%e**	*18%*	*18%*	*20%*	*21%*	*17%*	*18%*	*20%*
Parcelforce	196	91	62	21	13	8	153	22	93	70	23	6	3	163	8
	6%	*7%*	*5%*	*5%*	*5%*	*11%*	*6%*	*7%*	*7%*	*5%*	*5%*	*3%*	*8%*	*6%*	*4%*
TNT Express	56	35	13	5	2	-	48	2	30	18	7	1	-	48	1
	2%	**3%b**	*1%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*2%*	*1%*
UPS	144	55	51	22	16	*	106	16	69	53	20	2	*	122	2
	4%	*4%*	*4%*	*5%*	*6%*	*	*4%*	*5%*	*5%*	*4%*	*4%*	*1%*	*1%*	*4%*	*1%*
Yodel	303	121	123	40	16	3	244	20	130	116	31	20	3	247	23
	9%	*9%*	*9%*	*9%*	*7%*	*4%*	*9%*	*6%*	*9%*	*8%*	*7%*	*13%*	*10%*	*9%*	*12%*
UK Mail (not to be confused with Royal Mail)	61	34	18	6	4	-	51	4	28	15	14	4	-	43	4
	2%	*2%*	*1%*	*1%*	*2%*	-	*2%*	*1%*	*2%*	*1%*	**3%l**	*3%*	-	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3460**	1359	1324	436	245	78*	2683	322	1427	1377	444	160*	32**	2804	193
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	264	200	103	36	10	464	46	258	229	93	27	7	486	35
	18%	**19%b**	*15%*	**24%bdfg**	*15%*	*13%*	*17%*	*14%*	*18%*	*17%*	*21%*	*17%*	*23%*	*17%*	*18%*
Other: please specify	**22**	9	8	3	1	-	17	1	9	12	1	*	-	21	*
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*
I don't know	**95**	34	31	15	8	5	65	13	33	42	13	1	5	74	6
	3%	*2%*	*2%*	*4%*	*3%*	*6%*	*2%*	*4%*	*2%*	*3%*	*3%*	*1%*	*16%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3577	308	3208	61	1197	2159	221	3503	38	16	5	3557	15
Weighted Base	3460	287	3117	56*	1141	2115	204	3383	40**	13**	5**	3436	19**
Effective Base	1912	172	1710	31	658	1137	119	1865	24	8	4	1897	12
Royal Mail	2754	214	2488	52	894	1688	173	2701	25	10	3	2735	16
	80%	*74%*	*80%*	**94%ab**	*78%*	*80%*	*85%*	*80%*	*62%*	*73%*	*63%*	*80%*	*82%*
Citipost	82	26	54	2	53	23	5	78	3	-	-	82	-
	2%	**9%b**	*2%*	*3%*	**5%e**	*1%*	*2%*	*2%*	*9%*	-	-	*2%*	-
Collect+ (Collect Plus)	107	39	66	3	62	36	9	99	5	-	-	105	3
	3%	**14%b**	*2%*	*5%*	**5%e**	*2%*	*4%*	*3%*	*14%*	-	-	*3%*	*14%*
DHL	430	63	359	8	176	222	33	405	15	4	3	425	3
	12%	**22%b**	*12%*	*14%*	**15%e**	*11%*	*16%*	*12%*	*39%*	*31%*	*57%*	*12%*	*13%*
FedEx	210	34	173	3	92	91	27	195	8	5	1	207	1
	6%	**12%b**	*6%*	*5%*	**8%e**	*4%*	**13%e**	*6%*	*19%*	*35%*	*20%*	*6%*	*8%*
Hermes	1200	100	1083	17	445	690	65	1177	9	7	1	1193	6
	35%	*35%*	*35%*	*31%*	**39%e**	*33%*	*32%*	*35%*	*23%*	*53%*	*18%*	*35%*	*29%*
Interlink	55	15	40	-	23	19	12	53	*	-	1	53	-
	2%	**5%b**	*1%*	-	**2%e**	*1%*	**6%de**	*2%*	*	-	*20%*	*2%*	-
DPD	646	50	587	8	228	386	33	635	5	4	*	644	2
	19%	*17%*	*19%*	*15%*	*20%*	*18%*	*16%*	*19%*	*12%*	*32%*	*2%*	*19%*	*11%*
Parcelforce	196	29	162	4	84	100	12	191	4	*	-	195	1
	6%	**10%b**	*5%*	*8%*	**7%e**	*5%*	*6%*	*6%*	*9%*	*1%*	-	*6%*	*3%*
TNT Express	56	16	40	-	32	19	5	52	4	-	-	56	-
	2%	**5%b**	*1%*	-	**3%e**	*1%*	*2%*	*2%*	*10%*	-	-	*2%*	-
UPS	144	30	112	3	61	65	18	135	7	-	1	143	-
	4%	**10%b**	*4%*	*5%*	**5%e**	*3%*	**9%e**	*4%*	*18%*	-	*20%*	*4%*	-
Yodel	303	29	273	1	103	177	23	296	4	-	-	300	3
	9%	*10%*	*9%*	*2%*	*9%*	*8%*	*11%*	*9%*	*10%*	-	-	*9%*	*16%*
UK Mail (not to be confused with Royal Mail)	61	18	40	4	33	26	2	56	5	-	-	61	-
	2%	**6%b**	*1%*	**7%b**	**3%e**	*1%*	*1%*	*2%*	*12%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3460**	287	3117	56*	1141	2115	204	3383	40**	13**	5**	3436	19**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	44	567	5	202	378	36	611	4	1	-	616	-
	18%	*15%*	*18%*	*10%*	*18%*	*18%*	*18%*	*18%*	*10%*	*8%*	-	*18%*	-
Other: please specify	**22**	2	19	1	5	17	*	22	-	-	-	22	-
	1%	*1%*	*1%*	*2%*	*	*1%*	*	*1%*	-	-	-	*1%*	-
I don't know	**95**	8	87	*	31	61	4	95	-	-	-	95	-
	3%	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	3577	882	883	881	931	297	289	296	317	300	266	305	293	283	310	297	324
Weighted Base	3460	865	868	850	877	282	288	295	314	280	275	291	268	290	292	304	281
Effective Base	1912	480	471	438	529	150	166	165	168	159	145	152	141	145	176	168	188
Royal Mail	2754	687	708	661	699	227	227	233	249	219	240	226	216	219	221	259	219
	80%	79%	82%	78%	80%	81%	79%	79%	79%	78%	87%ikmnp	77%	80%	75%	76%	85%mn	78%
Citipost	82	6	19	24	32	1	4	1	4	4	12	1	10	13	16	4	12
	2%	1%	2%	3%a	4%a	*	1%	*	1%	1%	4%egk	*	4%egk	4%egk	6%efghiko	1%	4%egk
Collect+ (Collect Plus)	107	21	18	29	39	7	8	6	4	4	10	10	7	12	16	12	10
	3%	2%	2%	3%	4%b	3%	3%	2%	1%	1%	4%	3%	2%	4%	6%hi	4%	4%
DHL	430	94	97	111	128	27	39	28	41	23	32	27	36	48	43	38	47
	12%	11%	11%	13%	15%	10%	14%	9%	13%	8%	12%	9%	13%	17%kl	15%	13%	17%gjk
FedEx	210	29	60	49	71	5	13	11	32	5	23	11	18	20	26	17	27
	6%	3%	7%a	6%	8%a	2%	5%	4%	10%efgik	2%	8%ei	4%	7%ei	7%ei	9%ei	6%	10%egik
Hermes	1200	303	317	290	290	99	105	98	127	93	97	93	88	109	98	100	92
	35%	35%	36%	34%	33%	35%	36%	33%	40%	33%	35%	32%	33%	38%	34%	33%	33%
Interlink	55	4	11	18	22	-	3	1	2	-	9	8	6	5	14	2	7
	2%	*	1%	2%a	3%a	-	1%	*	1%	-	3%ei	3%i	2%	2%	5%efghio	1%	2%ei
DPD	646	161	160	172	152	48	67	46	73	42	45	70	45	58	49	52	52
	19%	19%	18%	20%	17%	17%	23%	16%	23%	15%	17%	24%kl	17%	20%	17%	17%	18%
Parcelforce	196	35	59	40	62	5	15	14	17	29	13	11	14	15	18	27	16
	6%	4%	7%	5%	7%a	2%	5%	5%	5%	10%ek	5%	4%	5%	5%	6%e	9%e	6%
TNT Express	56	10	7	22	17	1	4	5	*	2	5	9	8	5	8	3	6
	2%	1%	1%	3%b	2%	*	1%	2%	*	1%	2%	3%h	3%h	2%	3%h	1%	2%
UPS	144	22	41	23	58	4	15	3	13	14	14	10	5	8	18	16	24
	4%	3%	5%	3%	7%ac	1%	5%eg	1%	4%	5%g	5%g	3%	2%	3%	6%eg	5%eg	8%egklm
Yodel	303	64	88	81	71	18	23	23	35	25	28	32	17	31	26	24	21
	9%	7%	10%	9%	8%	6%	8%	8%	11%	9%	10%	11%	6%	11%	9%	8%	7%
UK Mail (not to be confused with Royal Mail)	61	9	10	12	30	2	4	4	7	3	*	1	5	5	9	8	12
	2%	1%	1%	1%	3%abc	1%	1%	1%	2%	1%	*	*	2%	2%	3%j	3%j	4%ejk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**3460**	865	868	850	877	282	288	295	314	280	275	291	268	290	292	304	281
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**616**	153	141	143	179	48	46	58	52	45	44	53	41	49	46	78	55
	18%	*18%*	*16%*	*17%*	*20%*	*17%*	*16%*	*20%*	*16%*	*16%*	*16%*	*18%*	*15%*	*17%*	*16%*	**26%fhijln**	*20%*
Other: please specify	**22**	7	12	3	1	1	-	6	8	4	*	2	*	*	*	*	-
	1%	*1%*	**1%d**	*	*	*	-	*2%*	**2%jp**	*1%*	*	*1%*	*	*	*	*	-
I don't know	**95**	24	25	30	16	4	12	8	10	11	5	5	10	15	7	4	5
	3%	*3%*	*3%*	*4%*	*2%*	*1%*	*4%*	*3%*	*3%*	*4%*	*2%*	*2%*	*4%*	**5%o**	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3577**	-	3577	1678	1889	443	435	701	484	710	483	321	878	1185	1514	804	3337	217	3577
Weighted Base	**3460**	-**	3460	1667	1781	474	441	713	484	601	414	333	915	1198	1348	747	3090	349	3577
Effective Base	**1912**	-	1912	933	972	266	252	420	248	347	198	190	518	664	731	386	1741	163	3577
Yes	**3103**	-	3103	1486	1607	379	374	626	444	575	392	313	754	1070	1280	705	2802	283	3270
	90%	-	*90%*	*89%*	*90%*	*80%*	*85%*	**88%e**	**92%ef**	**96%efgh**	**95%efg**	**94%efg**	*82%*	**89%l**	**95%lm**	**94%lm**	**91%q**	*81%*	*91%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	-	214	97	114	52	48	54	13	16	19	11	100	67	46	30	182	29	194
	6%	-	*6%*	*6%*	*6%*	**11%hijk**	**11%hijk**	**8%hik**	*3%*	*3%*	*5%*	*3%*	**11%mno**	*6%*	*3%*	*4%*	*6%*	*8%*	*5%*
No - I received a card to say that it was left in a safe place outside my home	**132**	-	132	64	68	31	15	32	18	18	12	7	45	49	37	19	108	20	116
	4%	-	*4%*	*4%*	*4%*	**6%ik**	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	**5%n**	*4%*	*3%*	*3%*	*4%*	*6%*	*3%*
No - I received a card to say that it was left with a neighbour	**41**	-	41	21	20	8	10	9	3	9	2	1	17	12	12	3	32	6	47
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	*	**2%o**	*1%*	*1%*	*	*1%*	*2%*	*1%*
No - It was left outside of my home for me to find	**62**	-	62	32	31	12	5	11	14	10	6	5	17	24	21	11	52	8	61
	2%	-	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
I don't know	**64**	-	64	40	24	14	12	14	8	7	2	8	26	21	17	10	52	12	57
	2%	-	*2%*	*2%*	*1%*	**3%j**	*3%*	*2%*	*2%*	*1%*	*	*2%*	**3%n**	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
NET: Any experience of not receiving parcel on the first attempt	**402**	-	402	189	211	96	70	97	42	43	36	19	166	139	98	55	333	64	366
	12%	-	*12%*	*11%*	*12%*	**20%ghijk**	**16%hijk**	**14%ik**	*9%*	*7%*	*9%*	*6%*	**18%mno**	**12%no**	*7%*	*7%*	*11%*	**18%p**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3577**	968	1087	706	816	2055	1522	1841	1674	381	486	900	884	637	2270	387	2967
Weighted Base	**3460**	777	1152	748	783	1930	1531	2117	1277	369	458	892	827	659	2177	373	2882
Effective Base	**1912**	423	614	406	474	1036	877	1051	863	216	276	474	462	339	1209	220	1572
Yes	**3103**	691	1054	663	695	1745	1358	1859	1194	329	422	798	751	579	1971	332	2595
	90%	*89%*	*91%*	*89%*	*89%*	*90%*	*89%*	*88%*	**94%g**	*89%*	*92%*	*89%*	*91%*	*88%*	*91%*	*89%*	*90%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	66	59	43	46	125	89	153	54	28	21	51	57	45	129	28	174
	6%	**9%b**	*5%*	*6%*	*6%*	*6%*	*6%*	**7%h**	*4%*	*8%*	*5%*	*6%*	*7%*	*7%*	*6%*	*8%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**132**	49	34	29	20	83	49	103	24	12	11	29	33	43	73	12	117
	4%	**6%bd**	*3%*	*4%*	*3%*	*4%*	*3%*	**5%h**	*2%*	*3%*	*2%*	*3%*	*4%*	**7%jkn**	*3%*	*3%*	*4%*
No - I received a card to say that it was left with a neighbour	**41**	13	8	10	11	20	20	21	16	5	6	11	4	14	21	5	36
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%l**	*1%*	*1%*	*1%*
No - It was left outside of my home for me to find	**62**	21	7	15	19	28	34	45	16	13	1	15	8	19	24	14	44
	2%	**3%b**	*1%*	**2%b**	**2%b**	*1%*	*2%*	*2%*	*1%*	**4%jln**	*	*2%*	*1%*	**3%jln**	*1%*	**4%p**	*2%*
I don't know	**64**	7	24	13	20	31	33	37	23	3	11	14	13	4	38	3	43
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
NET: Any experience of not receiving parcel on the first attempt	**402**	124	100	91	87	225	178	290	100	50	33	102	95	101	230	51	332
	12%	**16%bd**	*9%*	*12%*	*11%*	*12%*	*12%*	**14%h**	*8%*	**14%j**	*7%*	*11%*	*12%*	**15%jn**	*11%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 161

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3577**	2245	1332	590	1694	764	632	487	168	179	176	170	191	187	216	187	220	124	640
Weighted Base	**3460**	2957	504	182	2861	311	178	109	134	338	272	238	289	330	491	436	334	48*	263
Effective Base	**1912**	1578	352	143	1415	312	259	277	155	165	153	150	155	165	195	171	195	54	258
Yes	**3103**	2631	472	165	2552	280	168	103	122	292	247	208	259	313	396	401	313	45	235
	90%	*89%*	**94%a**	*90%*	*89%*	*90%*	**94%d**	**94%d**	**91%n**	*86%*	**91%n**	*87%*	**90%n**	**95%iknr**	*81%*	**92%n**	**94%ikn**	**94%n**	**89%n**
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	199	15	6	185	18	6	4	11	22	8	30	23	7	50	17	17	1	17
	6%	**7%b**	*3%*	*3%*	*6%*	*6%*	*3%*	*4%*	**8%jm**	*7%*	*3%*	**13%jmopqr**	**8%m**	*2%*	**10%jmo**	*4%*	*5%*	*2%*	**5%m**
No - I received a card to say that it was left in a safe place outside my home	**132**	112	21	12	111	15	4	2	8	7	14	7	13	8	30	15	9	1	14
	4%	*4%*	*4%*	*6%*	*4%*	*5%*	*2%*	*2%*	*6%*	*2%*	*5%*	*3%*	*4%*	*2%*	*6%*	*3%*	*3%*	*1%*	*5%*
No - I received a card to say that it was left with a neighbour	**41**	39	2	1	35	3	2	1	3	11	3	7	2	-	5	3	1	-	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	**2%mp**	**3%mp**	*1%*	**3%mp**	*1%*	-	*1%*	*1%*	*	-	*1%*
No - It was left outside of my home for me to find	**62**	50	12	8	50	9	2	2	1	-	12	1	2	2	20	6	6	*	9
	2%	*2%*	*2%*	**4%a**	*2%*	*3%*	*1%*	*2%*	*	-	**5%hiklm**	*1%*	*1%*	*1%*	**4%ikm**	*1%*	*2%*	*	**3%m**
I don't know	**64**	58	6	4	55	6	2	1	4	14	3	3	2	5	12	9	4	1	5
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	**4%l**	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*
NET: Any experience of not receiving parcel on the first attempt	**402**	363	40	20	342	40	13	8	16	38	27	38	39	15	102	36	30	2	38
	12%	**12%b**	*8%*	*11%*	**12%fg**	**13%fg**	*7%*	*7%*	**12%m**	**11%m**	*10%*	**16%moq**	**13%m**	*5%*	**21%hijmopq**	*8%*	*9%*	*4%*	**14%moq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3577**	1435	1347	434	260	80	2782	340	1544	1397	433	149	34	2941	183
Weighted Base	**3460**	1359	1324	436	245	78*	2683	322	1427	1377	444	160*	32**	2804	193
Effective Base	**1912**	756	716	245	139	45	1472	185	806	744	240	92	19	1549	111
Yes	**3103**	1278	1182	351	213	67	2460	280	1339	1224	368	133	27	2562	160
	90%	**94%bcdefg**	**89%c**	*81%*	*87%*	*86%*	**92%cn**	*87%*	**94%ljkmn**	**89%j**	*83%*	*83%*	*85%*	**91%jkn**	*83%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	68	80	40	20	3	148	24	56	98	42	15	1	153	16
	6%	*5%*	*6%*	**9%af**	*8%*	*4%*	*6%*	*7%*	*4%*	**7%h**	**10%hm**	**9%h**	*4%*	*5%*	**8%h**
No - I received a card to say that it was left in a safe place outside my home	**132**	32	62	23	10	5	94	15	33	61	26	11	1	94	12
	4%	*2%*	**5%a**	**5%a**	*4%*	*6%*	*4%*	*5%*	*2%*	**4%h**	**6%h**	**7%h**	*4%*	*3%*	**6%h**
No - I received a card to say that it was left with a neighbour	**41**	14	12	5	5	3	26	9	16	8	14	3	-	25	3
	1%	*1%*	*1%*	*1%*	*2%*	**4%abf**	*1%*	**3%f**	*1%*	*1%*	**3%hlm**	*2%*	-	*1%*	*1%*
No - It was left outside of my home for me to find	**62**	23	18	14	5	2	41	7	20	27	13	2	-	47	2
	2%	*2%*	*1%*	**3%f**	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	-	*2%*	*1%*
I don't know	**64**	10	26	17	3	1	36	4	14	26	9	5	3	40	8
	2%	*1%*	**2%a**	**4%af**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*9%*	*1%*	**4%hm**
NET: Any experience of not receiving parcel on the first attempt	**402**	114	162	78	35	11	277	46	106	178	84	31	2	284	32
	12%	*8%*	**12%a**	**18%abf**	**14%a**	*14%*	*10%*	**14%a**	*7%*	**13%hm**	**19%hlm**	**19%hm**	*6%*	**10%h**	**17%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3577**	308	3208	61	1197	2159	221	3503	38	16	5	3557	15
Weighted Base	**3460**	287	3117	56*	1141	2115	204	3383	40**	13**	5**	3436	19**
Effective Base	**1912**	172	1710	31	658	1137	119	1865	24	8	4	1897	12
Yes	**3103**	255	2799	48	1022	1921	160	3063	23	10	2	3096	5
	90%	*89%*	*90%*	*87%*	**90%f**	**91%f**	*79%*	*91%*	*57%*	*75%*	*43%*	*90%*	*25%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	24	187	3	81	108	25	199	14	1	-	214	-
	6%	*8%*	*6%*	*5%*	*7%*	*5%*	**12%de**	*6%*	*35%*	*8%*	-	*6%*	-
No - I received a card to say that it was left in a safe place outside my home	**132**	7	122	3	31	91	11	122	6	1	-	128	4
	4%	*2%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*	*14%*	*5%*	-	*4%*	*21%*
No - I received a card to say that it was left with a neighbour	**41**	3	36	1	16	19	6	37	1	*	-	38	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*	-	*1%*	*13%*
No - It was left outside of my home for me to find	**62**	3	55	4	18	37	7	60	1	2	-	62	-
	2%	*1%*	*2%*	**7%ab**	*2%*	*2%*	*3%*	*2%*	*2%*	*12%*	-	*2%*	-
I don't know	**64**	9	55	1	23	30	11	52	1	-	3	53	8
	2%	*3%*	*2%*	*1%*	*2%*	*1%*	**6%de**	*2%*	*1%*	-	*57%*	*2%*	*41%*
NET: Any experience of not receiving parcel on the first attempt	**402**	35	359	8	131	226	45	372	20	3	-	396	6
	12%	*12%*	*12%*	*15%*	*11%*	*11%*	**22%de**	*11%*	*50%*	*26%*	-	*12%*	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 161

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3577**	882	883	881	931	297	289	296	317	300	266	305	293	283	310	297	324
Weighted Base	**3460**	865	868	850	877	282	288	295	314	280	275	291	268	290	292	304	281
Effective Base	**1912**	480	471	438	529	150	166	165	168	159	145	152	141	145	176	168	188
Yes	**3103**	777	785	757	784	252	262	263	285	259	242	269	237	250	275	264	244
	90%	*90%*	*90%*	*89%*	*89%*	*89%*	*91%*	*89%*	*91%*	*92%*	*88%*	*93%*	*88%*	*86%*	**94%mop**	*87%*	*87%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**214**	47	50	60	57	20	10	16	12	20	17	14	25	21	18	22	18
	6%	*5%*	*6%*	*7%*	*7%*	*7%*	*3%*	*6%*	*4%*	*7%*	*6%*	*5%*	**9%f**	*7%*	*6%*	*7%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**132**	22	34	43	34	15	*	7	8	12	13	10	10	23	5	12	17
	4%	*3%*	*4%*	**5%a**	*4%*	**5%f**	*	*2%*	**3%f**	**4%f**	**5%f**	**4%f**	**4%f**	**8%fghn**	*2%*	**4%f**	**6%fh**
No - I received a card to say that it was left with a neighbour	**41**	11	12	9	8	6	4	2	1	2	9	4	3	2	2	5	1
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**3%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*
No - It was left outside of my home for me to find	**62**	16	7	19	20	2	4	10	2	2	3	5	3	11	4	6	10
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	*1%*	*2%*	*3%*
I don't know	**64**	23	18	8	15	4	14	5	10	6	2	*	3	5	5	9	2
	2%	**3%c**	*2%*	*1%*	*2%*	*1%*	**5%jklp**	*2%*	**3%k**	*2%*	*1%*	*	*1%*	*2%*	*2%*	**3%k**	*1%*
NET: Any experience of not receiving parcel on the first attempt	**402**	83	96	111	112	37	15	31	24	33	39	29	36	47	25	42	45
	12%	*10%*	*11%*	*13%*	*13%*	**13%f**	*5%*	*11%*	*8%*	**12%f**	**14%f**	*10%*	**13%f**	**16%fhn**	*9%*	**14%f**	**16%fhn**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**194**	-	194	90	103	49	39	50	11	20	16	9	88	61	45	25	176	17	194
Weighted Base	**214**	-**	214	97*	114*	52*	48**	54*	13**	16**	19**	11**	100*	67*	46**	30**	182	29**	194
Effective Base	**123**	-	123	58	64	31	27	33	6	9	10	8	58	39	26	17	107	15	194
Very satisfied (5)	**60**	-	60	29	32	8	10	18	4	10	3	8	17	22	21	11	55	4	50
	28%	-	*28%*	*30%*	*28%*	*15%*	*20%*	*33%*	*33%*	*61%*	*14%*	*74%*	*17%*	*33%*	*45%*	*37%*	*30%*	*13%*	*26%*
Fairly satisfied (4)	**64**	-	64	32	30	18	14	19	7	2	3	-	32	26	6	3	49	15	64
	30%	-	*30%*	*33%*	*26%*	*34%*	*30%*	*35%*	*56%*	*14%*	*17%*	-	*32%*	*39%*	*12%*	*11%*	*27%*	*52%*	*33%*
Neither satisfied or dissatisfied (3)	**41**	-	41	12	29	10	11	7	*	4	7	1	21	7	12	9	38	3	34
	19%	-	*19%*	*13%*	*25%*	*20%*	*23%*	*13%*	*3%*	*23%*	*38%*	*13%*	*21%*	*11%*	*27%*	*29%*	*21%*	*11%*	*18%*
Fairly dissatisfied (2)	**26**	-	26	14	12	9	5	3	1	-	6	1	15	4	7	7	21	5	23
	12%	-	*12%*	*14%*	*10%*	*18%*	*11%*	*5%*	*9%*	-	*30%*	*13%*	*15%*	*6%*	*15%*	*24%*	*11%*	*17%*	*12%*
Very dissatisfied (1)	**23**	-	23	10	12	7	8	7	-	*	*	-	15	7	*	*	21	2	22
	11%	-	*11%*	*10%*	*11%*	*14%*	*16%*	*14%*	-	*2%*	*1%*	-	*15%*	*11%*	*1%*	*	*11%*	*7%*	*11%*
Don't know	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	1
	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*1%*
NET Very/fairly satisfied	**124**	-	124	61	61	25	24	37	12	12	6	8	49	49	27	14	103	19	114
	58%	-	*58%*	*63%*	*54%*	*49%*	*50%*	*68%*	*88%*	*76%*	*31%*	*74%*	*49%*	**72%I**	*57%*	*47%*	*57%*	*65%*	*59%*
NET Very/fairly dissatisfied	**48**	-	48	24	24	16	13	10	1	*	6	1	29	11	8	7	41	7	45
	23%	-	*23%*	*25%*	*21%*	*32%*	*27%*	*19%*	*9%*	*2%*	*31%*	*13%*	*29%*	*17%*	*16%*	*24%*	*23%*	*23%*	*23%*
Mean	**3.53**	-	3.53	3.57	3.49	3.18	3.27	3.69	4.12	4.34	3.14	4.36	3.22	**3.78I**	3.85	3.59	3.53	3.49	3.50
Std Dev.	**1.30**	-	1.30	1.33	1.29	1.29	1.35	1.35	0.86	0.97	1.05	1.17	1.31	1.28	1.19	1.23	1.33	1.14	1.30
Std Error	**0.09**	-	0.09	0.14	0.13	0.19	0.22	0.19	0.26	0.22	0.26	0.39	0.14	0.16	0.18	0.25	0.10	0.28	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**194**	59	52	42	41	111	83	125	64	24	25	44	45	44	114	24	159
Weighted Base	**214**	66*	59*	43**	46*	125*	89*	153*	54*	28**	21**	51**	57*	45**	129*	28**	174*
Effective Base	**123**	34	34	26	31	67	56	82	40	18	15	29	30	25	74	18	99
Very satisfied (5)	**60**	24	19	6	11	43	18	40	15	6	2	16	16	19	34	6	52
	28%	*36%*	*33%*	*14%*	*25%*	*34%*	*20%*	*26%*	*27%*	*22%*	*10%*	*31%*	*28%*	*42%*	*26%*	*22%*	*30%*
Fairly satisfied (4)	**64**	21	18	14	10	40	24	48	16	6	3	16	20	14	39	6	53
	30%	*32%*	*31%*	*34%*	*22%*	*32%*	*27%*	*31%*	*29%*	*22%*	*15%*	*31%*	*35%*	*32%*	*30%*	*22%*	*31%*
Neither satisfied or dissatisfied (3)	**41**	10	12	11	8	22	19	27	14	4	11	8	11	5	30	4	34
	19%	*15%*	*20%*	*26%*	*18%*	*17%*	*22%*	*17%*	*27%*	*14%*	*52%*	*16%*	*19%*	*11%*	*23%*	*14%*	*20%*
Fairly dissatisfied (2)	**26**	4	8	5	9	12	13	20	6	4	3	9	4	3	15	4	19
	12%	*6%*	*14%*	*11%*	*19%*	*10%*	*15%*	*13%*	*10%*	*16%*	*15%*	*17%*	*7%*	*8%*	*12%*	*16%*	*11%*
Very dissatisfied (1)	**23**	7	1	6	8	9	14	19	4	7	2	3	7	3	12	7	15
	11%	*11%*	*2%*	*15%*	***16%b***	*7%*	*16%*	*12%*	*7%*	*27%*	*9%*	*6%*	*12%*	*7%*	*9%*	*27%*	*9%*
Don't know	*	-	-	-	*	-	*	-	*	-	-	-	-	*	-	-	*
	*	-	-	-	*	-	*	-	*	-	-	-	-	*	-	-	*
NET Very/fairly satisfied	**124**	45	37	20	21	82	42	88	30	13	5	32	36	33	73	13	106
	58%	*68%*	*64%*	*48%*	*46%*	***66%f***	*47%*	*58%*	*55%*	*44%*	*25%*	*62%*	*63%*	*74%*	*56%*	*44%*	*61%*
NET Very/fairly dissatisfied	**48**	11	10	11	16	21	27	38	10	12	5	11	11	7	27	12	34
	23%	*17%*	*16%*	*26%*	*35%*	*17%*	*31%*	*25%*	*18%*	*42%*	*24%*	*22%*	*19%*	*15%*	*21%*	*42%*	*19%*
Mean	**3.53**	3.75	3.78	3.22	3.20	**3.76f**	3.21	3.47	3.58	2.98	3.02	3.65	3.59	3.93	3.52	2.98	3.63
Std Dev.	**1.30**	1.31	1.13	1.27	1.44	1.22	1.35	1.33	1.21	1.56	1.05	1.24	1.30	1.24	1.25	1.56	1.26
Std Error	**0.09**	0.17	0.16	0.20	0.23	0.12	0.15	0.12	0.15	0.32	0.21	0.19	0.19	0.19	0.12	0.32	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 162

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**194**	150	44	14	115	34	26	19	16	13	6	20	16	4	22	7	11	3	31
Weighted Base		**214**	199	15**	6**	185*	18**	6**	4**	11**	22**	8**	30**	23**	7**	50**	17**	17**	1**	17**
Effective Base		**123**	111	14	5	98	18	16	14	15	12	6	19	15	4	20	6	10	2	16
Very satisfied	(5)	**60**	55	5	3	52	6	1	1	4	10	3	10	4	4	6	8	2	1	6
		28%	*28%*	*34%*	*44%*	*28%*	*35%*	*10%*	*30%*	*37%*	*45%*	*36%*	*34%*	*19%*	*53%*	*12%*	*48%*	*14%*	*58%*	*34%*
Fairly satisfied	(4)	**64**	61	3	2	53	8	2	1	4	4	1	2	10	4	21	-	7	*	8
		30%	*30%*	*22%*	*29%*	*28%*	*45%*	*25%*	*34%*	*37%*	*18%*	*14%*	*7%*	*44%*	*47%*	*41%*	-	*43%*	*42%*	*46%*
Neither satisfied or dissatisfied	(3)	**41**	37	4	*	38	1	2	1	1	2	3	12	1	-	11	5	3	-	1
		19%	*19%*	*25%*	*2%*	*20%*	*4%*	*32%*	*15%*	*5%*	*7%*	*37%*	*41%*	*6%*	-	*22%*	*27%*	*21%*	-	*5%*
Fairly dissatisfied	(2)	**26**	23	2	1	22	2	2	*	2	4	1	3	2	-	7	4	-	-	2
		12%	*12%*	*14%*	*23%*	*12%*	*10%*	*25%*	*5%*	*13%*	*16%*	*14%*	*10%*	*8%*	-	*14%*	*25%*	-	-	*11%*
Very dissatisfied	(1)	**23**	22	1	*	21	1	*	1	1	3	-	2	5	-	5	-	4	-	1
		11%	*11%*	*4%*	*1%*	*11%*	*5%*	*8%*	*13%*	*9%*	*13%*	-	*7%*	*24%*	-	*11%*	-	*22%*	-	*5%*
Don't know		*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
		*	*	-	-	-	-	-	*4%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**124**	116	9	5	105	15	2	3	8	14	4	12	14	7	27	8	9	1	14
		58%	*58%*	*57%*	*73%*	*57%*	*81%*	*35%*	*64%*	*74%*	*63%*	*50%*	*41%*	*62%*	*100%*	*54%*	*48%*	*57%*	*100%*	*79%*
NET Very/fairly dissatisfied		**48**	45	3	2	43	3	2	1	2	7	1	5	7	-	12	4	4	-	3
		23%	*23%*	*18%*	*24%*	*23%*	*15%*	*33%*	*18%*	*22%*	*30%*	*14%*	*17%*	*31%*	-	*24%*	*25%*	*22%*	-	*16%*
Mean		**3.53**	3.52	3.69	3.92	3.51	3.96	3.03	3.65	3.80	3.66	3.72	3.51	3.26	4.53	3.31	3.71	3.25	4.58	3.92
Std Dev.		**1.30**	1.31	1.24	1.32	1.32	1.14	1.21	1.53	1.35	1.54	1.17	1.27	1.50	0.54	1.18	1.33	1.39	-	1.16
Std Error		**0.09**	0.11	0.19	0.35	0.12	0.20	0.24	0.36	0.34	0.43	0.48	0.29	0.37	0.27	0.25	0.50	0.42	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		194	61	69	37	22	4	130	26	63	81	32	14	3	144	17
Weighted Base		214	68*	80*	40**	20**	3**	148*	24**	56*	98*	42**	15**	1**	153*	16**
Effective Base		123	38	46	25	11	3	84	13	36	54	22	10	3	89	11
Very satisfied	(5)	60	43	10	5	2	*	53	2	29	25	6	-	-	54	-
		28%	63%bf	13%	13%	11%	6%	36%b	10%	52%i	26%	15%	-	-	35%	-
Fairly satisfied	(4)	64	13	38	11	1	-	52	1	15	32	15	2	-	47	2
		30%	20%	48%a	28%	6%	-	35%	5%	27%	32%	35%	14%	-	31%	13%
Neither satisfied or dissatisfied	(3)	41	5	11	17	8	-	16	8	4	12	19	6	1	16	6
		19%	7%	13%	43%	41%	-	11%	35%	7%	12%	45%	37%	43%	10%	37%
Fairly dissatisfied	(2)	26	1	14	5	5	*	15	6	1	20	1	2	*	22	3
		12%	2%	18%a	11%	26%	11%	10%	23%	3%	21%h	2%	16%	40%	14%	17%
Very dissatisfied	(1)	23	6	7	2	3	3	13	6	6	8	1	5	*	14	5
		11%	8%	9%	5%	16%	83%	9%	26%	11%	9%	3%	34%	17%	9%	32%
Don't know		*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
		*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
NET Very/fairly satisfied		124	56	48	16	3	*	104	4	44	57	21	2	-	101	2
		58%	83%b	60%	41%	17%	6%	70%	16%	79%i	58%	51%	14%	-	66%	13%
NET Very/fairly dissatisfied		48	7	21	7	8	3	28	12	7	29	2	7	1	36	8
		23%	10%	27%	17%	41%	94%	19%	49%	13%	30%	4%	49%	57%	24%	50%
Mean		3.53	4.27bf	3.37	3.33	2.71	1.35	3.78	2.51	4.07i	3.45	3.59	2.31	2.26	3.68	2.31
Std Dev.		1.30	1.21	1.18	1.02	1.17	1.16	1.27	1.24	1.30	1.31	0.87	1.12	-	1.34	1.09
Std Error		0.09	0.16	0.14	0.17	0.25	0.58	0.11	0.24	0.17	0.15	0.15	0.30	-	0.11	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**194**	20	170	4	72	101	21	183	10	1	-	194	-
Weighted Base		**214**	24**	187	3**	81*	108*	25**	199	14**	1**	-**	214	-**
Effective Base		**123**	14	106	3	50	60	13	114	8	1	-	123	-
Very satisfied	(5)	**60**	7	53	-	31	29	*	57	3	-	-	60	-
		28%	*32%*	*28%*	-	*39%*	*27%*	*	*29%*	*23%*	-	-	*28%*	-
Fairly satisfied	(4)	**64**	8	55	1	20	36	8	59	4	1	-	64	-
		30%	*33%*	*29%*	*34%*	*25%*	*33%*	*30%*	*30%*	*27%*	*100%*	-	*30%*	-
Neither satisfied or dissatisfied	(3)	**41**	2	38	2	12	22	7	34	7	-	-	41	-
		19%	*6%*	*20%*	*66%*	*15%*	*20%*	*29%*	*17%*	*51%*	-	-	*19%*	-
Fairly dissatisfied	(2)	**26**	2	23	-	9	14	3	26	-	-	-	26	-
		12%	*9%*	*13%*	-	*11%*	*13%*	*10%*	*13%*	-	-	-	*12%*	-
Very dissatisfied	(1)	**23**	5	18	-	8	7	8	23	-	-	-	23	-
		11%	*20%*	*10%*	-	*10%*	*6%*	*30%*	*11%*	-	-	-	*11%*	-
Don't know		*	-	*	-	-	*	-	*	-	-	-	*	-
		*	-	*	-	-	*	-	*	-	-	-	*	-
NET Very/fairly satisfied		**124**	15	108	1	52	65	8	116	7	1	-	124	-
		58%	*65%*	*58%*	*34%*	*64%*	*60%*	*31%*	*59%*	*49%*	*100%*	-	*58%*	-
NET Very/fairly dissatisfied		**48**	7	41	-	17	20	10	48	-	-	-	48	-
		23%	*29%*	*22%*	-	*22%*	*19%*	*40%*	*24%*	-	-	-	*23%*	-
Mean		**3.53**	3.48	3.54	3.34	3.71	3.62	2.60	3.52	3.72	4.00	-	3.53	-
Std Dev.		**1.30**	1.53	1.28	0.59	1.36	1.19	1.23	1.33	0.84	-	-	1.30	-
Std Error		**0.09**	0.34	0.10	0.30	0.16	0.12	0.27	0.10	0.27	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**194**	44	44	53	53	21	8	15	11	19	14	14	17	22	15	20	18
Weighted Base		**214**	47*	50**	60*	57*	20**	10**	16**	12**	20**	17**	14**	25**	21**	18**	22**	18**
Effective Base		**123**	31	28	31	34	16	7	9	7	13	9	9	11	12	11	11	14
Very satisfied	(5)	**60**	8	15	16	21	*	3	5	3	9	4	5	6	6	7	6	8
		28%	*16%*	*30%*	*27%*	*37%*	*	*30%*	*28%*	*24%*	*42%*	*21%*	*33%*	*22%*	*30%*	*40%*	*27%*	*46%*
Fairly satisfied	(4)	**64**	18	14	18	13	9	4	5	1	4	9	8	7	4	9	1	3
		30%	*40%*	*28%*	*30%*	*23%*	*46%*	*40%*	*31%*	*7%*	*19%*	*55%*	*53%*	*29%*	*18%*	*48%*	*5%*	*19%*
Neither satisfied or dissatisfied	(3)	**41**	7	5	12	17	1	-	6	2	1	2	-	9	2	2	10	5
		19%	*15%*	*10%*	*20%*	*30%*	*6%*	-	*36%*	*14%*	*5%*	*14%*	-	*37%*	*12%*	*12%*	*47%*	*26%*
Fairly dissatisfied	(2)	**26**	7	5	8	5	4	3	*	*	4	1	*	3	6	-	5	-
		12%	*16%*	*10%*	*14%*	*8%*	*21%*	*26%*	*3%*	*	*18%*	*9%*	*1%*	*11%*	*27%*	-	*21%*	-
Very dissatisfied	(1)	**23**	6	10	5	2	5	*	*	7	3	*	2	*	3	-	*	2
		11%	*13%*	*20%*	*8%*	*3%*	*26%*	*4%*	*1%*	*55%*	*15%*	*2%*	*13%*	*	*14%*	-	*1%*	*9%*
Don't know		*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
		*	-	-	*	-	-	-	-	-	-	-	-	*1%*	-	-	-	-
NET Very/fairly satisfied		**124**	26	29	35	34	9	7	10	4	13	13	12	13	10	16	7	11
		58%	*56%*	*59%*	*58%*	*60%*	*46%*	*70%*	*60%*	*31%*	*62%*	*76%*	*85%*	*51%*	*48%*	*88%*	*32%*	*65%*
NET Very/fairly dissatisfied		**48**	13	15	13	6	10	3	1	7	7	2	2	3	8	-	5	2
		23%	*29%*	*31%*	*22%*	*11%*	*48%*	*30%*	*4%*	*55%*	*33%*	*10%*	*15%*	*12%*	*40%*	-	*21%*	*9%*
Mean		**3.53**	3.31	3.38	3.55	3.82	2.73	3.64	3.83	2.45	3.56	3.85	3.91	3.62	3.23	4.28	3.37	3.93
Std Dev.		**1.30**	1.29	1.52	1.26	1.11	1.32	1.34	0.95	1.78	1.58	0.94	1.30	0.99	1.50	0.68	1.12	1.27
Std Error		**0.09**	0.19	0.23	0.18	0.15	0.29	0.47	0.24	0.54	0.36	0.25	0.35	0.25	0.32	0.18	0.25	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**116**	-	116	53	63	28	16	27	13	18	9	5	44	40	32	14	104	10	116
Weighted Base		**132***	-**	132*	64*	68**	31**	15**	32**	18**	18**	12**	7**	45**	49**	37**	19**	108*	20**	116
Effective Base		**60**	-	60	34	27	20	8	16	7	10	3	2	28	22	13	5	50	8	116
Very satisfied	(5)	**54**	-	54	22	32	4	4	6	13	10	10	7	8	19	27	17	48	4	48
		41%	-	*41%*	*34%*	*47%*	*12%*	*28%*	*20%*	*72%*	*55%*	*83%*	*100%*	*17%*	*38%*	*73%*	*89%*	*45%*	*18%*	*41%*
Fairly satisfied	(4)	**47**	-	47	28	19	12	5	18	5	7	*	-	16	23	8	*	38	9	39
		35%	-	*35%*	*43%*	*28%*	*38%*	*32%*	*56%*	*28%*	*40%*	*4%*	-	*36%*	*46%*	*21%*	*2%*	*35%*	*45%*	*34%*
Neither satisfied or dissatisfied	(3)	**13**	-	13	5	8	7	4	2	-	-	-	-	11	2	-	-	8	5	10
		10%	-	*10%*	*8%*	*12%*	*23%*	*30%*	*5%*	-	-	-	-	*25%*	*3%*	-	-	*7%*	*26%*	*9%*
Fairly dissatisfied	(2)	**11**	-	11	8	3	4	2	4	-	1	-	-	6	4	1	-	10	1	12
		8%	-	*8%*	*12%*	*4%*	*13%*	*10%*	*14%*	-	*5%*	-	-	*12%*	*9%*	*3%*	-	*9%*	*3%*	*10%*
Very dissatisfied	(1)	**8**	-	8	2	6	4	-	2	-	-	2	-	4	2	2	2	4	2	7
		6%	-	*6%*	*2%*	*9%*	*14%*	-	*5%*	-	-	*13%*	-	*10%*	*3%*	*4%*	*8%*	*4%*	*9%*	*6%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	-	101	50	51	15	9	24	18	17	11	7	24	41	35	18	86	13	87
		76%	-	*76%*	*77%*	*75%*	*50%*	*60%*	*76%*	*100%*	*95%*	*87%*	*100%*	*53%*	*84%*	*93%*	*92%*	*79%*	*63%*	*75%*
NET Very/fairly dissatisfied		**18**	-	18	10	9	8	2	6	-	1	2	-	10	6	3	2	15	2	19
		14%	-	*14%*	*15%*	*13%*	*27%*	*10%*	*19%*	-	*5%*	*13%*	-	*22%*	*12%*	*7%*	*8%*	*13%*	*12%*	*16%*
Mean		**3.97**	-	3.97	3.94	4.00	3.21	3.77	3.71	4.72	4.45	4.44	5.00	3.39	4.07	4.55	4.64	4.07	3.61	3.94
Std Dev.		**1.17**	-	1.17	1.07	1.26	1.25	1.00	1.11	0.46	0.77	1.41	0.00	1.20	1.05	0.97	1.14	1.12	1.11	1.21
Std Error		**0.11**	-	0.11	0.15	0.16	0.24	0.25	0.21	0.13	0.18	0.47	0.00	0.18	0.17	0.17	0.30	0.11	0.35	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 163

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**116**	41	29	29	17	70	46	78	35	10	11	24	31	35	66	10	101
Weighted Base		**132***	49**	34**	29**	20**	83*	49**	103*	24**	12**	11**	29**	33**	43**	73*	12**	117*
Effective Base		**60**	19	15	18	11	33	28	42	20	7	5	10	18	19	31	7	51
Very satisfied	(5)	**54**	26	16	4	8	42	12	40	12	7	6	10	9	20	25	7	45
		41%	*53%*	*46%*	*15%*	*41%*	*50%*	*25%*	*39%*	*49%*	*63%*	*58%*	*35%*	*27%*	*45%*	*35%*	*63%*	*39%*
Fairly satisfied	(4)	**47**	14	15	12	6	29	18	42	3	1	*	12	16	17	28	1	44
		35%	*28%*	*45%*	*40%*	*30%*	*35%*	*36%*	*41%*	*13%*	*12%*	*3%*	*40%*	*47%*	*38%*	*38%*	*12%*	*38%*
Neither satisfied or dissatisfied	(3)	**13**	4	-	3	6	4	9	10	2	1	1	5	-	4	6	1	10
		10%	*8%*	-	*11%*	*28%*	*5%*	*18%*	*10%*	*10%*	*10%*	*10%*	*19%*	-	*9%*	*9%*	*10%*	*9%*
Fairly dissatisfied	(2)	**11**	2	*	9	-	2	9	6	5	-	1	2	7	2	9	-	11
		8%	*4%*	*1%*	*30%*	-	*2%*	*18%*	*6%*	*20%*	-	*6%*	*6%*	*20%*	*4%*	*13%*	-	*9%*
Very dissatisfied	(1)	**8**	3	3	1	*	6	1	4	2	2	2	-	2	2	4	2	6
		6%	*7%*	*9%*	*4%*	*1%*	*7%*	*3%*	*4%*	*8%*	*15%*	*23%*	-	*5%*	*4%*	*6%*	*15%*	*5%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	40	31	16	14	71	30	83	15	9	7	22	25	36	53	9	90
		76%	*81%*	*91%*	*55%*	*71%*	*85%*	*61%*	*80%*	*62%*	*75%*	*61%*	*75%*	*75%*	*84%*	*73%*	*75%*	*77%*
NET Very/fairly dissatisfied		**18**	5	3	10	*	8	10	10	7	2	3	2	8	3	13	2	17
		14%	*10%*	*9%*	*34%*	*1%*	*10%*	*21%*	*10%*	*28%*	*15%*	*29%*	*6%*	*25%*	*8%*	*18%*	*15%*	*14%*
Mean		**3.97**	4.17	4.19	3.30	4.11	4.18	3.63	4.05	3.75	4.08	3.66	4.03	3.71	4.17	3.84	4.08	3.96
Std Dev.		**1.17**	1.17	1.12	1.19	0.88	1.14	1.14	1.05	1.46	1.50	1.79	0.90	1.23	1.02	1.20	1.50	1.15
Std Error		**0.11**	0.18	0.21	0.22	0.21	0.14	0.17	0.12	0.25	0.47	0.54	0.18	0.22	0.17	0.15	0.47	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 163

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**116**	74	42	22	59	28	17	12	9	4	7	5	6	4	12	7	5	3	25
Weighted Base		**132***	112*	21**	12**	111*	15**	4**	2**	8**	7**	14**	7**	13**	8**	30**	15**	9**	1**	14**
Effective Base		**60**	49	11	5	45	13	7	9	8	4	6	5	3	4	11	6	5	3	12
Very satisfied	(5)	**54**	43	11	7	45	6	2	1	2	-	6	6	11	2	4	9	4	*	6
		41%	*39%*	*51%*	*61%*	*40%*	*43%*	*42%*	*45%*	*32%*	-	*45%*	*85%*	*88%*	*24%*	*13%*	*56%*	*51%*	*72%*	*41%*
Fairly satisfied	(4)	**47**	41	6	2	38	6	2	1	1	6	6	-	-	4	17	5	-	*	6
		35%	*37%*	*28%*	*14%*	*34%*	*40%*	*43%*	*44%*	*9%*	*79%*	*40%*	-	-	*55%*	*56%*	*30%*	-	*28%*	*41%*
Neither satisfied or dissatisfied	(3)	**13**	10	3	1	12	1	*	-	3	-	-	1	-	-	3	2	3	-	1
		10%	*9%*	*13%*	*12%*	*11%*	*6%*	*7%*	-	*38%*	-	-	*15%*	-	-	*10%*	*14%*	*29%*	-	*7%*
Fairly dissatisfied	(2)	**11**	11	*	*	9	2	*	*	1	2	1	-	2	-	4	-	-	-	2
		8%	*10%*	*1%*	*1%*	*8%*	*10%*	*4%*	*7%*	*7%*	*21%*	*7%*	-	*12%*	-	*15%*	-	-	-	*11%*
Very dissatisfied	(1)	**8**	6	1	1	7	-	*	*	1	-	1	-	-	2	2	-	2	-	-
		6%	*6%*	*7%*	*11%*	*7%*	-	*3%*	*5%*	*14%*	-	*9%*	-	-	*20%*	*6%*	-	*20%*	-	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	84	16	9	83	12	3	2	3	6	12	6	11	6	21	13	4	1	12
		76%	*76%*	*80%*	*75%*	*75%*	*83%*	*85%*	*89%*	*41%*	*79%*	*84%*	*85%*	*88%*	*80%*	*69%*	*86%*	*51%*	*100%*	*82%*
NET Very/fairly dissatisfied		**18**	17	2	1	16	2	*	*	2	2	2	-	2	2	6	-	2	-	2
		14%	*15%*	*8%*	*13%*	*15%*	*10%*	*7%*	*11%*	*21%*	*21%*	*16%*	-	*12%*	*20%*	*20%*	-	*20%*	-	*11%*
Mean		**3.97**	3.94	4.16	4.11	3.94	4.16	4.17	4.18	3.38	3.58	4.05	4.70	4.63	3.64	3.56	4.42	3.62	4.72	4.13
Std Dev.		**1.17**	1.17	1.15	1.40	1.20	0.97	1.11	1.35	1.46	0.88	1.28	0.77	1.03	1.49	1.09	0.75	1.66	-	0.98
Std Error		**0.11**	0.14	0.18	0.30	0.16	0.18	0.27	0.39	0.49	0.44	0.48	0.34	0.42	0.74	0.31	0.28	0.74	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**116**	33	46	21	12	4	79	16	40	45	20	8	2	85	10
Weighted Base		**132***	32**	62**	23**	10**	5**	94*	15**	33**	61**	26**	11**	1**	94*	12**
Effective Base		**60**	17	23	12	8	4	38	11	17	24	13	6	2	40	7
Very satisfied	(5)	**54**	26	24	1	2	1	50	3	24	24	5	*	-	49	*
		41%	*81%*	*38%*	*3%*	*23%*	*23%*	*53%*	*23%*	*75%*	*39%*	*20%*	*1%*	-	*52%*	*1%*
Fairly satisfied	(4)	**47**	5	31	8	2	1	36	3	2	32	9	4	-	35	4
		35%	*15%*	*50%*	*33%*	*22%*	*22%*	*38%*	*22%*	*7%*	*53%*	*33%*	*34%*	-	*37%*	*31%*
Neither satisfied or dissatisfied	(3)	**13**	-	4	8	1	-	4	1	4	-	5	4	-	4	4
		10%	-	*7%*	*35%*	*7%*	-	*4%*	*5%*	*12%*	-	*20%*	*34%*	-	*4%*	*30%*
Fairly dissatisfied	(2)	**11**	*	-	5	5	1	*	6	*	2	4	3	1	3	4
		8%	*	-	*22%*	*48%*	*18%*	*	*38%*	*	*4%*	*14%*	*31%*	*100%*	*3%*	*38%*
Very dissatisfied	(1)	**8**	1	3	2	-	2	4	2	2	2	3	-	-	4	-
		6%	*3%*	*5%*	*7%*	-	*36%*	*5%*	*12%*	*6%*	*4%*	*13%*	-	-	*5%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	31	55	8	4	2	86	7	27	56	14	4	-	83	4
		76%	*96%*	*88%*	*36%*	*45%*	*46%*	*91%*	*45%*	*82%*	*92%*	*53%*	*35%*	-	*88%*	*31%*
NET Very/fairly dissatisfied		**18**	1	3	7	5	3	4	7	2	5	7	3	1	7	4
		14%	*4%*	*5%*	*29%*	*48%*	*54%*	*5%*	*50%*	*6%*	*8%*	*27%*	*31%*	*100%*	*7%*	*38%*
Mean		**3.97**	4.71	4.16	3.03	3.20	2.78	4.35	3.06	4.45	4.19	3.34	3.05	2.00	4.28	2.94
Std Dev.		**1.17**	0.80	0.95	0.99	1.32	1.86	0.94	1.46	1.11	0.95	1.32	0.87	-	1.01	0.89
Std Error		**0.11**	0.14	0.14	0.22	0.38	0.93	0.11	0.37	0.17	0.14	0.29	0.31	-	0.11	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**116**	10	103	3	36	71	9	107	5	1	-	113	3
Weighted Base		**132***	7**	122*	3**	31**	91*	11**	122*	6**	1**	-**	128*	4**
Effective Base		**60**	5	53	2	22	35	7	53	4	1	-	57	3
Very satisfied	(5)	**54**	5	49	-	11	41	2	54	-	-	-	54	-
		41%	*71%*	*40%*	-	*37%*	*45%*	*16%*	*44%*	-	-	-	*42%*	-
Fairly satisfied	(4)	**47**	*	45	2	6	36	5	45	-	-	-	45	1
		35%	*4%*	*37%*	*53%*	*20%*	*39%*	*46%*	*37%*	-	-	-	*35%*	*36%*
Neither satisfied or dissatisfied	(3)	**13**	-	12	1	2	8	2	9	3	-	-	12	1
		10%	-	*9%*	*47%*	*8%*	*9%*	*23%*	*7%*	*57%*	-	-	*9%*	*25%*
Fairly dissatisfied	(2)	**11**	-	11	-	7	4	-	10	1	1	-	11	-
		8%	-	*9%*	-	*21%*	*5%*	-	*8%*	*12%*	*100%*	-	*8%*	-
Very dissatisfied	(1)	**8**	2	6	-	4	2	2	4	2	-	-	6	2
		6%	*25%*	*5%*	-	*14%*	*2%*	*15%*	*4%*	*31%*	-	-	*5%*	*39%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	5	94	2	17	77	7	99	-	-	-	99	1
		76%	*75%*	*77%*	*53%*	*57%*	*84%*	*62%*	*81%*	-	-	-	*78%*	*36%*
NET Very/fairly dissatisfied		**18**	2	17	-	11	6	2	14	2	1	-	17	2
		14%	*25%*	*14%*	-	*35%*	*7%*	*15%*	*11%*	*43%*	*100%*	-	*13%*	*39%*
Mean		**3.97**	3.96	3.98	3.53	3.44	4.21	3.48	4.11	2.26	2.00	-	4.02	2.57
Std Dev.		**1.17**	1.86	1.14	0.61	1.53	0.93	1.28	1.07	0.99	-	-	1.13	1.52
Std Error		**0.11**	0.59	0.11	0.35	0.25	0.11	0.43	0.10	0.44	-	-	0.11	0.88

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 163

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**116**	20	28	33	35	11	2	7	8	8	12	9	8	16	7	14	14
Weighted Base		**132***	22**	34**	43**	34**	15**	***	7**	8**	12**	13**	10**	10**	23**	5**	12**	17**
Effective Base		**60**	7	17	17	21	4	2	5	4	6	7	4	5	9	5	8	9
Very satisfied	(5)	**54**	13	9	21	10	9	-	4	*	5	4	6	5	11	1	5	4
		41%	*61%*	*27%*	*49%*	*31%*	*61%*	-	*62%*	*3%*	*42%*	*29%*	*58%*	*46%*	*47%*	*28%*	*45%*	*21%*
Fairly satisfied	(4)	**47**	1	19	15	10	1	*	*	8	5	6	4	2	9	3	4	4
		35%	*7%*	*57%*	*36%*	*31%*	*6%*	*65%*	*7%*	*96%*	*44%*	*45%*	*42%*	*23%*	*40%*	*52%*	*29%*	*26%*
Neither satisfied or dissatisfied	(3)	**13**	4	-	4	4	3	-	1	-	-	-	-	3	1	-	1	3
		10%	*19%*	-	*10%*	*13%*	*21%*	-	*15%*	-	-	-	-	*31%*	*5%*	-	*10%*	*19%*
Fairly dissatisfied	(2)	**11**	2	3	1	5	1	*	1	*	-	3	-	-	1	1	*	4
		8%	*8%*	*10%*	*1%*	*16%*	*4%*	*35%*	*14%*	*1%*	-	*25%*	-	-	*2%*	*20%*	*1%*	*24%*
Very dissatisfied	(1)	**8**	1	2	1	3	1	-	*	-	2	-	-	-	1	-	2	2
		6%	*5%*	*5%*	*3%*	*10%*	*7%*	-	*2%*	-	*14%*	-	-	-	*6%*	-	*14%*	*10%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**101**	15	28	37	21	10	*	5	8	10	10	10	7	20	4	9	8
		76%	*68%*	*85%*	*86%*	*61%*	*67%*	*65%*	*69%*	*99%*	*86%*	*75%*	*100%*	*69%*	*86%*	*80%*	*74%*	*47%*
NET Very/fairly dissatisfied		**18**	3	5	2	9	2	*	1	*	2	3	-	-	2	1	2	6
		14%	*13%*	*15%*	*4%*	*26%*	*11%*	*35%*	*16%*	*1%*	*14%*	*25%*	-	-	*8%*	*20%*	*16%*	*35%*
Mean		**3.97**	4.10	3.92	4.28	3.56	4.10	3.30	4.13	4.00	4.00	3.79	4.58	4.15	4.19	3.88	3.90	3.23
Std Dev.		**1.17**	1.28	1.08	0.93	1.35	1.32	-	1.32	0.29	1.36	1.17	0.52	0.92	1.07	1.15	1.43	1.34
Std Error		**0.11**	0.29	0.20	0.16	0.23	0.40	-	0.50	0.10	0.48	0.34	0.17	0.32	0.27	0.44	0.38	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 164

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**47**	-	47	19	28	11	9	9	3	9	3	3	20	12	15	6	42	4	47
Weighted Base	**41***	-**	41**	21**	20**	8**	10**	9**	3**	9**	2**	1**	17**	12**	12**	3**	32**	6**	47*
Effective Base	**26**	-	26	12	15	5	5	6	1	7	2	1	11	7	10	4	22	4	47
Very satisfied (5)	**12**	-	12	5	7	1	*	2	*	6	1	1	1	2	8	2	10	-	16
	29%	-	*29%*	*23%*	*35%*	*14%*	*1%*	*26%*	*3%*	*66%*	*72%*	*100%*	*7%*	*20%*	*70%*	*84%*	*30%*	-	*34%*
Fairly satisfied (4)	**7**	-	7	4	3	4	-	1	*	2	*	-	4	1	2	*	7	-	10
	17%	-	*17%*	*21%*	*13%*	*45%*	-	*13%*	*9%*	*19%*	*28%*	-	*20%*	*12%*	*18%*	*16%*	*22%*	-	*21%*
Neither satisfied or dissatisfied (3)	**6**	-	6	1	5	*	1	5	-	*	-	-	1	5	*	-	3	3	9
	15%	-	*15%*	*4%*	*27%*	*4%*	*11%*	*53%*	-	*3%*	-	-	*8%*	*39%*	*2%*	-	*11%*	*41%*	*19%*
Fairly dissatisfied (2)	**12**	-	12	7	4	3	6	1	3	-	-	-	8	3	-	-	8	4	8
	29%	-	*29%*	*35%*	*23%*	*37%*	*58%*	*8%*	*88%*	-	-	-	*49%*	*29%*	-	-	*25%*	*59%*	*17%*
Very dissatisfied (1)	**4**	-	4	4	*	-	3	-	-	1	-	-	3	-	1	-	4	-	4
	10%	-	*10%*	*18%*	*2%*	-	*30%*	-	-	*12%*	-	-	*17%*	-	*10%*	-	*12%*	-	*9%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**19**	-	19	9	9	5	*	3	*	8	2	1	5	4	10	3	17	-	26
	46%	-	*46%*	*44%*	*48%*	*60%*	*1%*	*39%*	*12%*	*85%*	*100%*	*100%*	*27%*	*32%*	*88%*	*100%*	*52%*	-	*55%*
NET Very/fairly dissatisfied	**16**	-	16	11	5	3	9	1	3	1	-	-	11	3	1	-	12	4	12
	39%	-	*39%*	*52%*	*25%*	*37%*	*89%*	*8%*	*88%*	*12%*	-	-	*65%*	*29%*	*10%*	-	*37%*	*59%*	*26%*
Mean	**3.26**	-	3.26	2.97	3.57	3.37	1.82	3.58	2.26	4.26	4.72	5.00	2.51	3.24	4.39	4.84	3.33	2.41	3.55
Std Dev.	**1.41**	-	1.41	1.51	1.26	1.20	0.69	1.03	0.90	1.40	-	-	1.21	1.13	1.25	0.46	1.46	0.53	1.35
Std Error	**0.21**	-	0.21	0.35	0.24	0.36	0.23	0.34	0.52	0.47	-	-	0.27	0.32	0.32	0.19	0.23	0.27	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 164

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**47**	13	11	10	13	24	23	19	26	7	7	15	5	10	27	7	38
Weighted Base		**41***	13**	8**	10**	11**	20**	20**	21**	16**	5**	6**	11**	4**	14**	21**	5**	36**
Effective Base		**26**	8	7	6	7	14	12	12	15	4	5	8	2	8	15	4	22
Very satisfied	(5)	**12**	2	3	2	4	5	7	2	7	3	1	5	1	2	7	3	8
		29%	*14%*	*44%*	*23%*	*40%*	*25%*	*32%*	*11%*	*47%*	*64%*	*9%*	*49%*	*26%*	*11%*	*33%*	*64%*	*24%*
Fairly satisfied	(4)	**7**	3	4	*	*	7	*	4	3	*	3	1	*	2	4	*	7
		17%	*23%*	*49%*	*3%*	*1%*	*33%*	*2%*	*21%*	*17%*	*6%*	*47%*	*13%*	*2%*	*15%*	*21%*	*6%*	*19%*
Neither satisfied or dissatisfied	(3)	**6**	2	*	1	3	2	4	2	1	-	1	*	3	2	4	-	6
		15%	*13%*	*3%*	*8%*	*33%*	*9%*	*21%*	*12%*	*8%*	-	*16%*	*1%*	*72%*	*15%*	*19%*	-	*17%*
Fairly dissatisfied	(2)	**12**	6	-	4	2	6	5	9	3	-	2	1	-	9	3	-	12
		29%	*50%*	-	*39%*	*15%*	*31%*	*27%*	*43%*	*18%*	-	*28%*	*13%*	-	*60%*	*15%*	-	*33%*
Very dissatisfied	(1)	**4**	-	*	3	1	*	4	3	1	1	-	3	-	-	3	1	3
		10%	-	*5%*	*26%*	*10%*	*2%*	*18%*	*12%*	*9%*	*30%*	-	*24%*	-	-	*12%*	*30%*	*7%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**19**	5	7	3	4	12	7	7	10	3	3	7	1	4	11	3	15
		46%	*36%*	*93%*	*27%*	*41%*	*58%*	*34%*	*32%*	*65%*	*70%*	*56%*	*62%*	*28%*	*26%*	*54%*	*70%*	*43%*
NET Very/fairly dissatisfied		**16**	6	*	6	3	7	9	12	4	1	2	4	-	9	6	1	14
		39%	*50%*	*5%*	*65%*	*26%*	*33%*	*45%*	*56%*	*27%*	*30%*	*28%*	*37%*	-	*60%*	*27%*	*30%*	*40%*
Mean		**3.26**	3.00	4.27	2.58	3.45	3.48	3.03	2.75	3.75	3.73	3.37	3.50	3.54	2.77	3.47	3.73	3.19
Std Dev.		**1.41**	1.18	0.96	1.58	1.48	1.25	1.55	1.27	1.48	2.04	1.08	1.79	1.01	1.10	1.43	2.04	1.33
Std Error		**0.21**	0.33	0.29	0.50	0.41	0.26	0.32	0.29	0.29	0.77	0.41	0.46	0.45	0.35	0.28	0.77	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 164

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**47**	33	14	7	23	11	8	5	4	5	2	5	2	-	3	1	1	-	11
Weighted Base	**41***	39**	2**	1**	35**	3**	2**	1**	3**	11**	3**	7**	2**	-**	5**	3**	1**	-**	3**
Effective Base	**26**	24	4	5	20	6	4	4	4	5	2	5	2	-	3	1	1	-	6
Very satisfied (5)	**12**	10	1	*	9	1	1	*	2	-	1	4	1	-	-	-	1	-	1
	29%	*27%*	*67%*	*22%*	*27%*	*29%*	*48%*	*32%*	*47%*	-	*44%*	*63%*	*49%*	-	-	-	*100%*	-	*29%*
Fairly satisfied (4)	**7**	7	*	*	5	2	*	*	1	2	-	-	-	-	2	-	-	-	2
	17%	*18%*	*12%*	*10%*	*14%*	*56%*	*4%*	*34%*	*32%*	*20%*	-	-	-	-	*37%*	-	-	-	*56%*
Neither satisfied or dissatisfied (3)	**6**	6	*	*	5	*	1	-	-	2	-	3	-	-	-	-	-	-	*
	15%	*15%*	*17%*	*56%*	*14%*	*14%*	*31%*	-	-	*22%*	-	*37%*	-	-	-	-	-	-	*14%*
Fairly dissatisfied (2)	**12**	12	*	*	12	-	-	*	1	4	2	-	-	-	3	3	-	-	-
	29%	*30%*	*4%*	*13%*	*34%*	-	-	*9%*	*21%*	*35%*	*56%*	-	-	-	*63%*	*100%*	-	-	-
Very dissatisfied (1)	**4**	4	-	-	3	-	*	*	-	2	-	-	1	-	-	-	-	-	-
	10%	*10%*	-	-	*10%*	-	*17%*	*25%*	-	*22%*	-	-	*51%*	-	-	-	-	-	-
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**19**	17	2	*	14	3	1	1	3	2	1	4	1	-	2	-	1	-	3
	46%	*44%*	*79%*	*32%*	*42%*	*86%*	*52%*	*66%*	*79%*	*20%*	*44%*	*63%*	*49%*	-	*37%*	-	*100%*	-	*86%*
NET Very/fairly dissatisfied	**16**	16	*	*	15	-	*	*	1	6	2	-	1	-	3	3	-	-	-
	39%	*41%*	*4%*	*13%*	*44%*	-	*17%*	*34%*	*21%*	*57%*	*56%*	-	*51%*	-	*63%*	*100%*	-	-	-
Mean	**3.26**	3.19	4.43	3.41	3.15	4.15	3.65	3.40	4.06	2.41	3.31	4.26	2.95	-	2.74	2.00	5.00	-	4.15
Std Dev.	**1.41**	1.41	1.22	-	1.42	0.78	2.07	-	1.37	1.10	1.84	1.04	2.72	-	1.09	0.00	-	-	0.78
Std Error	**0.21**	0.24	0.33	-	0.30	0.24	0.73	-	0.68	0.49	1.30	0.47	1.93	-	0.63	0.00	-	-	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		47	16	12	8	7	2	28	9	18	14	12	3	-	32	3
Weighted Base		41*	14**	12**	5**	5**	3**	26**	9**	16**	8**	14**	3**	-**	25**	3**
Effective Base		26	10	8	3	3	2	18	5	11	6	8	1	-	18	1
Very satisfied	(5)	12	6	5	*	*	-	12	*	9	1	1	*	-	11	*
		29%	44%	44%	2%	1%	-	44%	1%	57%	15%	8%	4%	-	43%	4%
Fairly satisfied	(4)	7	5	1	-	*	-	6	*	2	5	-	-	-	7	-
		17%	39%	8%	-	6%	-	24%	4%	14%	59%	-	-	-	29%	-
Neither satisfied or dissatisfied	(3)	6	1	*	2	3	-	1	3	1	*	5	-	-	1	-
		15%	8%	2%	36%	55%	-	5%	33%	6%	3%	35%	-	-	5%	-
Fairly dissatisfied	(2)	12	1	3	3	2	2	5	4	1	2	6	2	-	3	2
		29%	10%	27%	52%	38%	68%	18%	50%	9%	20%	46%	96%	-	13%	96%
Very dissatisfied	(1)	4	-	2	1	-	1	2	1	2	*	1	-	-	3	-
		10%	-	20%	11%	-	32%	9%	13%	14%	2%	11%	-	-	10%	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		19	12	6	*	*	-	18	*	11	6	1	*	-	18	*
		46%	82%	52%	2%	7%	-	68%	4%	70%	74%	8%	4%	-	72%	4%
NET Very/fairly dissatisfied		16	1	6	3	2	3	7	5	4	2	8	2	-	6	2
		39%	10%	46%	62%	38%	100%	27%	62%	23%	22%	57%	96%	-	23%	96%
Mean		3.26	4.16	3.29	2.31	2.71	1.68	3.76	2.30	3.89	3.64	2.48	2.12	-	3.81	2.12
Std Dev.		1.41	0.98	1.75	0.82	0.70	0.55	1.43	0.81	1.56	1.11	1.00	0.74	-	1.40	0.74
Std Error		0.21	0.25	0.50	0.29	0.26	0.39	0.27	0.27	0.37	0.30	0.29	0.43	-	0.25	0.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**47**	5	41	1	21	18	8	44	1	1	-	46	1
Weighted Base		**41***	3**	36**	1**	16**	19**	6**	37**	1**	***	-**	38**	2**
Effective Base		**26**	3	23	1	12	12	3	25	1	1	-	26	1
Very satisfied	(5)	**12**	3	9	-	6	4	2	12	-	*	-	12	-
		29%	*97%*	*24%*	-	*37%*	*21%*	*31%*	*31%*	-	*100%*	-	*30%*	-
Fairly satisfied	(4)	**7**	*	7	-	2	5	-	7	-	-	-	7	-
		17%	*3%*	*19%*	-	*13%*	*26%*	-	*19%*	-	-	-	*18%*	-
Neither satisfied or dissatisfied	(3)	**6**	-	6	-	1	4	1	4	-	-	-	4	2
		15%	-	*17%*	-	*9%*	*21%*	*11%*	*10%*	-	-	-	*10%*	*100%*
Fairly dissatisfied	(2)	**12**	-	10	1	3	6	3	10	1	-	-	12	-
		29%	-	*29%*	*100%*	*18%*	*32%*	*47%*	*28%*	*100%*	-	-	*31%*	-
Very dissatisfied	(1)	**4**	-	4	-	3	-	1	4	-	-	-	4	-
		10%	-	*11%*	-	*22%*	-	*10%*	*11%*	-	-	-	*11%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**19**	3	16	-	8	9	2	19	-	*	-	19	-
		46%	*100%*	*43%*	-	*50%*	*47%*	*31%*	*51%*	-	*100%*	-	*49%*	-
NET Very/fairly dissatisfied		**16**	-	15	1	6	6	3	15	1	-	-	16	-
		39%	-	*40%*	*100%*	*40%*	*32%*	*58%*	*39%*	*100%*	-	-	*41%*	-
Mean		**3.26**	4.97	3.17	2.00	3.25	3.36	2.95	3.32	2.00	5.00	-	3.27	3.00
Std Dev.		**1.41**	0.21	1.39	-	1.68	1.17	1.61	1.46	-	-	-	1.45	*
Std Error		**0.21**	0.09	0.22	-	0.37	0.28	0.57	0.22	-	-	-	0.21	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**47**	12	10	14	11	8	2	2	1	3	6	7	3	4	2	6	3
Weighted Base		**41***	11**	12**	9**	8**	6**	4**	2**	1**	2**	9**	4**	3**	2**	2**	5**	1**
Effective Base		**26**	7	7	7	6	6	2	1	1	2	5	3	2	2	1	3	3
Very satisfied	(5)	**12**	2	2	5	3	2	-	-	1	-	1	2	2	1	*	2	1
		29%	*19%*	*16%*	*53%*	*33%*	*37%*	-	-	*100%*	-	*7%*	*51%*	*58%*	*51%*	*5%*	*39%*	*47%*
Fairly satisfied	(4)	**7**	1	4	1	1	1	-	-	-	-	4	*	-	1	-	1	-
		17%	*12%*	*32%*	*13%*	*8%*	*23%*	-	-	-	-	*42%*	*7%*	-	*45%*	-	*13%*	-
Neither satisfied or dissatisfied	(3)	**6**	1	*	2	3	-	1	-	-	*	-	2	*	*	-	2	1
		15%	*9%*	*2%*	*19%*	*39%*	-	*28%*	-	-	*14%*	-	*43%*	*1%*	*5%*	-	*48%*	*53%*
Fairly dissatisfied	(2)	**12**	6	2	1	2	2	3	2	-	-	2	-	1	-	2	-	-
		29%	*58%*	*19%*	*14%*	*20%*	*37%*	*72%*	*100%*	-	-	*25%*	-	*41%*	-	*95%*	-	-
Very dissatisfied	(1)	**4**	*	4	-	-	*	-	-	-	1	2	-	-	-	-	-	-
		10%	*2%*	*31%*	-	-	*3%*	-	-	-	*86%*	*25%*	-	-	-	-	-	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**19**	3	6	6	3	3	-	-	1	-	5	2	2	2	*	3	1
		46%	*31%*	*48%*	*66%*	*41%*	*60%*	-	-	*100%*	-	*49%*	*57%*	*58%*	*95%*	*5%*	*52%*	*47%*
NET Very/fairly dissatisfied		**16**	7	6	1	2	2	3	2	-	1	5	-	1	-	2	-	-
		39%	*60%*	*50%*	*14%*	*20%*	*40%*	*72%*	*100%*	-	*86%*	*51%*	-	*41%*	-	*95%*	-	-
Mean		**3.26**	2.89	2.82	4.05	3.54	3.53	2.28	2.00	5.00	1.28	2.81	4.08	3.76	4.46	2.14	3.92	3.94
Std Dev.		**1.41**	1.30	1.60	1.21	1.23	1.53	0.52	-	-	-	1.48	1.12	1.77	0.81	-	1.04	-
Std Error		**0.21**	0.37	0.51	0.32	0.37	0.54	0.37	-	-	-	0.60	0.42	1.02	0.41	-	0.42	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**61**	-	61	27	34	7	8	12	13	12	7	2	15	25	21	9	55	4	61
Weighted Base		**62***	-**	62**	32**	31**	12**	5**	11**	14**	10**	6**	5**	17**	24**	21**	11**	52**	8**	61*
Effective Base		**30**	-	30	14	17	4	4	7	6	7	4	1	7	13	10	4	28	2	61
Very satisfied	(5)	**16**	-	16	4	12	2	2	2	*	3	2	4	4	2	10	7	14	2	10
		25%	-	*25%*	*12%*	*39%*	*15%*	*37%*	*20%*	*1%*	*32%*	*36%*	*94%*	*22%*	*9%*	*47%*	*61%*	*27%*	*22%*	*16%*
Fairly satisfied	(4)	**18**	-	18	13	5	6	1	4	3	3	*	*	7	7	4	*	12	6	14
		29%	-	*29%*	*41%*	*16%*	*55%*	*15%*	*42%*	*19%*	*31%*	*3%*	*6%*	*43%*	*29%*	*17%*	*4%*	*22%*	*78%*	*23%*
Neither satisfied or dissatisfied	(3)	**3**	-	3	1	1	*	*	*	*	*	2	-	*	*	2	2	3	-	8
		4%	-	*4%*	*4%*	*4%*	*2%*	*1%*	*1%*	*2%*	*3%*	*28%*	-	*2%*	*2%*	*9%*	*16%*	*5%*	-	*13%*
Fairly dissatisfied	(2)	**5**	-	5	1	4	2	1	*	*	2	-	-	3	*	2	-	4	-	9
		9%	-	*9%*	*4%*	*13%*	*13%*	*28%*	*	*1%*	*22%*	-	-	*17%*	*1%*	*11%*	-	*7%*	-	*15%*
Very dissatisfied	(1)	**21**	-	21	12	9	2	1	4	11	1	2	-	3	15	3	2	21	-	20
		33%	-	*33%*	*38%*	*28%*	*16%*	*19%*	*37%*	*77%*	*12%*	*34%*	-	*17%*	*60%*	*16%*	*19%*	*39%*	-	*33%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**34**	-	34	17	17	8	3	7	3	6	2	5	11	9	13	7	25	8	24
		54%	-	*54%*	*54%*	*54%*	*70%*	*52%*	*62%*	*20%*	*63%*	*39%*	*100%*	*64%*	*38%*	*64%*	*65%*	*49%*	*100%*	*39%*
NET Very/fairly dissatisfied		**26**	-	26	13	13	3	2	4	11	3	2	-	6	15	6	2	24	-	29
		42%	-	*42%*	*42%*	*41%*	*29%*	*47%*	*38%*	*78%*	*34%*	*34%*	-	*34%*	*60%*	*26%*	*19%*	*47%*	-	*48%*
Mean		**3.04**	-	3.04	2.86	3.23	3.40	3.22	3.06	1.67	3.49	3.07	4.94	3.35	2.27	3.69	3.87	2.89	4.22	2.75
Std Dev.		**1.66**	-	1.66	1.59	1.74	1.38	1.81	1.73	1.29	1.51	1.83	0.26	1.46	1.62	1.56	1.65	1.72	0.44	1.52
Std Error		**0.21**	-	0.21	0.31	0.30	0.52	0.64	0.50	0.36	0.44	0.69	0.19	0.38	0.32	0.34	0.55	0.23	0.22	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**61**	21	10	15	15	31	30	35	24	12	2	15	10	15	27	13	44
Weighted Base		**62***	21**	7**	15**	19**	28**	34**	45**	16**	13**	1**	15**	8**	19**	24**	14**	44**
Effective Base		**30**	9	3	10	8	12	18	19	13	8	2	6	5	7	11	9	19
Very satisfied	(5)	**16**	7	*	2	7	7	9	13	2	6	-	5	-	5	5	6	10
		25%	*32%*	*2%*	*12%*	*37%*	*24%*	*26%*	*30%*	*15%*	*45%*	-	*35%*	-	*23%*	*22%*	*42%*	*22%*
Fairly satisfied	(4)	**18**	7	1	3	6	9	9	14	3	1	1	7	2	7	10	1	17
		29%	*35%*	*21%*	*21%*	*31%*	*32%*	*27%*	*32%*	*22%*	*10%*	*100%*	*48%*	*20%*	*36%*	*40%*	*9%*	*38%*
Neither satisfied or dissatisfied	(3)	**3**	1	*	*	1	1	1	1	2	*	-	1	*	-	1	*	1
		4%	*6%*	*3%*	*1%*	*6%*	*5%*	*3%*	*2%*	*10%*	*3%*	-	*7%*	*3%*	-	*5%*	*3%*	*3%*
Fairly dissatisfied	(2)	**5**	1	2	3	-	2	3	3	2	2	-	*	1	1	1	2	2
		9%	*4%*	*22%*	*20%*	-	*8%*	*9%*	*7%*	*14%*	*12%*	-	*3%*	*7%*	*6%*	*4%*	*11%*	*5%*
Very dissatisfied	(1)	**21**	5	4	7	5	8	12	13	6	4	-	1	6	7	7	5	14
		33%	*23%*	*52%*	*46%*	*26%*	*31%*	*35%*	*30%*	*40%*	*31%*	-	*7%*	*71%*	*34%*	*29%*	*36%*	*31%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**34**	14	2	5	13	15	18	28	6	7	1	13	2	12	15	7	26
		54%	*67%*	*23%*	*33%*	*68%*	*56%*	*52%*	*61%*	*37%*	*55%*	*100%*	*83%*	*20%*	*60%*	*62%*	*51%*	*60%*
NET Very/fairly dissatisfied		**26**	6	5	10	5	11	15	17	8	6	-	2	6	8	8	7	16
		42%	*27%*	*74%*	*66%*	*26%*	*39%*	*44%*	*37%*	*54%*	*43%*	-	*10%*	*78%*	*40%*	*33%*	*47%*	*36%*
Mean		**3.04**	3.49	1.98	2.33	3.52	3.11	2.99	3.25	2.58	3.26	4.00	4.00	1.71	3.09	3.21	3.10	3.15
Std Dev.		**1.66**	1.57	1.35	1.56	1.65	1.64	1.70	1.66	1.59	1.86	-	1.13	1.28	1.69	1.59	1.88	1.61
Std Error		**0.21**	0.34	0.43	0.40	0.43	0.29	0.31	0.28	0.32	0.54	-	0.29	0.41	0.44	0.31	0.52	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 165

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**61**	36	25	16	27	18	9	7	1	-	6	1	2	1	9	3	4	1	17
Weighted Base		**62***	50**	12**	8**	50**	9**	2**	2**	1**	-**	12**	1**	2**	2**	20**	6**	6**	***	9**
Effective Base		**30**	25	5	3	21	8	3	5	1	-	5	1	2	1	7	3	4	1	7
Very satisfied	(5)	**16**	10	6	6	13	2	-	*	-	-	6	1	-	2	4	-	-	-	2
		25%	*19%*	*51%*	*74%*	*26%*	*26%*	-	*26%*	-	-	*49%*	*100%*	-	*100%*	*18%*	-	-	-	*26%*
Fairly satisfied	(4)	**18**	16	2	*	16	2	*	*	1	-	3	-	-	-	8	4	-	-	2
		29%	*33%*	*13%*	*5%*	*31%*	*20%*	*17%*	*6%*	*100%*	-	*25%*	-	-	-	*39%*	*72%*	-	-	*20%*
Neither satisfied or dissatisfied	(3)	**3**	2	*	*	1	*	1	*	-	-	-	-	1	-	-	-	-	-	*
		4%	*4%*	*3%*	*2%*	*2%*	*5%*	*61%*	*19%*	-	-	-	-	*49%*	-	-	-	-	-	*5%*
Fairly dissatisfied	(2)	**5**	5	*	*	4	1	*	*	-	-	1	-	-	-	2	-	2	*	1
		9%	*10%*	*3%*	*3%*	*8%*	*9%*	*2%*	*19%*	-	-	*9%*	-	-	-	*7%*	-	*26%*	*100%*	*8%*
Very dissatisfied	(1)	**21**	17	4	1	16	4	*	1	-	-	2	-	1	-	7	2	4	-	4
		33%	*34%*	*30%*	*16%*	*33%*	*40%*	*20%*	*31%*	-	-	*17%*	-	*51%*	-	*35%*	*28%*	*74%*	-	*41%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**34**	26	8	6	29	4	*	1	1	-	9	1	-	2	12	4	-	-	4
		54%	*52%*	*63%*	*79%*	*57%*	*46%*	*17%*	*32%*	*100%*	-	*74%*	*100%*	-	*100%*	*57%*	*72%*	-	-	*46%*
NET Very/fairly dissatisfied		**26**	22	4	2	20	4	*	1	-	-	3	-	1	-	9	2	6	*	4
		42%	*44%*	*33%*	*19%*	*41%*	*50%*	*22%*	*50%*	-	-	*26%*	-	*51%*	-	*43%*	*28%*	*100%*	*100%*	*49%*
Mean		**3.04**	2.93	3.51	4.18	3.10	2.82	2.75	2.77	4.00	-	3.81	5.00	1.97	5.00	2.97	3.17	1.26	2.00	2.82
Std Dev.		**1.66**	1.61	1.85	1.61	1.67	1.81	-	-	-	-	1.59	-	-	-	1.66	1.48	0.48	-	1.82
Std Error		**0.21**	0.27	0.37	0.40	0.32	0.43	-	-	-	-	0.65	-	-	-	0.55	0.85	0.24	-	0.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		61	24	18	15	3	1	42	4	21	26	12	2	-	47	2
Weighted Base		62*	23**	18**	14**	5**	2**	41**	7**	20**	27**	13**	2**	-**	47**	2**
Effective Base		30	11	8	9	2	1	19	3	10	12	6	2	-	22	2
Very satisfied	(5)	16	10	2	3	*	-	12	*	10	4	2	-	-	14	-
		25%	*46%*	*10%*	*22%*	*6%*	-	*30%*	*4%*	*52%*	*14%*	*12%*	-	-	*30%*	-
Fairly satisfied	(4)	18	5	9	4	-	-	14	-	2	9	6	1	-	11	1
		29%	*22%*	*48%*	*30%*	-	-	*33%*	-	*10%*	*33%*	*44%*	*53%*	-	*23%*	*53%*
Neither satisfied or dissatisfied	(3)	3	*	2	*	-	-	2	-	*	1	1	-	-	2	-
		4%	*1%*	*12%*	*2%*	-	-	*6%*	-	*1%*	*5%*	*8%*	-	-	*3%*	-
Fairly dissatisfied	(2)	5	1	*	3	1	-	1	1	-	4	*	1	-	4	1
		9%	*3%*	*	*23%*	*23%*	-	*2%*	*16%*	-	*15%*	*1%*	*47%*	-	*9%*	*47%*
Very dissatisfied	(1)	21	6	5	3	3	2	12	5	7	9	4	-	-	16	-
		33%	*28%*	*30%*	*23%*	*71%*	*100%*	*29%*	*79%*	*37%*	*33%*	*35%*	-	-	*34%*	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		34	15	10	7	*	-	26	*	12	13	7	1	-	25	1
		54%	*68%*	*57%*	*52%*	*6%*	-	*63%*	*4%*	*62%*	*47%*	*56%*	*53%*	-	*53%*	*53%*
NET Very/fairly dissatisfied		26	7	6	7	5	2	13	6	7	13	5	1	-	20	1
		42%	*32%*	*31%*	*47%*	*94%*	*100%*	*31%*	*96%*	*37%*	*48%*	*36%*	*47%*	-	*43%*	*47%*
Mean		3.04	3.53	3.06	3.04	1.47	1.00	3.32	1.33	3.41	2.80	2.98	3.06	-	3.06	3.06
Std Dev.		1.66	1.75	1.48	1.58	1.10	-	1.64	0.93	1.91	1.55	1.59	1.32	-	1.72	1.32
Std Error		0.21	0.36	0.35	0.41	0.64	-	0.25	0.46	0.42	0.30	0.46	0.93	-	0.25	0.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**61**	7	50	4	21	33	7	59	1	1	-	61	-
Weighted Base		**62***	3**	55**	4**	18**	37**	7**	60**	1**	2**	-**	62**	-**
Effective Base		**30**	3	25	3	10	16	4	28	1	1	-	30	-
Very satisfied	(5)	**16**	-	16	-	4	12	-	16	-	-	-	16	-
		25%	-	*28%*	-	*21%*	*32%*	-	*26%*	-	-	-	*25%*	-
Fairly satisfied	(4)	**18**	*	15	3	2	13	3	17	1	-	-	18	-
		29%	*3%*	*27%*	*74%*	*13%*	*35%*	*38%*	*28%*	*100%*	-	-	*29%*	-
Neither satisfied or dissatisfied	(3)	**3**	-	3	-	2	1	*	3	-	-	-	3	-
		4%	-	*5%*	-	*11%*	*2%*	*1%*	*4%*	-	-	-	*4%*	-
Fairly dissatisfied	(2)	**5**	*	5	-	2	3	*	5	-	-	-	5	-
		9%	*4%*	*9%*	-	*9%*	*9%*	*3%*	*9%*	-	-	-	*9%*	-
Very dissatisfied	(1)	**21**	3	17	1	8	8	4	19	-	2	-	21	-
		33%	*92%*	*30%*	*26%*	*46%*	*23%*	*58%*	*32%*	-	*100%*	-	*33%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**34**	*	31	3	6	25	3	33	1	-	-	34	-
		54%	*3%*	*56%*	*74%*	*34%*	*67%*	*38%*	*55%*	*100%*	-	-	*54%*	-
NET Very/fairly dissatisfied		**26**	3	22	1	10	12	4	24	-	2	-	26	-
		42%	*97%*	*40%*	*26%*	*55%*	*32%*	*61%*	*41%*	-	*100%*	-	*42%*	-
Mean		**3.04**	1.14	3.14	3.22	2.55	3.44	2.18	3.08	4.00	1.00	-	3.04	-
Std Dev.		**1.66**	0.66	1.66	1.53	1.69	1.58	1.56	1.66	-	-	-	1.66	-
Std Error		**0.21**	0.25	0.23	0.76	0.37	0.27	0.59	0.22	-	-	-	0.21	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**61**	13	8	16	24	3	3	7	3	2	3	7	5	4	6	8	10
Weighted Base		**62***	16**	7**	19**	20**	2**	4**	10**	2**	2**	3**	5**	3**	11**	4**	6**	10**
Effective Base		**30**	9	4	7	11	1	2	6	1	1	2	4	4	3	4	4	4
Very satisfied	(5)	**16**	6	2	4	3	2	-	4	2	-	*	*	-	4	1	*	2
		25%	*37%*	*30%*	*23%*	*17%*	*88%*	-	*40%*	*89%*	-	*11%*	*2%*	-	*38%*	*29%*	*2%*	*20%*
Fairly satisfied	(4)	**18**	6	2	7	3	-	3	3	-	2	-	*	2	5	1	2	*
		29%	*36%*	*31%*	*36%*	*15%*	-	*72%*	*30%*	-	*96%*	-	*6%*	*53%*	*43%*	*23%*	*26%*	*4%*
Neither satisfied or dissatisfied	(3)	**3**	-	1	1	*	-	-	-	*	-	1	1	-	*	-	*	*
		4%	-	*13%*	*7%*	*2%*	-	-	-	*6%*	-	*29%*	*28%*	-	*	-	*3%*	*2%*
Fairly dissatisfied	(2)	**5**	1	*	1	3	*	1	*	-	*	-	1	-	-	*	3	-
		9%	*9%*	*1%*	*3%*	*16%*	*12%*	*28%*	*1%*	-	*4%*	-	*13%*	-	-	*4%*	*51%*	-
Very dissatisfied	(1)	**21**	3	2	6	10	-	-	3	*	-	2	2	2	2	2	1	7
		33%	*18%*	*25%*	*31%*	*51%*	-	-	*28%*	*5%*	-	*61%*	*51%*	*47%*	*18%*	*45%*	*18%*	*74%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**34**	12	4	11	6	2	3	7	2	2	*	*	2	9	2	2	2
		54%	*73%*	*61%*	*59%*	*31%*	*88%*	*72%*	*71%*	*89%*	*96%*	*11%*	*8%*	*53%*	*81%*	*51%*	*28%*	*24%*
NET Very/fairly dissatisfied		**26**	4	2	7	13	*	1	3	*	*	2	3	2	2	2	4	7
		42%	*27%*	*26%*	*34%*	*67%*	*12%*	*28%*	*29%*	*5%*	*4%*	*61%*	*64%*	*47%*	*18%*	*49%*	*68%*	*74%*
Mean		**3.04**	3.65	3.39	3.16	2.31	4.65	3.44	3.53	4.67	3.92	2.00	1.94	2.58	3.83	2.86	2.44	1.97
Std Dev.		**1.66**	1.54	1.66	1.63	1.63	1.34	1.04	1.76	-	0.52	1.73	1.25	1.78	1.48	2.04	1.23	1.75
Std Error		**0.21**	0.43	0.59	0.41	0.33	0.77	0.60	0.66	-	0.37	1.00	0.47	0.79	0.74	0.83	0.43	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**3599**	-	3599	1676	1910	421	421	756	515	700	464	321	843	1271	1485	785	3277	299	3623
	70%	-	*70%*	*67%*	**73%c**	*61%*	*64%*	**74%efk**	**72%efk**	**76%efk**	**73%efk**	*61%*	*63%*	**73%lo**	**71%l**	*68%*	**71%q**	*62%*	*70%*
No	**1431**	-	1431	782	648	240	210	239	189	205	161	188	450	427	554	349	1259	164	1408
	28%	-	*28%*	**31%d**	*25%*	**35%ghij**	**32%gl**	*24%*	*26%*	*22%*	*25%*	**36%ghij**	**34%mn**	*25%*	*27%*	**30%m**	*27%*	**34%p**	*27%*
I don't know	**126**	-	126	54	72	25	22	21	15	18	9	16	47	36	43	25	99	17	125
	2%	-	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	3599	743	1212	786	858	1954	1644	2178	1371	441	463	946	837	651	2246	443	2944
	70%	72%	69%	71%	68%	70%	69%	71%	68%	70%	67%	69%	69%	75%jkln	68%	70%	70%
No	1431	280	490	302	359	770	662	828	581	168	211	407	353	201	971	171	1183
	28%	27%	28%	27%	29%	28%	28%	27%	29%	27%	30%m	30%m	29%m	23%	30%m	27%	28%
I don't know	126	16	50	20	41	65	61	61	53	21	20	27	17	16	64	23	84
	2%	2%	3%	2%	3%a	2%	3%	2%	3%	3%l	3%	2%	1%	2%	2%	4%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	3599	3116	482	152	2988	329	176	105	147	386	309	277	310	334	430	484	311	52	277
	70%	70%bc	66%	61%	69%	75%d	70%	72%	70%	68%	73%n	74%n	68%	70%	64%	69%	70%	77%n	74%n
No	1431	1200	231	93	1221	103	69	38	53	154	110	94	135	129	222	203	122	15	88
	28%	27%	31%	37%a	28%e	23%	28%	26%	25%	27%	26%	25%	30%	27%	33%r	29%	28%	22%	24%
I don't know	126	104	22	6	110	8	5	2	9	24	5	2	8	13	26	16	8	1	7
	2%	2%	3%	2%	3%	2%	2%	2%	4%jk	4%jk	1%	1%	2%	3%	4%k	2%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	3599	1405	1404	432	248	91	2809	339	1423	1438	489	175	54	2861	229
	70%	**72%c**	**71%c**	*60%*	**73%c**	**73%c**	**72%c**	**73%c**	**72%j**	**73%j**	*60%*	**69%j**	*63%*	**72%j**	*67%*
No	1431	509	529	263	90	25	1038	115	504	505	298	76	28	1008	105
	28%	*26%*	*27%*	**36%abdefg**	*26%*	*20%*	*26%*	*25%*	*26%*	*25%*	**36%him**	*30%*	*33%*	*26%*	*31%*
I don't know	126	31	43	31	3	9	74	12	43	36	30	3	3	79	6
	2%	*2%*	*2%*	**4%abdf**	*1%*	**7%abdf**	*2%*	*3%*	*2%*	*2%*	**4%im**	*1%*	*4%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 166

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**3599**	273	3266	60	1148	2264	187	3535	41	15	5	3590	3
	70%	*71%*	*70%*	*60%*	**75%ef**	**68%f**	*60%*	*70%*	*63%*	*59%*	*47%*	*70%*	*12%*
No	**1431**	105	1297	29	359	972	101	1375	23	10	6	1407	19
	28%	*27%*	*28%*	*29%*	*23%*	**29%d**	**32%d**	*27%*	*35%*	*37%*	*53%*	*27%*	*64%*
I don't know	**126**	6	109	11	28	74	23	117	1	1	-	119	7
	2%	*1%*	*2%*	**11%ab**	*2%*	*2%*	**7%de**	*2%*	*2%*	*4%*	-	*2%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 166

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**3599**	920	896	902	882	315	297	307	295	292	308	292	293	317	297	298	287
	70%	*72%*	*69%*	*70%*	*68%*	**75%o**	*68%*	*72%*	*69%*	*70%*	*69%*	*68%*	*71%*	*71%*	*69%*	*65%*	*72%*
No	**1431**	327	361	359	384	92	124	111	122	113	126	130	111	117	128	152	103
	28%	*26%*	*28%*	*28%*	*30%*	*22%*	*29%*	*26%*	*28%*	*27%*	*28%*	*30%*	*27%*	*26%*	*30%*	**33%e**	*26%*
I don't know	**126**	37	35	29	25	13	14	10	13	11	12	10	10	9	5	11	9
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3706**	-	3706	1738	1959	422	447	741	494	786	511	305	869	1235	1602	816	3487	194	3706
Weighted Base	**3691**	-**	3691	1733	1946	444	444	774	521	712	469	326	888	1295	1508	795	3357	308	3706
Effective Base	**2050**	-	2050	981	1062	262	264	455	261	410	224	187	526	711	815	407	1895	144	3706
Pick up the item from a delivery office	**994**	-	994	555	432	93	96	221	138	192	153	101	189	358	447	254	909	83	905
	27%	-	*27%*	**32%d**	*22%*	*21%*	*22%*	**29%ef**	*26%*	*27%*	**33%ef**	**31%ef**	*21%*	**28%l**	**30%l**	**32%l**	*27%*	*27%*	*24%*
Arrange for redelivery to your home	**1891**	-	1891	802	1081	170	225	368	272	398	271	188	394	640	857	459	1749	132	1847
	51%	-	*51%*	*46%*	**56%c**	*38%*	**51%e**	**48%e**	**52%e**	**56%eg**	**58%eg**	**58%eg**	*44%*	*49%*	**57%lm**	**58%lm**	**52%q**	*43%*	*50%*
Arrange for the item to be left in a safe place	**1133**	-	1133	532	601	117	127	219	155	225	179	112	244	374	516	291	1052	73	1365
	31%	-	*31%*	*31%*	*31%*	*26%*	*29%*	*28%*	*30%*	*32%*	**38%efj**	*34%*	*27%*	*29%*	**34%lm**	**37%lm**	*31%*	*24%*	*37%*
Arrange for delivery to a neighbour	**883**	-	883	440	441	112	96	177	134	184	101	79	208	311	364	180	788	91	842
	24%	-	*24%*	*25%*	*23%*	*25%*	*22%*	*23%*	*26%*	*26%*	*22%*	*24%*	*23%*	*24%*	*24%*	*23%*	*23%*	*30%*	*23%*
Arrange for delivery to an alternative address	**261**	-	261	149	111	45	48	67	31	45	15	9	93	98	69	24	219	36	246
	7%	-	*7%*	**9%d**	*6%*	**10%jk**	**11%hijk**	**9%jk**	*6%*	*6%*	*3%*	*3%*	**10%no**	**8%no**	*5%*	*3%*	*7%*	**12%p**	*7%*
Arrange for delivery to a Post Office branch, where you can pick it up	**744**	-	744	327	417	83	101	166	99	145	88	63	184	265	296	151	653	82	777
	20%	-	*20%*	*19%*	*21%*	*19%*	*23%*	*21%*	*19%*	*20%*	*19%*	*19%*	*21%*	*20%*	*20%*	*19%*	*19%*	**27%p**	*21%*
Get a friend/relative to pick up the item from the delivery/enquiry office	**212**	-	212	129	83	34	45	73	32	21	3	4	79	105	28	7	167	44	183
	6%	-	*6%*	**7%d**	*4%*	**8%ljk**	**10%ljk**	**9%ljk**	**6%ljk**	*3%*	*1%*	*1%*	**9%no**	**8%no**	*2%*	*1%*	*5%*	**14%p**	*5%*
Arrange to pick it up from a collection point/ box	**397**	-	397	209	188	58	68	102	33	66	37	33	126	135	136	70	363	29	394
	11%	-	*11%*	*12%*	*10%*	**13%h**	**15%hij**	**13%hj**	*6%*	*9%*	*8%*	*10%*	**14%mno**	*10%*	*9%*	*9%*	*11%*	*9%*	*11%*
Arrange to pick it up at the operator's depot	**293**	-	293	179	113	41	38	86	46	47	18	16	80	132	82	35	253	39	275
	8%	-	*8%*	**10%d**	*6%*	**9%j**	**9%j**	**11%ijk**	**9%j**	*7%*	*4%*	*5%*	**9%no**	**10%no**	*5%*	*4%*	*8%*	**13%p**	*7%*
Any other way (please specify)	**15**	-	15	8	7	-	2	5	3	2	1	2	2	9	5	2	15	-	17
	*	-	*	*	*	-	*	*1%*	*1%*	*	*	*	*	*1%*	*	*	*	-	*
I don't know	**33**	-	33	20	13	6	2	7	2	9	3	4	8	9	16	7	25	4	30
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3706**	957	1143	726	880	2100	1606	1923	1724	447	473	964	895	635	2332	451	3029
Weighted Base	**3691**	771	1235	811	874	2006	1685	2245	1386	449	473	971	869	667	2314	451	3027
Effective Base	**2050**	422	656	436	544	1078	975	1129	921	268	279	531	480	341	1289	270	1657
Pick up the item from a delivery office	**994**	207	366	212	209	573	421	592	388	111	131	263	264	168	658	111	837
	27%	*27%*	**30%d**	*26%*	*24%*	*29%*	*25%*	*26%*	*28%*	*25%*	*28%*	*27%*	*30%*	*25%*	*28%*	*25%*	*28%*
Arrange for redelivery to your home	**1891**	360	666	410	455	1026	865	1069	794	242	255	485	442	323	1182	243	1535
	51%	*47%*	**54%a**	*51%*	*52%*	*51%*	*51%*	*48%*	**57%g**	*54%*	*54%*	*50%*	*51%*	*48%*	*51%*	*54%*	*51%*
Arrange for the item to be left in a safe place	**1133**	334	353	221	225	687	446	699	413	105	126	297	256	253	679	106	946
	31%	**43%bcd**	*29%*	*27%*	*26%*	**34%f**	*26%*	*31%*	*30%*	*23%*	*27%*	**31%l**	*29%*	**38%ijkln**	**29%l**	*24%*	**31%o**
Arrange for delivery to a neighbour	**883**	231	273	201	178	504	379	548	319	84	120	228	199	181	547	84	737
	24%	**30%bd**	*22%*	*25%*	*20%*	*25%*	*22%*	*24%*	*23%*	*19%*	*25%*	*23%*	*23%*	**27%i**	*24%*	*19%*	**24%o**
Arrange for delivery to an alternative address	**261**	76	56	74	54	133	128	188	70	29	32	61	45	75	138	29	213
	7%	**10%bd**	*5%*	**9%b**	*6%*	*7%*	*8%*	**8%h**	*5%*	*6%*	*7%*	*6%*	*5%*	**11%ikln**	*6%*	*6%*	*7%*
Arrange for delivery to a Post Office branch, where you can pick it up	**744**	161	265	176	142	427	317	448	285	84	107	200	179	135	486	84	624
	20%	*21%*	**21%d**	**22%d**	*16%*	*21%*	*19%*	*20%*	*21%*	*19%*	*23%*	*21%*	*21%*	*20%*	*21%*	*19%*	*21%*
Get a friend/relative to pick up the item from the delivery/enquiry office	**212**	74	41	60	36	116	96	167	41	20	24	34	32	90	90	20	181
	6%	**10%bd**	*3%*	**7%bd**	*4%*	*6%*	*6%*	**7%h**	*3%*	*5%*	*5%*	*4%*	*4%*	**14%ijkln**	*4%*	*5%*	*6%*
Arrange to pick it up from a collection point/ box	**397**	108	106	93	89	215	182	258	133	63	50	91	91	78	232	63	313
	11%	**14%b**	*9%*	*12%*	*10%*	*11%*	*11%*	*11%*	*10%*	**14%k**	*11%*	*9%*	*11%*	*12%*	*10%*	*14%*	*10%*
Arrange to pick it up at the operator's depot	**293**	79	75	72	67	154	139	211	79	42	22	64	64	73	151	42	224
	8%	**10%b**	*6%*	*9%*	*8%*	*8%*	*8%*	**9%h**	*6%*	**9%j**	*5%*	*7%*	*7%*	**11%ijkn**	*7%*	*9%*	*7%*
Any other way (please specify)	**15**	1	6	2	6	8	8	10	5	1	1	4	5	5	9	1	14
	*	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*1%*	*1%*	*	*	*
I don't know	**33**	5	10	7	12	15	18	18	12	3	7	8	7	4	22	3	27
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 167

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3706	2445	1261	533	1818	813	605	470	183	206	202	201	210	198	202	211	205	119	694
Weighted Base	3691	3202	489	155	3064	339	181	107	151	395	315	287	312	340	452	495	317	52*	287
Effective Base	2050	1737	321	124	1522	372	257	283	169	189	174	177	172	177	183	192	180	56	316
Pick up the item from a delivery office	994 27%	897 28%bc	97 20%	25 16%	846 28%	81 24%	42 23%	25 23%	45 30%	124 31%r	76 24%	72 25%	100 32%r	82 24%	126 28%	126 25%	96 30%	15 28%	66 23%
Arrange for redelivery to your home	1891 51%	1618 51%	273 56%	85 55%	1605 52%eg	154 45%	86 48%	46 43%	83 55%r	190 48%	182 58%nr	145 50%	171 55%r	197 58%nr	210 46%	257 52%	170 54%r	28 55%	125 44%
Arrange for the item to be left in a safe place	1133 31%	928 29%	206 42%a	72 47%a	880 29%	145 43%d	66 37%d	42 39%d	45 30%	89 23%	90 29%	90 31%	99 32%	104 31%	117 26%	138 28%	108 34%l	21 40%ln	124 43%hijklmnop
Arrange for delivery to a neighbour	883 24%	778 24%	105 22%	36 23%	732 24%	86 25%	42 23%	24 22%	39 26%	94 24%	61 19%	76 26%	83 27%	70 21%	101 22%	132 27%	76 24%	10 19%	76 27%
Arrange for delivery to an alternative address	261 7%	228 7%	33 7%	11 7%	220 7%g	21 6%	16 9%g	4 4%	15 10%p	39 10%p	17 5%	24 8%p	23 7%p	24 7%p	41 9%p	29 6%	8 2%	4 8%p	17 6%
Arrange for delivery to a Post Office branch, where you can pick it up	744 20%	643 20%	101 21%	30 19%	604 20%	66 19%	39 22%	35 33%def	32 21%	76 19%	75 24%	59 21%	58 19%	57 17%	90 20%	89 18%	68 22%	7 13%	59 21%
Get a friend/relative to pick up the item from the delivery/enquiry office	212 6%	194 6%	18 4%	9 6%	189 6%e	12 3%	7 4%	4 4%	7 5%	26 7%	7 2%	19 7%j	25 8%j	12 3%	61 13%hijkmopqr	19 4%	12 4%	1 1%	11 4%
Arrange to pick it up from a collection point/ box	397 11%	353 11%	44 9%	9 6%	320 10%	40 12%	23 13%	14 13%	23 16%jq	44 11%	26 8%	35 12%q	25 8%	31 9%	58 13%q	46 9%	32 10%	1 2%	38 13%q
Arrange to pick it up at the operator's depot	293 8%	270 8%b	23 5%	7 5%	250 8%	19 6%	17 9%	7 7%	17 11%lpr	45 12%lr	21 7%	28 10%lr	13 4%	27 8%	47 10%lr	33 7%	18 6%	6 11%	14 5%
Any other way (please specify)	15 *	15 *	* *	* *	12 *	2 1%	* *	2 1%df	1 *	1 *	2 1%	1 1%	2 1%	2 1%	- -	2 *	- -	1 2%np	1 *
I don't know	33 1%	33 1%	1 *	* *	29 1%	2 1%	2 1%	1 1%	2 1%jo	2 1%	- -	7 2%jo	1 *	4 1%	8 2%	- -	5 1%	- -	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3706	1448	1422	444	281	93	2870	374	1522	1457	475	173	57	2979	230
Weighted Base	3691	1425	1438	459	257	94*	2862	352	1438	1475	519	184	54*	2914	238
Effective Base	2050	785	782	262	158	55	1567	213	808	803	285	109	32	1611	141
Pick up the item from a delivery office	994 *27%*	427 **30%b**	352 *25%*	118 *26%*	70 *27%*	20 *21%*	779 *27%*	90 *26%*	415 *29%*	366 *25%*	122 *24%*	67 **36%ijm**	15 *28%*	780 *27%*	82 **34%ij**
Arrange for redelivery to your home	1891 *51%*	748 **52%cg**	782 **54%cdg**	200 *44%*	113 *44%*	42 *44%*	1530 **53%cdg**	155 *44%*	759 **53%kln**	775 **53%kln**	256 *49%*	77 *42%*	18 *34%*	1533 **53%kln**	95 *40%*
Arrange for the item to be left in a safe place	1133 *31%*	478 **34%cdg**	448 *31%*	117 *26%*	64 *25%*	21 *23%*	926 **32%cg**	86 *24%*	473 **33%j**	466 **32%j**	129 *25%*	50 *27%*	9 *16%*	939 **32%j**	59 *25%*
Arrange for delivery to a neighbour	883 *24%*	376 **26%bc**	316 *22%*	81 *18%*	87 **34%bcef**	15 *16%*	692 **24%c**	103 **29%bc**	364 **25%j**	364 **25%j**	98 *19%*	45 *24%*	7 *12%*	728 **25%j**	52 *22%*
Arrange for delivery to an alternative address	261 *7%*	106 *7%*	99 *7%*	30 *7%*	21 *8%*	4 *4%*	205 *7%*	25 *7%*	95 *7%*	113 *8%*	28 *5%*	19 *10%*	3 *6%*	208 *7%*	22 *9%*
Arrange for delivery to a Post Office branch, where you can pick it up	744 *20%*	343 **24%bc**	260 *18%*	73 *16%*	44 *17%*	20 *21%*	603 *21%*	64 *18%*	341 **24%ijkn**	287 *19%*	77 *15%*	24 *13%*	8 *15%*	628 **22%jkn**	32 *14%*
Get a friend/relative to pick up the item from the delivery/enquiry office	212 *6%*	109 **8%b**	61 *4%*	22 *5%*	9 *4%*	9 *9%*	169 *6%*	18 *5%*	80 *6%*	94 *6%*	18 *4%*	11 *6%*	5 *10%*	174 *6%*	16 *7%*
Arrange to pick it up from a collection point/ box	397 *11%*	160 *11%*	144 *10%*	48 *10%*	32 *12%*	10 *10%*	304 *11%*	42 *12%*	171 *12%*	147 *10%*	47 *9%*	22 *12%*	5 *10%*	318 *11%*	28 *12%*
Arrange to pick it up at the operator's depot	293 *8%*	136 *10%*	100 *7%*	30 *7%*	15 *6%*	10 *11%*	236 *8%*	26 *7%*	121 *8%*	118 *8%*	37 *7%*	11 *6%*	3 *6%*	239 *8%*	15 *6%*
Any other way (please specify)	15 *	6 *	7 *	1 *	1 *	- -	13 *	1 *	8 *1%*	6 *	1 *	- -	* *	14 *	* *
I don't know	33 *1%*	6 *	16 *1%*	8 **2%a**	- -	* *	23 *1%*	* *	6 *	10 *1%*	11 **2%hm**	4 **2%hm**	* *1%*	16 *1%*	5 **2%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3706**	271	3372	63	1220	2273	213	3626	43	24	4	3693	9
Weighted Base	**3691**	277	3354	60*	1171	2317	203	3614	46**	17**	5**	3676	10**
Effective Base	**2050**	162	1855	33	685	1247	122	2002	28	12	3	2041	6
Pick up the item from a delivery office	**994**	66	908	20	309	633	51	975	10	6	3	991	-
	27%	*24%*	*27%*	*32%*	*26%*	*27%*	*25%*	*27%*	*21%*	*38%*	*52%*	*27%*	-
Arrange for redelivery to your home	**1891**	121	1749	22	609	1193	89	1867	8	6	5	1881	6
	51%	*43%*	**52%a**	*36%*	*52%*	*52%*	*44%*	*52%*	*17%*	*38%*	*98%*	*51%*	*57%*
Arrange for the item to be left in a safe place	**1133**	93	1021	20	320	758	55	1109	18	5	*	1132	2
	31%	*34%*	*30%*	*33%*	*27%*	**33%d**	*27%*	*31%*	*40%*	*27%*	*2%*	*31%*	*16%*
Arrange for delivery to a neighbour	**883**	83	785	15	288	555	40	867	10	6	*	883	-
	24%	*30%*	*23%*	*25%*	*25%*	*24%*	*20%*	*24%*	*21%*	*38%*	*2%*	*24%*	-
Arrange for delivery to an alternative address	**261**	43	212	5	108	133	19	245	12	2	-	259	1
	7%	**16%b**	*6%*	*8%*	**9%e**	*6%*	*10%*	*7%*	*26%*	*14%*	-	*7%*	*15%*
Arrange for delivery to a Post Office branch, where you can pick it up	**744**	65	669	10	243	461	41	729	12	1	3	742	-
	20%	*23%*	*20%*	*16%*	*21%*	*20%*	*20%*	*20%*	*26%*	*7%*	*52%*	*20%*	-
Get a friend/relative to pick up the item from the delivery/enquiry office	**212**	60	148	4	100	88	24	198	8	4	3	209	-
	6%	**22%bc**	*4%*	*6%*	**9%e**	*4%*	**12%e**	*5%*	*18%*	*21%*	*52%*	*6%*	-
Arrange to pick it up from a collection point/ box	**397**	42	352	3	144	238	14	393	1	*	3	394	-
	11%	*15%*	*10%*	*6%*	*12%*	*10%*	*7%*	*11%*	*3%*	*2%*	*52%*	*11%*	-
Arrange to pick it up at the operator's depot	**293**	35	253	6	95	182	16	281	7	5	-	293	-
	8%	**13%b**	*8%*	*10%*	*8%*	*8%*	*8%*	*8%*	*14%*	*32%*	-	*8%*	-
Any other way (please specify)	**15**	2	13	-	3	11	1	15	-	-	-	15	-
	*	*1%*	*	-	*	*	*	*	-	-	-	*	-
I don't know	**33**	2	31	-	9	19	5	29	1	-	-	30	3
	1%	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	-	*1%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 167

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	3706	930	911	944	921	320	295	315	300	313	298	319	307	318	307	307	307
Weighted Base	3691	935	920	924	912	323	301	311	302	301	317	300	301	324	302	316	294
Effective Base	2050	506	516	488	544	167	166	173	172	174	171	167	157	165	178	177	191
Pick up the item from a delivery office	994 27%	249 27%	242 26%	252 27%	251 28%	81 25%	76 25%	92 30%	65 22%	100 33%hk	76 24%	70 23%	90 30%	92 28%	79 26%	96 30%	77 26%
Arrange for redelivery to your home	1891 51%	510 55%d	485 53%	459 50%	437 48%	174 54%	167 56%p	168 54%	173 57%p	161 53%	150 47%	145 48%	152 50%	162 50%	146 48%	160 51%	131 45%
Arrange for the item to be left in a safe place	1133 31%	269 29%	324 35%ad	272 29%	267 29%	103 32%	91 30%	75 24%	118 39%glmn	97 32%	109 34%g	96 32%	84 28%	93 29%	82 27%	98 31%	88 30%
Arrange for delivery to a neighbour	883 24%	210 23%	238 26%	208 22%	227 25%	62 19%	65 22%	83 27%	80 26%	73 24%	85 27%	66 22%	71 23%	71 22%	66 22%	71 22%	91 31%efn
Arrange for delivery to an alternative address	261 7%	68 7%	49 5%	59 6%	85 9%b	23 7%	27 9%	18 6%	15 5%	13 4%	21 7%	17 6%	22 7%	20 6%	26 9%	22 7%	37 12%ghikm
Arrange for delivery to a Post Office branch, where you can pick it up	744 20%	173 18%	178 19%	209 23%	184 20%	61 19%	47 16%	65 21%	55 18%	52 17%	71 22%	70 23%	72 24%	68 21%	79 26%fip	57 18%	49 17%
Get a friend/relative to pick up the item from the delivery/enquiry office	212 6%	39 4%	54 6%	54 6%	65 7%a	12 4%	12 4%	16 5%	8 3%	18 6%	28 9%ehk	11 4%	21 7%	23 7%	25 8%h	22 7%	19 6%
Arrange to pick it up from a collection point/ box	397 11%	93 10%	99 11%	102 11%	103 11%	27 8%	24 8%	41 13%	32 11%	28 9%	39 12%	43 14%	31 10%	28 9%	29 10%	37 12%	37 13%
Arrange to pick it up at the operator's depot	293 8%	58 6%	75 8%	69 7%	91 10%a	23 7%	13 4%	22 7%	29 9%	25 8%	22 7%	23 8%	18 6%	28 9%	32 10%f	35 11%f	25 9%
Any other way (please specify)	15 *	3 *	6 1%	4 *	2 *	2 1%	* *	1 *	1 *	2 1%	3 1%	1 *	1 *	3 1%	- -	- -	2 1%
I don't know	33 1%	6 1%	2 *	11 1%	14 2%b	* *	5 2%	* *	* *	2 1%	* *	3 1%	4 1%	4 1%	2 1%	11 3%eghjp	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**1731**	-	1731	877	850	309	259	399	214	278	139	133	568	614	549	271	1520	204	1702
	34%	-	*34%*	*35%*	*32%*	**45%hijk**	**40%hijk**	**39%hijk**	**30%j**	**30%j**	*22%*	*25%*	**42%mno**	**35%no**	*26%*	*23%*	*33%*	**43%p**	*33%*
No	**3177**	-	3177	1542	1625	328	355	552	476	611	483	373	683	1028	1467	856	2907	239	3205
	62%	-	*62%*	*61%*	*62%*	*48%*	*54%*	**54%e**	**66%efg**	**66%efg**	**76%efghi**	**71%efg**	*51%*	**59%l**	**70%lm**	**74%lm**	**63%q**	*50%*	*62%*
Don't know	**247**	-	247	92	155	49	40	64	29	33	13	20	89	93	66	32	207	37	249
	5%	-	*5%*	*4%*	**6%c**	**7%ij**	**6%j**	**6%ij**	*4%*	*4%*	*2%*	*4%*	**7%no**	**5%no**	*3%*	*3%*	*4%*	**8%p**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
	34%	**45%bcd**	**34%d**	**31%d**	*25%*	**38%f**	*28%*	**39%h**	*26%*	*27%*	*31%*	*31%*	**35%i**	**47%jkln**	**32%i**	*26%*	**35%o**
No	**3177**	533	1069	710	865	1603	1575	1735	1396	423	449	888	733	431	2070	430	2536
	62%	*51%*	**61%a**	**64%a**	**69%ab**	*57%*	**67%e**	*57%*	**70%g**	**67%lm**	**65%m**	**64%m**	**61%m**	*50%*	**63%m**	**68%p**	*60%*
Don't know	**247**	37	87	51	73	123	124	142	91	39	32	68	52	33	152	39	188
	5%	*4%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*6%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**1731**	1499	232	85	1460	143	82	47	77	208	129	128	164	116	282	216	140	17	126
	34%	*34%*	*32%*	*34%*	*34%*	*32%*	*33%*	*32%*	**37%m**	**37%m**	*31%*	**34%m**	**36%m**	*24%*	**42%jmopqr**	*31%*	*32%*	*25%*	**34%m**
No	**3177**	2711	467	150	2645	281	157	95	122	330	281	226	272	340	355	445	274	48	233
	62%	*61%*	*63%*	*60%*	*61%*	*64%*	*63%*	*65%*	*59%*	*59%*	**66%n**	*61%*	*60%*	**71%hiklnpr**	*52%*	**63%n**	**62%n**	**70%n**	**63%n**
Don't know	**247**	210	37	17	214	17	12	4	9	25	13	18	17	21	41	43	27	3	14
	5%	*5%*	*5%*	*7%*	*5%*	*4%*	*5%*	*3%*	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	*6%*	*6%*	*6%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	1731	755	625	178	119	49	1380	168	752	673	197	83	25	1425	108
	34%	**39%bcf**	**32%c**	*25%*	**35%c**	**39%c**	**35%bc**	**36%c**	**38%dj**	**34%j**	*24%*	**33%j**	*30%*	**36%j**	**32%j**
No	3177	1139	1265	481	199	69	2404	268	1136	1235	550	164	60	2370	224
	62%	*59%*	**64%ag**	**66%ag**	*58%*	*55%*	*61%*	*58%*	*58%*	**62%h**	**67%hm**	*65%*	*70%*	*60%*	**66%h**
Don't know	247	52	85	66	23	6	136	30	82	71	71	7	*	153	8
	5%	*3%*	**4%a**	**9%abf**	**7%af**	*5%*	*3%*	**6%af**	*4%*	*4%*	**9%hiklmn**	*3%*	*1%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**1731**	183	1529	19	606	1029	97	1687	39	6	*	1731	-
	34%	**48%bc**	**33%c**	*19%*	**39%ef**	*31%*	*31%*	*34%*	**60%gk**	*22%*	*1%*	*34%*	-
No	**3177**	182	2933	63	855	2143	179	3110	21	19	10	3150	17
	62%	*47%*	**63%a**	**63%a**	*56%*	**65%d**	*58%*	**62%h**	*33%*	*73%*	*99%*	**62%h**	*58%*
Don't know	**247**	19	211	18	75	138	34	229	5	1	-	235	12
	5%	*5%*	*5%*	**18%ab**	*5%*	*4%*	**11%de**	*5%*	*7%*	*4%*	-	*5%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**1731**	423	426	437	445	149	127	146	153	125	149	137	141	159	128	156	161
	34%	*33%*	*33%*	*34%*	*34%*	*35%*	*29%*	*34%*	*36%*	*30%*	*33%*	*32%*	*34%*	*36%*	*30%*	*34%*	**40%fikn**
No	**3177**	800	813	777	787	249	283	268	257	273	283	276	246	255	282	283	222
	62%	*62%*	*63%*	*60%*	*61%*	*59%*	**65%p**	*63%*	*60%*	**66%p**	*63%*	*64%*	*59%*	*58%*	**66%p**	*61%*	*56%*
Don't know	**247**	61	52	76	58	23	24	14	20	17	15	20	28	29	20	22	16
	5%	*5%*	*4%*	*6%*	*4%*	*5%*	*6%*	*3%*	*5%*	*4%*	*3%*	*5%*	*7%*	*6%*	*5%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**7**	-	7	4	3	-	6	*	*	-	1	-	6	*	1	1	7	-	6
	*	-	*	*	*	-	**2%egl**	*	*	-	*	-	*1%*	*	*	*	*	-	*
Not very important (2)	**33**	-	33	21	12	8	4	10	4	1	4	3	12	14	7	6	25	8	32
	2%	-	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*
Neither important nor unimportant (3)	**175**	-	175	94	78	29	32	30	22	35	11	17	60	52	62	28	147	26	174
	10%	-	*10%*	*11%*	*9%*	*9%*	*12%*	*8%*	*10%*	*13%*	*8%*	*12%*	*11%*	*8%*	*11%*	*10%*	*10%*	*13%*	*10%*
Important (4)	**724**	-	724	391	333	142	83	174	75	123	68	59	224	249	250	127	647	76	739
	42%	-	*42%*	*45%*	*39%*	**46%f**	*32%*	**44%f**	*35%*	**44%f**	**49%f**	*45%*	*39%*	*41%*	*46%*	*47%*	*43%*	*37%*	*43%*
Very important (5)	**778**	-	778	362	415	126	129	184	111	119	56	54	255	294	229	110	681	95	741
	45%	-	*45%*	*41%*	**49%c**	*41%*	*50%*	*46%*	*52%*	*43%*	*40%*	*41%*	*45%*	*48%*	*42%*	*41%*	*45%*	*46%*	*44%*
Don't know	**14**	-	14	5	9	5	5	1	3	-	-	-	10	4	-	-	14	-	10
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	-	-	-	**2%n**	*1%*	-	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**40**	-	40	25	15	8	10	10	4	1	4	3	18	15	8	7	32	8	38
	2%	-	*2%*	*3%*	*2%*	*2%*	**4%l**	*3%*	*2%*	*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*
NET Important / Very important	**1502**	-	1502	753	748	268	212	358	185	243	123	114	479	543	480	237	1327	170	1480
	87%	-	*87%*	*86%*	*88%*	*87%*	*82%*	**90%f**	*86%*	*87%*	*89%*	*86%*	*84%*	*89%*	*87%*	*87%*	*87%*	*83%*	*87%*
Mean	**4.30**	-	4.30	4.25	**4.36c**	4.27	4.28	4.33	4.38	4.30	4.26	4.25	4.27	4.35	4.27	4.25	4.31	4.26	4.29
Std Dev.	**0.76**	-	0.76	0.78	0.74	0.73	0.92	0.73	0.75	0.69	0.75	0.75	0.82	0.74	0.72	0.74	0.75	0.83	0.75
Std Error	**0.02**	-	0.02	0.03	0.02	0.04	0.06	0.04	0.05	0.04	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 169

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**7**	3	3	1	*	6	1	6	1	-	-	1	3	3	3	-	7
	*****	*1%*	*	*	*	*1%*	*	*1%*	*	-	-	*	*1%*	*1%*	*	-	*
Not very important (2)	**33**	10	11	10	3	20	13	25	8	2	4	8	11	8	23	2	31
	2%	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**175**	48	58	40	29	106	69	121	50	21	12	47	28	51	87	21	142
	10%	*10%*	*10%*	*12%*	*9%*	*10%*	*10%*	*10%*	*10%*	*13%*	*6%*	*11%*	*7%*	**12%d**	*8%*	*13%*	*10%*
Important (4)	**724**	187	263	130	144	450	274	496	221	62	92	190	183	155	464	62	629
	42%	*40%*	*44%*	*37%*	*45%*	*42%*	*41%*	*42%*	*43%*	*37%*	*43%*	*45%*	*43%*	*38%*	*44%*	*37%*	*42%*
Very important (5)	**778**	213	258	166	141	471	307	531	235	81	103	179	195	182	477	81	669
	45%	*45%*	*43%*	*48%*	*44%*	*44%*	*46%*	*45%*	*45%*	*48%*	*48%*	*42%*	*46%*	*45%*	*45%*	*48%*	*45%*
Don't know	**14**	8	2	-	4	11	4	10	2	1	2	*	3	5	5	1	11
	1%	*2%*	*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important	**40**	13	13	11	3	26	14	31	9	2	4	9	14	11	27	2	38
	2%	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*
NET Important / Very important	**1502**	400	521	296	286	921	581	1027	456	143	194	369	378	338	941	143	1298
	87%	*85%*	*88%*	*85%*	*89%*	*87%*	*87%*	*86%*	*88%*	*85%*	**91%m**	*87%*	*89%*	*83%*	*89%*	*85%*	*87%*
Mean	**4.30**	4.30	4.29	4.29	4.34	4.29	4.31	4.29	4.32	4.34	4.39	4.27	4.32	4.27	4.32	4.34	4.30
Std Dev.	**0.76**	0.79	0.75	0.81	0.68	0.77	0.75	0.78	0.72	0.74	0.68	0.74	0.77	0.81	0.74	0.74	0.76
Std Error	**0.02**	0.04	0.03	0.05	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important (1)	7	7	*	*	6	1	1	*	-	-	-	-	-	-	6	-	-	-	1
	*	*	*	*	*	1%	1%	*	-	-	-	-	-	-	2%	-	-	-	1%
Not very important (2)	33	30	3	1	26	4	2	1	1	2	-	-	4	-	6	2	12	-	4
	2%	2%	1%	1%	2%	3%	2%	2%	2%	1%	-	-	2%	-	2%	1%	8%ijkmno	-	3%
Neither important nor unimportant (3)	175	141	34	17	143	16	10	6	2	23	16	11	14	16	23	20	18	4	12
	10%	9%	15%a	21%a	10%	11%	12%	12%	2%	11%h	13%h	9%	9%	14%h	8%	9%	13%h	23%	9%h
Important (4)	724	630	94	25	601	66	34	22	32	83	50	67	74	44	110	80	61	9	58
	42%	42%	40%	30%	41%	47%	41%	48%	41%	40%	39%	52%	46%	38%	39%	37%	44%	51%	46%
Very important (5)	778	680	99	38	670	55	36	18	41	96	63	50	71	55	130	114	49	4	50
	45%	45%	43%	45%	46%	38%	44%	38%	54%p	46%	48%	39%	43%	47%	46%	53%p	35%	26%	40%
Don't know	14	11	3	3	14	*	-	*	1	3	-	1	-	1	7	-	-	-	*
	1%	1%	1%	3%a	1%	*	-	*	1%	2%	-	1%	-	1%	3%	-	-	-	*
NET Not at all important/ Not very important	40	37	3	1	32	5	2	1	1	2	-	-	4	-	11	2	12	-	5
	2%	2%	1%	1%	2%	4%	3%	2%	2%	1%	-	-	2%	-	4%	1%	8%ijkmo	-	4%jk
NET Important / Very important	1502	1310	192	64	1271	121	70	40	73	179	113	117	146	99	240	194	110	13	108
	87%	87%c	83%	75%	87%	85%	85%	85%	95%npr	86%	87%	91%p	89%	85%	85%	90%p	79%	77%	86%
Mean	4.30	4.31	4.26	4.24	4.32	4.20	4.26	4.21	4.49pr	4.34p	4.36p	4.30	4.30	4.34p	4.29	4.42pr	4.06	4.03	4.22
Std Dev.	0.76	0.76	0.76	0.83	0.76	0.80	0.80	0.75	0.63	0.72	0.70	0.62	0.72	0.71	0.86	0.69	0.90	0.72	0.81
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.07	0.07	0.08	0.07	0.07	0.09	0.08	0.07	0.10	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	7	4	1	-	3	-	4	3	*	3	3	-	-	4	-
	*	1%	*	-	2%bf	-	*	2%b	*	*	2%hm	-	-	*	-
Not very important (2)	33	14	7	4	4	4	21	8	8	16	5	3	*	25	3
	2%	2%	1%	2%	3%	8%	2%	5%bf	1%	2%	3%	4%	*	2%	3%
Neither important nor unimportant (3)	175	62	62	37	11	2	125	13	51	72	44	4	4	122	8
	10%	8%	10%	21%abdfg	9%	4%	9%	8%	7%	11%	22%hikmn	5%	16%	9%	7%
Important (4)	724	268	304	63	62	22	572	84	282	318	75	37	11	601	48
	42%	36%	49%acf	36%	53%ac	45%	41%a	50%ac	38%	47%h	38%	45%	44%	42%	45%
Very important (5)	778	402	246	72	37	21	648	58	408	258	64	38	10	666	48
	45%	53%bcdfg	39%	40%	31%	43%	47%bdg	35%	54%ljm	38%	32%	46%	39%	47%j	45%
Don't know	14	4	6	2	1	-	9	1	3	5	5	-	*	8	*
	1%	*	1%	1%	1%	-	1%	1%	*	1%	3%hm	-	1%	1%	*
NET Not at all important/ Not very important	40	18	7	4	7	4	26	10	8	20	9	3	*	28	3
	2%	2%	1%	2%	6%bf	8%	2%	6%abf	1%	3%	4%h	4%	*	2%	3%
NET Important / Very important	1502	671	550	135	100	43	1220	143	690	576	139	76	21	1266	97
	87%	89%c	88%c	76%	84%	88%	88%c	85%	92%lj	86%j	70%	91%j	83%	89%j	89%j
Mean	4.30	4.40bcdg	4.27d	4.15	4.09	4.23	4.34cdg	4.13	4.45ljm	4.21j	3.99	4.34j	4.23	4.34lj	4.32j
Std Dev.	0.76	0.76	0.69	0.83	0.87	0.87	0.73	0.87	0.67	0.77	0.92	0.74	0.73	0.73	0.74
Std Error	0.02	0.03	0.03	0.06	0.07	0.12	0.02	0.06	0.02	0.03	0.07	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**7**	-	6	1	1	6	-	4	3	-	-	7	-
		*****	-	*	*4%*	*	*1%*	-	*	*8%*	-	-	*	-
Not very important	(2)	**33**	1	32	-	7	26	-	33	*	-	-	33	-
		2%	*	*2%*	-	*1%*	*3%*	-	*2%*	*	-	-	*2%*	-
Neither important nor unimportant	(3)	**175**	25	147	3	56	106	13	172	2	1	-	175	-
		10%	*13%*	*10%*	*17%*	*9%*	*10%*	*13%*	*10%*	*6%*	*12%*	-	*10%*	-
Important	(4)	**724**	71	645	8	240	439	45	705	18	-	*	724	-
		42%	*39%*	*42%*	*39%*	*40%*	*43%*	*47%*	*42%*	*48%*	-	*100%*	*42%*	-
Very important	(5)	**778**	86	685	8	294	445	39	765	12	2	-	778	-
		45%	*47%*	*45%*	*40%*	*49%*	*43%*	*40%*	*45%*	*31%*	*36%*	-	*45%*	-
Don't know		**14**	1	13	-	7	7	-	8	3	3	-	14	-
		1%	*	*1%*	-	*1%*	*1%*	-	*1%*	*7%*	*51%*	-	*1%*	-
NET Not at all important/ Not very important		**40**	1	39	1	8	32	-	37	3	-	-	40	-
		2%	*	*3%*	*4%*	*1%*	*3%*	-	*2%*	*8%*	-	-	*2%*	-
NET Important / Very important		**1502**	157	1330	15	534	884	84	1470	30	2	*	1502	-
		87%	*86%*	*87%*	*80%*	*88%*	*86%*	*87%*	*87%*	*79%*	*36%*	*100%*	*87%*	-
Mean		**4.30**	4.33	4.30	4.13	**4.37e**	4.26	4.27	4.31	4.01	4.50	4.00	4.30	-
Std Dev.		**0.76**	0.72	0.76	0.97	0.72	0.79	0.68	0.75	1.09	1.09	-	0.76	-
Std Error		**0.02**	0.05	0.02	0.19	0.03	0.03	0.07	0.02	0.20	0.44	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**7**	-	3	3	1	-	-	-	1	-	3	-	3	*	-	-	1
		*****	-	*1%*	*1%*	*	-	-	-	*	-	*2%*	-	*2%*	*	-	-	*
Not very important	(2)	**33**	10	3	12	8	*	4	6	-	*	3	3	6	2	*	6	2
		2%	*2%*	*1%*	*3%*	*2%*	*	*3%*	*4%*	-	*	*2%*	*2%*	*5%*	*1%*	*	*4%*	*1%*
Neither important nor unimportant	(3)	**175**	40	51	48	36	14	12	13	22	12	18	14	23	11	9	14	13
		10%	*9%*	*12%*	*11%*	*8%*	*10%*	*10%*	*9%*	*14%*	*9%*	*12%*	*10%*	*16%*	*7%*	*7%*	*9%*	*8%*
Important	(4)	**724**	186	168	182	188	63	65	58	57	45	65	55	45	81	47	70	71
		42%	*44%*	*39%*	*42%*	*42%*	*42%*	**51%l**	*40%*	*38%*	*36%*	*44%*	*40%*	*32%*	**51%l**	*36%*	*45%*	*44%*
Very important	(5)	**778**	185	193	191	209	70	46	69	69	65	59	65	63	64	71	64	74
		45%	*44%*	*45%*	*44%*	*47%*	*47%*	*36%*	*47%*	*45%*	*52%*	*40%*	*47%*	*44%*	*40%*	**55%f**	*41%*	*46%*
Don't know		**14**	2	7	2	3	2	-	-	4	3	*	1	1	-	2	2	-
		1%	*1%*	*2%*	*	*1%*	*1%*	-	-	*3%*	*2%*	*	*1%*	*1%*	-	*1%*	*1%*	-
NET Not at all important/ Not very important		**40**	10	7	15	9	*	4	6	1	*	6	3	9	2	*	6	3
		2%	*2%*	*2%*	*3%*	*2%*	*	*3%*	*4%*	*	*	*4%*	*2%*	**7%ehin**	*1%*	*	*4%*	*2%*
NET Important / Very important		**1502**	371	361	373	397	133	112	127	126	111	124	120	108	145	117	135	145
		87%	*88%*	*85%*	*85%*	*89%*	*89%*	*88%*	*87%*	*83%*	*88%*	*84%*	*87%*	*77%*	**91%l**	**92%l**	*86%*	**90%l**
Mean		**4.30**	4.30	4.30	4.25	4.35	4.38	4.21	4.30	4.30	**4.44jl**	4.18	4.33	4.13	4.30	**4.48fjlo**	4.25	4.34
Std Dev.		**0.76**	0.73	0.77	0.81	0.72	0.67	0.73	0.80	0.74	0.66	0.86	0.75	0.99	0.67	0.64	0.77	0.72
Std Error		**0.02**	0.04	0.04	0.04	0.03	0.05	0.06	0.06	0.06	0.06	0.07	0.06	0.09	0.05	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**8**	-	8	5	3	2	2	-	-	2	3	-	3	-	5	3	8	*	8
	*	-	*	*1%*	*	*1%*	*1%*	-	-	*1%*	**2%g**	-	*1%*	-	*1%*	*1%*	*	*	*
Not very important (2)	**59**	-	59	32	26	17	12	10	3	10	7	2	28	13	18	8	51	8	49
	3%	-	*3%*	*4%*	*3%*	*5%*	*5%*	*2%*	*1%*	*3%*	*5%*	*1%*	**5%m**	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*
Neither important nor unimportant (3)	**224**	-	224	121	100	51	22	51	29	44	9	17	73	80	70	26	197	23	217
	13%	-	*13%*	*14%*	*12%*	**17%fj**	*9%*	*13%*	*14%*	*16%*	*6%*	*13%*	*13%*	*13%*	*13%*	*10%*	*13%*	*11%*	*13%*
Important (4)	**631**	-	631	328	303	100	97	140	72	107	54	60	197	212	221	114	559	72	649
	36%	-	*36%*	*37%*	*36%*	*32%*	*37%*	*35%*	*34%*	*39%*	*39%*	*45%*	*35%*	*35%*	*40%*	*42%*	*37%*	*35%*	*38%*
Very important (5)	**797**	-	797	385	411	137	122	195	108	116	66	54	258	303	236	120	694	100	767
	46%	-	*46%*	*44%*	*48%*	*44%*	*47%*	*49%*	*50%*	*42%*	*48%*	*41%*	*45%*	*49%*	*43%*	*44%*	*46%*	*49%*	*45%*
Don't know	**13**	-	13	6	7	3	5	2	3	-	*	-	7	5	*	*	12	1	12
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*	-	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**67**	-	67	37	30	18	13	10	3	11	10	2	32	13	22	11	58	8	57
	4%	-	*4%*	*4%*	*3%*	*6%*	*5%*	*2%*	*1%*	*4%*	*7%*	*1%*	**6%m**	*2%*	*4%*	*4%*	*4%*	*4%*	*3%*
NET Important / Very important	**1428**	-	1428	714	713	237	218	335	180	223	120	114	456	515	457	234	1253	172	1416
	82%	-	*82%*	*81%*	*84%*	*77%*	*84%*	*84%*	*84%*	*80%*	*87%*	*86%*	*80%*	*84%*	*83%*	*86%*	*82%*	*84%*	*83%*
Mean	**4.25**	-	4.25	4.21	4.29	4.15	4.28	4.31	4.35	4.17	4.25	4.25	4.21	4.32	4.21	4.25	4.25	4.30	4.25
Std Dev.	**0.84**	-	0.84	0.86	0.83	0.93	0.86	0.79	0.76	0.86	0.93	0.72	0.90	0.78	0.85	0.84	0.84	0.84	0.82
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.04	0.05	0.05	0.07	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 170

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**8**	2	2	2	2	4	4	3	5	4	-	2	-	2	2	4	4
	*****	*	*	*1%*	*1%*	*	*1%*	*	*1%*	**2%ln**	-	*1%*	-	*	*	**2%p**	*
Not very important (2)	**59**	11	22	14	12	33	26	41	17	8	10	15	16	8	40	8	48
	3%	*2%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*4%*	*2%*	*4%*	*5%*	*3%*
Neither important nor unimportant (3)	**224**	59	79	37	48	139	85	156	66	28	19	59	57	51	135	28	188
	13%	*13%*	*13%*	*11%*	*15%*	*13%*	*13%*	*13%*	*13%*	*17%*	*9%*	*14%*	*14%*	*13%*	*13%*	*17%*	*13%*
Important (4)	**631**	157	215	154	105	372	259	429	193	50	82	158	156	162	396	50	562
	36%	*33%*	*36%*	**44%ad**	*33%*	*35%*	*39%*	*36%*	*37%*	*30%*	*39%*	*37%*	*37%*	*40%*	*37%*	*30%*	*38%*
Very important (5)	**797**	232	272	139	154	504	293	549	235	78	101	187	192	178	480	78	675
	46%	**50%c**	*46%*	*40%*	*48%*	*47%*	*44%*	*46%*	*45%*	*47%*	*47%*	*44%*	*46%*	*44%*	*45%*	*47%*	*45%*
Don't know	**13**	7	5	-	1	12	1	12	1	-	1	4	2	4	7	-	11
	1%	*2%*	*1%*	-	*	*1%*	*	*1%*	*	-	*	*1%*	*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**67**	13	24	16	14	37	30	44	22	12	10	17	16	10	42	12	52
	4%	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*7%*	*4%*	*4%*	*4%*	*2%*	*4%*	*7%*	*4%*
NET Important / Very important	**1428**	389	487	294	258	876	552	978	428	128	183	345	348	340	876	128	1237
	82%	*83%*	*82%*	*85%*	*81%*	*82%*	*83%*	*82%*	*83%*	*76%*	*86%*	*81%*	*82%*	*84%*	*83%*	*76%*	*83%*
Mean	**4.25**	4.32	4.24	4.19	4.24	4.27	4.21	4.26	4.23	4.14	4.29	4.22	4.25	4.26	4.25	4.14	4.26
Std Dev.	**0.84**	0.82	0.85	0.83	0.88	0.83	0.86	0.83	0.87	1.00	0.82	0.85	0.83	0.79	0.83	1.00	0.82
Std Error	**0.02**	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important (1)	8	6	2	*	5	2	1	-	*	2	-	-	-	-	-	2	1	-	2
	*	*	1%	*	*	2%d	1%	-	1%	1%	-	-	-	-	-	1%	1%	-	2%
Not very important (2)	59	54	4	3	51	5	2	1	2	4	1	9	5	5	17	2	6	3	2
	3%	4%	2%	3%	3%	3%	2%	3%	2%	2%	1%	7%jor	3%	5%	6%o	1%	5%	20%	1%
Neither important nor unimportant (3)	224	181	42	17	185	19	13	7	3	23	35	22	21	13	28	15	25	1	17
	13%	12%	18%a	20%	13%	13%	15%	16%	4%	11%	27%hilmnor	18%ho	13%	11%	10%	7%	18%ho	8%	14%h
Important (4)	631	555	76	27	533	54	26	18	29	76	38	41	69	46	102	80	52	5	49
	36%	37%	33%	31%	37%	38%	32%	38%	38%	37%	30%	32%	42%	40%	36%	37%	37%	28%	39%
Very important (5)	797	692	105	37	675	61	40	20	40	101	56	55	69	52	129	118	56	7	54
	46%	46%	45%	43%	46%	43%	49%	43%	52%	49%	43%	43%	42%	45%	46%	54%	40%	44%	43%
Don't know	13	11	2	2	11	1	1	*	2	2	-	1	-	-	6	-	-	-	1
	1%	1%	1%	2%	1%	1%	1%	*	3%o	1%	-	1%	-	-	2%	-	-	-	1%
NET Not at all important/ Not very important	67	61	6	3	56	7	2	1	2	6	1	9	5	5	17	3	8	3	4
	4%	4%	3%	4%	4%	5%	3%	3%	3%	3%	1%	7%j	3%	5%	6%	1%	6%	20%	3%
NET Important / Very important	1428	1246	182	63	1208	115	66	38	70	177	94	96	137	98	231	198	108	12	103
	82%	83%	78%	74%	83%	81%	81%	81%	90%jkp	85%j	73%	75%	84%	84%	82%	92%jknpr	77%	72%	82%
Mean	4.25	4.26	4.21	4.16	4.26	4.18	4.27	4.22	4.43jkp	4.31	4.15	4.11	4.23	4.24	4.24	4.44jkpr	4.10	3.96	4.22
Std Dev.	0.84	0.84	0.86	0.88	0.84	0.91	0.85	0.82	0.74	0.81	0.84	0.94	0.79	0.83	0.87	0.72	0.92	1.19	0.86
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.05	0.06	0.08	0.08	0.09	0.10	0.08	0.10	0.08	0.07	0.10	0.19	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 170

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	8	6	2	-	-	-	8	-	4	4	-	-	-	8	-
	*	1%	*	-	-	-	1%	-	1%	1%	-	-	-	1%	-
Not very important (2)	59	22	10	10	9	7	32	17	18	19	15	3	4	37	6
	3%	3%	2%	6%b	8%abf	15%	2%	10%abf	2%	3%	8%him	3%	15%	3%	6%
Neither important nor unimportant (3)	224	75	90	41	16	2	165	18	76	87	41	19	*	164	19
	13%	10%	14%	23%abfg	13%	4%	12%	11%	10%	13%	21%him	22%him	1%	11%	17%
Important (4)	631	248	256	53	54	19	504	73	253	281	67	21	8	535	29
	36%	33%	41%a	30%	45%ac	40%	37%	44%ac	34%	42%hkn	34%	25%	31%	38%	27%
Very important (5)	797	400	265	69	40	20	665	60	397	277	69	41	14	673	54
	46%	53%bcdg	42%	38%	34%	40%	48%dg	36%	53%ij	41%	35%	49%	54%	47%j	50%
Don't know	13	4	3	5	-	*	7	*	3	5	4	-	-	9	-
	1%	1%	*	3%abf	-	1%	*	*	*	1%	2%	-	-	1%	-
NET Not at all important/ Not very important	67	28	12	10	9	7	40	17	22	23	15	3	4	45	6
	4%	4%	2%	6%b	8%bf	15%	3%	10%abf	3%	3%	8%hm	3%	15%	3%	6%
NET Important / Very important	1428	648	521	122	94	39	1169	133	650	558	136	62	21	1208	83
	82%	86%c	83%c	68%	79%	80%	85%c	79%	86%jkn	83%j	69%	74%	85%	85%jk	77%
Mean	4.25	4.35cdg	4.24cg	4.04	4.05	4.05	4.30cdg	4.05	4.36ij	4.21j	3.98	4.20	4.24	4.29j	4.21
Std Dev.	0.84	0.84	0.78	0.94	0.89	1.04	0.81	0.93	0.80	0.82	0.95	0.90	1.05	0.81	0.94
Std Error	0.02	0.03	0.03	0.07	0.07	0.14	0.02	0.07	0.03	0.03	0.07	0.10	0.20	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**8**	2	6	-	4	3	1	8	*	-	-	8	-
		0%	*1%*	*	-	*1%*	*	*1%*	*	*1%*	-	-	*	-
Not very important	(2)	**59**	7	52	-	20	37	1	51	6	2	-	59	-
		3%	*4%*	*3%*	-	*3%*	*4%*	*1%*	*3%*	*16%*	*32%*	-	*3%*	-
Neither important nor unimportant	(3)	**224**	19	202	2	69	145	10	218	5	1	-	224	-
		13%	*10%*	*13%*	*13%*	*11%*	*14%*	*11%*	*13%*	*13%*	*10%*	-	*13%*	-
Important	(4)	**631**	68	557	6	211	390	30	613	17	*	*	631	-
		36%	*37%*	*36%*	*30%*	*35%*	*38%*	*31%*	*36%*	*45%*	*3%*	*100%*	*36%*	-
Very important	(5)	**797**	87	699	11	294	448	55	787	9	*	-	797	-
		46%	*47%*	*46%*	*57%*	*49%*	*44%*	*56%*	*47%*	*25%*	*5%*	-	*46%*	-
Don't know		**13**	1	12	-	8	5	-	10	-	3	-	13	-
		1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	*51%*	-	*1%*	-
NET Not at all important/ Not very important		**67**	8	58	-	24	41	2	58	7	2	-	67	-
		4%	*5%*	*4%*	-	*4%*	*4%*	*2%*	*3%*	*17%*	*32%*	-	*4%*	-
NET Important / Very important		**1428**	155	1256	17	505	838	85	1400	27	*	*	1428	-
		82%	*85%*	*82%*	*87%*	*83%*	*81%*	*88%*	*83%*	*70%*	*7%*	*100%*	*82%*	-
Mean		**4.25**	4.27	4.25	4.45	4.29	4.21	4.42	4.27	3.76	2.59	4.00	4.25	-
Std Dev.		**0.84**	0.86	0.84	0.73	0.85	0.84	0.77	0.83	1.05	1.21	-	0.84	-
Std Error		**0.02**	0.07	0.02	0.15	0.03	0.03	0.08	0.02	0.19	0.49	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**8**	*	3	*	4	-	-	*	2	2	-	-	*	-	-	3	1
		*****	*	*1%*	*	*1%*	-	-	*	*1%*	*1%*	-	-	*	-	-	*2%*	*1%*
Not very important	(2)	**59**	12	15	21	11	2	3	7	3	3	9	*	11	10	3	3	5
		3%	*3%*	*3%*	*5%*	*2%*	*1%*	*2%*	*5%*	*2%*	*3%*	*6%*	*	**8%k**	**6%k**	*2%*	*2%*	*3%*
Neither important nor unimportant	(3)	**224**	57	40	73	55	21	22	13	16	16	8	19	27	27	7	30	18
		13%	*13%*	*9%*	**17%b**	*12%*	*14%*	**18%jn**	*9%*	*10%*	*12%*	*6%*	*14%*	**19%jn**	**17%jn**	*5%*	**19%jn**	*11%*
Important	(4)	**631**	167	132	153	179	53	52	63	40	35	57	43	50	61	53	61	65
		36%	*40%*	*31%*	*35%*	**40%b**	*35%*	*41%*	**43%h**	*26%*	*28%*	*38%*	*31%*	*35%*	*38%*	**41%h**	*39%*	**40%h**
Very important	(5)	**797**	184	230	188	195	71	50	63	89	69	71	75	53	61	65	57	72
		46%	*44%*	**54%acd**	*43%*	*44%*	*48%*	*39%*	*43%*	**58%fglmo**	**56%flmo**	*48%*	**54%lo**	*37%*	*39%*	*51%*	*37%*	*45%*
Don't know		**13**	2	7	2	2	2	*	-	3	-	4	1	1	-	1	2	-
		1%	*1%*	*2%*	*	*	*1%*	*	-	*2%*	-	*3%*	*1%*	*1%*	-	*	*1%*	-
NET Not at all important/ Not very important		**67**	12	18	21	15	2	3	7	4	5	9	*	11	10	3	6	6
		4%	*3%*	*4%*	*5%*	*3%*	*1%*	*2%*	*5%*	*3%*	*4%*	*6%*	*	**8%k**	**6%k**	*2%*	*4%*	*4%*
NET Important / Very important		**1428**	351	362	341	373	124	102	125	130	105	128	117	102	122	118	119	137
		82%	*83%*	*85%*	*78%*	*84%*	*83%*	*80%*	**86%l**	*85%*	*84%*	**86%l**	*86%*	*73%*	*77%*	**92%flmo**	*76%*	**85%l**
Mean		**4.25**	4.24	**4.36c**	4.17	4.24	**4.32l**	4.17	4.24	**4.42lmo**	**4.34l**	4.31	**4.41lmo**	4.03	4.09	**4.41flmo**	4.08	4.25
Std Dev.		**0.84**	0.80	0.85	0.88	0.83	0.77	0.80	0.83	0.84	0.89	0.83	0.73	0.94	0.90	0.70	0.90	0.83
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.07	0.07	0.07	0.08	0.07	0.06	0.08	0.07	0.06	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**41**	-	41	22	18	8	4	7	8	6	4	3	13	15	13	7	38	2	39
	2%	-	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*
Not very important (2)	**125**	-	125	47	78	22	11	32	11	21	18	10	32	43	49	28	115	10	130
	7%	-	*7%*	*5%*	**9%c**	*7%*	*4%*	*8%*	*5%*	*8%*	**13%f**	*7%*	*6%*	*7%*	*9%*	*10%*	*8%*	*5%*	*8%*
Neither important nor unimportant (3)	**395**	-	395	198	196	58	52	54	52	82	47	50	110	106	179	97	361	32	423
	23%	-	*23%*	*23%*	*23%*	*19%*	*20%*	*13%*	**24%g**	**29%eg**	**34%efg**	**38%efg**	*19%*	*17%*	**33%lm**	**36%lm**	*24%*	*16%*	*25%*
Important (4)	**668**	-	668	326	340	121	110	154	65	120	47	50	231	219	217	97	591	75	653
	39%	-	*39%*	*37%*	*40%*	*39%*	**43%h**	*39%*	*30%*	**43%h**	*34%*	*38%*	*41%*	*36%*	*39%*	*36%*	*39%*	*37%*	*38%*
Very important (5)	**461**	-	461	266	194	95	79	147	67	42	19	13	174	213	74	32	375	83	417
	27%	-	*27%*	**30%d**	*23%*	**31%ijk**	**31%ijk**	**37%ijk**	**31%ijk**	*15%*	*14%*	*9%*	**31%no**	**35%no**	*13%*	*12%*	*25%*	**41%p**	*25%*
Don't know	**42**	-	42	18	24	6	2	6	11	7	3	7	8	17	17	10	40	2	40
	2%	-	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	**5%f**	*2%*	*2%*	**5%f**	*1%*	*3%*	*3%*	*4%*	*3%*	*1%*	*2%*
NET Not at all important/ Not very important	**166**	-	166	69	96	30	15	39	19	28	22	13	45	58	62	35	153	12	169
	10%	-	*10%*	*8%*	*11%*	*10%*	*6%*	*10%*	*9%*	*10%*	**16%f**	*9%*	*8%*	*9%*	*11%*	*13%*	*10%*	*6%*	*10%*
NET Important / Very important	**1129**	-	1129	592	535	216	190	301	132	162	66	63	405	433	291	129	967	158	1070
	65%	-	*65%*	*67%*	*63%*	**70%ijk**	**73%hijk**	**75%hijk**	*61%*	*58%*	*48%*	*47%*	**71%no**	**71%no**	*53%*	*47%*	*64%*	**77%p**	*63%*
Mean	**3.82**	-	3.82	**3.89d**	3.74	**3.90ijk**	**3.97ijk**	**4.02ijk**	**3.84jk**	3.63	3.43	3.48	**3.93no**	**3.96no**	3.54	3.45	3.78	**4.12p**	3.77
Std Dev.	**0.99**	-	0.99	0.99	0.99	1.01	0.92	0.99	1.07	0.92	0.99	0.86	0.97	1.02	0.93	0.93	1.00	0.93	0.99
Std Error	**0.02**	-	0.02	0.04	0.03	0.06	0.06	0.05	0.08	0.05	0.08	0.08	0.04	0.04	0.04	0.06	0.03	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	41	9	15	3	14	23	18	22	17	2	6	18	7	7	31	2	37
	2%	2%	2%	1%	5%c	2%	3%	2%	3%	1%	3%	4%	2%	2%	3%	1%	3%
Not very important (2)	125	31	52	22	21	82	43	72	52	18	18	32	31	21	81	18	103
	7%	7%	9%	6%	7%	8%	6%	6%	10%g	11%	8%	8%	7%	5%	8%	11%	7%
Neither important nor unimportant (3)	395	96	147	87	65	243	152	246	147	28	43	120	104	70	267	28	347
	23%	20%	25%	25%	20%	23%	23%	21%	28%g	17%	20%	28%lm	25%	17%	25%m	17%	23%
Important (4)	668	179	220	138	131	399	269	472	191	73	84	150	178	148	412	73	567
	39%	38%	37%	40%	41%	38%	40%	40%	37%	44%	39%	35%	42%	37%	39%	44%	38%
Very important (5)	461	143	138	97	83	281	180	358	92	42	52	98	94	149	244	42	398
	27%	31%	23%	28%	26%	26%	27%	30%h	18%	25%	24%	23%	22%	37%ijkln	23%	25%	27%
Don't know	42	11	24	1	6	35	7	20	19	4	10	7	8	10	25	4	35
	2%	2%	4%c	*	2%	3%f	1%	2%	4%g	2%	5%	2%	2%	3%	2%	2%	2%
NET Not at all important/ Not very important	166	39	66	25	35	105	60	94	69	20	24	50	38	27	112	20	141
	10%	8%	11%	7%	11%	10%	9%	8%	13%g	12%	11%	12%	9%	7%	11%	12%	9%
NET Important / Very important	1129	322	358	235	214	680	449	830	283	115	135	248	272	297	656	115	964
	65%	69%b	60%	68%	67%	64%	67%	70%h	55%	69%	64%	58%	64%	73%kln	62%	69%	65%
Mean	3.82	3.91b	3.73	3.88	3.79	3.81	3.83	3.92h	3.58	3.83	3.78	3.67	3.77	4.04jkln	3.73	3.83	3.82
Std Dev.	0.99	0.98	1.01	0.92	1.05	1.00	0.99	0.96	1.02	0.98	1.02	1.05	0.94	0.96	1.00	0.98	1.00
Std Error	0.02	0.04	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.07	0.07	0.05	0.05	0.05	0.03	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 171

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	41	30	11	4	35	4	2	*	1	3	6	7	3	8	2	3	2	-	4
		2%	2%	5%	4%	2%	3%	2%	1%	1%	2%	4%	6%n	2%	7%n	1%	1%	1%	-	3%
Not very important	(2)	125	103	22	4	101	12	9	3	4	10	13	10	15	1	18	15	14	3	9
		7%	7%	9%	5%	7%	8%	11%	5%	6%	5%	10%m	8%	9%m	1%	6%	7%	10%m	16%	7%m
Neither important nor unimportant	(3)	395	335	60	22	329	31	21	13	13	33	31	39	44	31	45	54	39	2	29
		23%	22%	26%	26%	23%	22%	25%	29%	17%	16%	24%	30%in	27%	26%	16%	25%	28%n	12%	23%
Important	(4)	668	580	87	28	555	64	30	18	29	88	38	45	62	41	105	89	59	9	55
		39%	39%	38%	33%	38%	45%	36%	39%	37%	42%	29%	35%	38%	36%	37%	41%	42%	56%	44%l
Very important	(5)	461	414	47	25	405	26	19	11	27	65	41	24	40	32	103	51	22	2	24
		27%	28%	20%	30%	28%e	18%	23%	24%	35%kpr	31%pr	31%pr	19%	24%	27%	37%kopr	24%	16%	13%	19%
Don't know		42	37	5	2	34	5	2	1	2	7	1	3	-	4	9	3	5	*	4
		2%	2%	2%	3%	2%	3%	3%	3%	3%l	4%	1%	2%	-	3%	3%	1%	3%	3%	3%l
NET Not at all important/ Not very important		166	133	33	8	136	16	11	3	5	14	19	17	18	9	20	19	16	3	13
		10%	9%	14%a	9%	9%	11%	13%	6%	7%	7%	14%	13%	11%	8%	7%	9%	11%	16%	10%
NET Important / Very important		1129	995	134	53	961	90	48	29	56	153	79	69	101	73	208	140	81	12	79
		65%	66%b	58%	62%	66%	63%	59%	62%	73%k	74%kp	61%	54%	62%	63%	74%kp	65%	58%	69%	63%
Mean		3.82	3.85b	3.61	3.80	3.84	3.70	3.68	3.81	4.03kpr	4.01kpr	3.74	3.55	3.73	3.78	4.06jklopr	3.80	3.63	3.67	3.71
Std Dev.		0.99	0.98	1.06	1.08	1.00	0.97	1.03	0.91	0.95	0.92	1.14	1.07	0.99	1.08	0.93	0.94	0.92	0.94	0.98
Std Error		0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.06	0.10	0.09	0.13	0.12	0.10	0.13	0.08	0.10	0.10	0.15	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	41	25	10	1	4	-	35	4	20	13	1	5	2	33	7
	2%	*3%*	*2%*	*1%*	*4%*	*-*	*3%*	*3%*	*3%*	*2%*	*	**6%j**	*7%*	*2%*	**6%j**
Not very important (2)	125	59	29	18	14	5	88	19	45	50	15	12	2	95	14
	7%	*8%*	*5%*	**10%b**	**12%b**	*10%*	*6%*	**11%b**	*6%*	*7%*	*8%*	**14%h**	*10%*	*7%*	**13%h**
Neither important nor unimportant (3)	395	159	145	55	26	10	304	36	145	156	68	20	5	301	25
	23%	*21%*	*23%*	**31%a**	*22%*	*20%*	*22%*	*21%*	*19%*	*23%*	**35%him**	*24%*	*21%*	*21%*	*23%*
Important (4)	668	261	277	63	45	19	537	64	272	298	67	22	9	570	31
	39%	*35%*	**44%a**	*35%*	*38%*	*39%*	*39%*	*38%*	*36%*	**44%hkn**	*34%*	*27%*	*34%*	*40%*	*28%*
Very important (5)	461	234	153	39	22	13	386	36	250	144	41	18	7	395	25
	27%	**31%bd**	*24%*	*22%*	*19%*	*27%*	*28%*	*21%*	**33%ljm**	*21%*	*21%*	*21%*	*29%*	**28%i**	*23%*
Don't know	42	18	12	2	7	2	30	9	19	12	4	6	-	31	6
	2%	*2%*	*2%*	*1%*	**6%bf**	*4%*	*2%*	**5%f**	*3%*	*2%*	*2%*	**8%him**	*-*	*2%*	**6%i**
NET Not at all important/ Not very important	166	84	39	19	19	5	123	23	65	63	16	16	4	129	21
	10%	**11%b**	*6%*	*11%*	**16%bf**	*10%*	*9%*	**14%b**	*9%*	*9%*	*8%*	**20%hijm**	*16%*	*9%*	**19%hijm**
NET Important / Very important	1129	494	429	102	67	32	924	100	523	442	108	40	16	965	56
	65%	*65%*	**69%cd**	*57%*	*57%*	*66%*	*67%*	*59%*	**70%jkn**	**66%jkn**	*55%*	*48%*	*63%*	**68%jkn**	*52%*
Mean	3.82	3.84	**3.87d**	3.68	3.60	3.88	**3.85d**	3.68	**3.94ijkn**	**3.77k**	3.69	3.47	3.69	**3.86kn**	3.53
Std Dev.	0.99	1.06	0.90	0.96	1.07	0.95	0.99	1.04	1.01	0.94	0.92	1.19	1.20	0.98	1.19
Std Error	0.02	0.04	0.04	0.07	0.09	0.13	0.03	0.08	0.04	0.04	0.07	0.14	0.23	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**41**	1	40	-	16	24	*	40	1	-	-	41	-
		2%	*1%*	*3%*	-	*3%*	*2%*	*	*2%*	*2%*	-	-	*2%*	-
Not very important	(2)	**125**	6	118	*	30	85	9	123	2	-	-	125	-
		7%	*4%*	*8%*	*	*5%*	*8%*	*10%*	*7%*	*5%*	-	-	*7%*	-
Neither important nor unimportant	(3)	**395**	17	376	2	91	284	19	390	4	*	*	395	-
		23%	*9%*	***25%a***	*9%*	*15%*	***28%d***	*20%*	*23%*	*11%*	*3%*	*100%*	*23%*	-
Important	(4)	**668**	77	583	8	228	402	37	646	21	*	-	668	-
		39%	*42%*	*38%*	*44%*	*38%*	*39%*	*38%*	*38%*	*56%*	*1%*	-	*39%*	-
Very important	(5)	**461**	76	377	8	222	209	30	449	11	2	-	461	-
		27%	***42%b***	*25%*	*42%*	***37%e***	*20%*	*31%*	*27%*	*27%*	*36%*	-	*27%*	-
Don't know		**42**	5	36	1	18	23	1	39	-	3	-	42	-
		2%	*3%*	*2%*	*5%*	*3%*	*2%*	*1%*	*2%*	-	*59%*	-	*2%*	-
NET Not at all important/ Not very important		**166**	8	158	*	46	109	10	163	2	-	-	166	-
		10%	*4%*	***10%a***	*	*8%*	*11%*	*10%*	*10%*	*6%*	-	-	*10%*	-
NET Important / Very important		**1129**	153	960	16	450	612	67	1095	32	2	-	1129	-
		65%	***84%b***	*63%*	*85%*	***74%e***	*59%*	*69%*	*65%*	*83%*	*37%*	-	*65%*	-
Mean		**3.82**	**4.24b**	3.76	4.33	**4.04e**	3.68	3.91	3.81	4.03	4.82	3.00	3.82	-
Std Dev.		**0.99**	0.82	1.00	0.69	0.99	0.97	0.97	1.00	0.85	0.74	-	0.99	-
Std Error		**0.02**	0.06	0.03	0.14	0.04	0.03	0.10	0.02	0.15	0.33	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**41**	4	12	14	11	2	1	*	8	*	4	2	1	11	1	5	5
		2%	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*	*5%*	*	*3%*	*1%*	*1%*	**7%gl**	*1%*	*3%*	*3%*
Not very important	(2)	**125**	39	40	28	18	22	10	6	13	7	20	12	10	6	5	5	8
		7%	**9%d**	**9%d**	*6%*	*4%*	**15%gmnop**	*8%*	*4%*	*8%*	*6%*	**14%gmno**	*9%*	*7%*	*4%*	*4%*	*3%*	*5%*
Neither important nor unimportant	(3)	**395**	115	80	116	84	45	36	34	33	23	24	34	47	35	20	35	29
		23%	**27%bd**	*19%*	**27%bd**	*19%*	**30%jn**	*28%*	*24%*	*22%*	*18%*	*16%*	*25%*	**33%ijnp**	*22%*	*15%*	*22%*	*18%*
Important	(4)	**668**	148	178	169	172	46	40	62	51	64	63	59	42	68	55	60	58
		39%	*35%*	*42%*	*39%*	*39%*	*31%*	*32%*	*42%*	*33%*	**51%efhlp**	*42%*	*43%*	*30%*	*43%*	*43%*	*38%*	*36%*
Very important	(5)	**461**	107	98	104	152	32	35	41	41	20	37	27	39	38	45	49	57
		27%	*25%*	*23%*	*24%*	**34%abc**	*21%*	*27%*	*28%*	*27%*	*16%*	*25%*	*19%*	*28%*	*24%*	**35%eik**	**32%l**	**36%eik**
Don't know		**42**	10	18	6	8	3	5	3	6	10	1	4	1	1	2	3	3
		2%	*2%*	*4%*	*1%*	*2%*	*2%*	*4%*	*2%*	*4%*	**8%jlm**	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*
NET Not at all important/ Not very important		**166**	42	52	42	29	24	12	7	21	7	24	14	11	17	6	10	13
		10%	*10%*	**12%d**	*10%*	*6%*	**16%gno**	*9%*	*5%*	**14%gn**	*6%*	**16%gno**	*10%*	*8%*	*11%*	*4%*	*6%*	*8%*
NET Important / Very important		**1129**	255	277	273	324	78	75	102	92	85	100	85	82	106	100	109	115
		65%	*60%*	*65%*	*62%*	**73%ac**	*52%*	*59%*	**70%e**	*61%*	*68%*	*67%*	*62%*	*58%*	*67%*	**78%efhkl**	**70%e**	**72%e**
Mean		**3.82**	3.77	3.76	3.74	**4.00abc**	3.56	3.79	**3.95e**	3.72	3.85	3.73	3.72	3.77	3.73	**4.11efhjklm**	**3.94e**	**3.98e**
Std Dev.		**0.99**	0.97	1.02	1.00	0.96	1.04	0.98	0.85	1.13	0.80	1.06	0.93	0.97	1.09	0.86	0.98	1.03
Std Error		**0.02**	0.05	0.05	0.05	0.05	0.09	0.09	0.07	0.09	0.07	0.09	0.08	0.09	0.09	0.08	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	9	-	9	4	5	2	6	-	-	-	-	1	9	-	1	1	7	2	6
	1%	-	*1%*	*	*1%*	*1%*	**2%gj**	-	-	-	-	*1%*	**2%m**	-	*	*	*	*1%*	*
Not very important (2)	37	-	37	21	17	8	4	6	5	4	5	5	12	10	15	10	35	3	41
	2%	-	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*4%*	*4%*	*2%*	*2%*	*3%*	*4%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	172	-	172	93	77	33	31	26	21	34	13	13	64	47	61	26	143	27	172
	10%	-	*10%*	*11%*	*9%*	*11%*	*12%*	*7%*	*10%*	**12%g**	*9%*	*10%*	*11%*	*8%*	*11%*	*10%*	*9%*	*13%*	*10%*
Important (4)	698	-	698	356	342	87	95	139	85	140	71	82	183	224	292	152	641	56	687
	40%	-	*40%*	*41%*	*40%*	*28%*	*37%*	*35%*	*40%*	**50%efg**	**51%eg**	**61%efgh**	*32%*	*36%*	**53%lm**	**56%lm**	**42%q**	*27%*	*40%*
Very important (5)	807	-	807	400	404	175	121	226	104	100	50	32	295	330	181	81	689	115	789
	47%	-	*47%*	*46%*	*48%*	**56%ijk**	**47%k**	**57%ijk**	**48%lk**	*36%*	*36%*	*24%*	**52%no**	**54%no**	*33%*	*30%*	*45%*	**56%p**	*46%*
Don't know	8	-	8	3	4	4	1	2	-	-	-	-	5	2	-	-	6	2	7
	*	-	*	*	*1%*	*1%*	*	*1%*	-	-	-	-	*1%*	*	-	-	*	*1%*	*
NET Not at all important/ Not very important	47	-	47	25	22	11	10	6	5	4	5	6	21	10	16	11	42	5	47
	3%	-	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*2%*	*2%*	*4%*	*5%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*
NET Important / Very important	1505	-	1505	756	747	262	216	365	189	240	120	113	478	554	473	234	1330	171	1476
	87%	-	*87%*	*86%*	*88%*	*85%*	*84%*	**91%ef**	*88%*	*86%*	*87%*	*85%*	*84%*	**90%l**	*86%*	*86%*	*87%*	*84%*	*87%*
Mean	4.31	-	4.31	4.29	4.33	**4.39ik**	4.24	**4.48fijk**	**4.34k**	4.21	4.19	4.04	**4.32no**	**4.43no**	4.16	4.12	4.30	4.37	4.31
Std Dev.	0.78	-	0.78	0.79	0.77	0.84	0.90	0.68	0.74	0.71	0.75	0.75	0.87	0.71	0.73	0.75	0.77	0.85	0.78
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 172

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**9**	3	3	1	2	6	4	9	1	-	1	1	3	5	4	-	9
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	-	*	*	*1%*	*1%*	*	-	*1%*
Not very important (2)	**37**	18	6	9	4	24	13	22	15	5	3	7	5	15	15	5	31
	2%	***4%b***	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	***4%n***	*1%*	*3%*	*2%*
Neither important nor unimportant (3)	**172**	40	54	41	37	94	78	117	53	20	23	50	42	27	115	20	148
	10%	*8%*	*9%*	*12%*	*11%*	*9%*	*12%*	*10%*	*10%*	*12%*	*11%*	*12%*	*10%*	*7%*	*11%*	*12%*	*10%*
Important (4)	**698**	171	267	122	138	438	261	431	260	69	93	174	184	147	450	69	600
	40%	*36%*	***45%ac***	*35%*	*43%*	*41%*	*39%*	*36%*	***50%g***	*41%*	*44%*	*41%*	*43%*	*36%*	*43%*	*41%*	*40%*
Very important (5)	**807**	234	262	173	137	496	311	606	187	74	92	194	189	207	475	74	695
	47%	*50%*	*44%*	*50%*	*43%*	*47%*	*47%*	***51%h***	*36%*	*44%*	*43%*	*46%*	*45%*	*51%*	*45%*	*44%*	*47%*
Don't know	**8**	3	3	-	2	6	2	6	2	-	-	-	1	3	1	-	4
	*	*1%*	*1%*	-	*1%*	*1%*	*	*	*	-	-	-	*	*1%*	*	-	*
NET Not at all important/ Not very important	**47**	21	9	10	6	30	17	30	15	5	4	7	8	20	19	5	41
	3%	***5%b***	*1%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	***5%n***	*2%*	*3%*	*3%*
NET Important / Very important	**1505**	404	529	296	276	934	572	1037	447	143	185	368	372	354	925	143	1295
	87%	*86%*	*89%*	*85%*	*86%*	*88%*	*86%*	*87%*	*86%*	*85%*	*87%*	*87%*	*88%*	*88%*	*87%*	*85%*	*87%*
Mean	**4.31**	4.32	4.32	4.32	4.27	4.32	4.29	**4.35h**	4.20	4.27	4.28	4.30	4.31	4.33	4.30	4.27	4.31
Std Dev.	**0.78**	0.84	0.72	0.81	0.77	0.77	0.79	0.79	0.74	0.78	0.75	0.75	0.75	0.86	0.75	0.78	0.78
Std Error	**0.02**	0.04	0.03	0.05	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 172

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	9 1%	8 1%	1 *	- -	9 1%	1 *	- -	* *	- -	- -	- -	1 1%	- -	- -	8 3%	- -	- -	- -	1 1%
Not very important	(2)	37 2%	33 2%	4 2%	1 1%	26 2%	5 4%	5 6%d	1 2%	3 3%	3 1%	2 1%	1 1%	2 1%	2 2%	5 2%	4 2%	6 5%	1 7%	4 3%
Neither important nor unimportant	(3)	172 10%	137 9%	35 15%a	8 10%	146 10%	17 12%	6 7%	3 6%	4 5%	24 12%	22 17%hlo	13 10%	11 7%	12 10%	25 9%	9 4%	28 20%hlno	2 13%	15 12%o
Important	(4)	698 40%	608 41%	90 39%	28 33%	586 40%	65 46%f	27 33%	21 45%	28 36%	73 35%	44 34%	62 48%	66 40%	45 39%	104 37%	102 47%	62 44%	8 47%	57 45%
Very important	(5)	807 47%	706 47%	101 44%	47 55%	686 47%e	54 38%	44 54%e	22 47%	42 54%pr	104 50%p	62 48%p	52 41%	85 52%p	58 50%p	139 49%p	101 47%p	44 31%	6 34%	48 39%
Don't know		8 *	7 *	1 *	1 1%	6 *	1 1%	* *	- -	1 1%	4 2%	- -	- -	- -	- -	2 1%	- -	- -	- -	1 1%
NET Not at all important/ Not very important		47 3%	42 3%	5 2%	1 1%	35 2%	6 4%	5 6%d	1 2%	3 3%	3 1%	2 1%	2 1%	2 1%	2 2%	12 4%	4 2%	6 5%	1 7%	5 4%
NET Important / Very important		1505 87%	1314 88%	192 83%	75 88%	1272 87%	119 84%	71 87%	43 92%e	70 90%p	177 85%	106 82%	114 89%p	151 92%jp	103 88%	243 86%	203 94%ljpr	106 76%	14 80%	105 84%
Mean		4.31	4.32	4.24	4.43	4.32e	4.18	4.35	4.36e	4.43pr	4.37p	4.28	4.27	4.43pr	4.37p	4.29p	4.39pr	4.02	4.07	4.19
Std Dev.		0.78	0.78	0.80	0.73	0.77	0.81	0.86	0.72	0.75	0.74	0.79	0.72	0.67	0.73	0.90	0.65	0.83	0.88	0.80
Std Error		0.02	0.02	0.03	0.04	0.03	0.04	0.05	0.05	0.08	0.07	0.09	0.08	0.07	0.09	0.08	0.07	0.09	0.14	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 172

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	9	4	*	-	3	2	5	5	*	4	5	-	-	4	-
	1%	*1%*	*	-	2%bf	*4%*	*	3%abf	*	*1%*	3%hm	-	-	*	-
Not very important (2)	37	10	10	9	7	1	21	8	8	13	8	8	-	21	8
	2%	*1%*	*2%*	5%af	6%abf	*2%*	*1%*	5%af	*1%*	*2%*	4%hm	10%him	-	*1%*	7%him
Neither important nor unimportant (3)	172	58	49	43	15	7	107	22	49	57	47	13	6	106	19
	10%	*8%*	*8%*	24%abfg	*13%*	*14%*	*8%*	*13%*	*7%*	*8%*	24%him	16%hm	*23%*	*7%*	17%him
Important (4)	698	295	281	53	55	11	575	66	280	316	63	32	7	596	39
	40%	*39%*	45%c	*30%*	46%c	*23%*	42%c	*39%*	*37%*	47%hj	*32%*	*39%*	*27%*	*42%*	*36%*
Very important (5)	807	386	282	71	40	28	668	67	411	282	71	29	13	693	42
	47%	51%dg	*45%*	*40%*	*33%*	*56%*	48%d	*40%*	55%ljkmn	*42%*	*36%*	*36%*	*51%*	49%lj	*39%*
Don't know	8	1	3	2	-	*	4	*	3	1	2	-	-	4	-
	*	*	*1%*	*1%*	-	*1%*	*	*	*	*	*1%*	-	-	*	-
NET Not at all important/ Not very important	47	15	11	9	10	3	25	13	8	17	14	8	-	25	8
	3%	*2%*	*2%*	*5%*	8%abf	*7%*	*2%*	8%abf	*1%*	*3%*	7%him	10%him	-	*2%*	7%him
NET Important / Very important	1505	681	562	124	94	39	1244	133	691	598	134	62	20	1290	81
	87%	90%cdg	90%cdg	*70%*	*79%*	*79%*	90%cdg	*79%*	92%jkn	89%jkn	*68%*	*75%*	*77%*	90%jkn	*75%*
Mean	4.31	4.39cdg	4.34cdg	4.06	4.02	4.25	4.37cdg	4.09	4.46ljkmn	4.28jkn	3.96	4.01	4.28	4.37ljkn	4.07
Std Dev.	0.78	0.74	0.70	0.92	0.95	1.08	0.72	0.99	0.67	0.75	1.01	0.95	0.82	0.71	0.93
Std Error	0.02	0.03	0.03	0.07	0.08	0.15	0.02	0.07	0.02	0.03	0.08	0.11	0.16	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**9**	-	9	-	3	6	-	6	3	-	-	9	-
		1%	-	*1%*	-	*	*1%*	-	*	*8%*	-	-	*1%*	-
Not very important	(2)	**37**	5	32	1	11	25	2	36	-	2	-	37	-
		2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	*32%*	-	*2%*	-
Neither important nor unimportant	(3)	**172**	12	159	1	43	114	14	168	4	*	*	172	-
		10%	*6%*	*10%*	*3%*	*7%*	**11%d**	*14%*	*10%*	*9%*	*3%*	*100%*	*10%*	-
Important	(4)	**698**	65	625	9	219	444	36	679	19	*	-	698	-
		40%	*35%*	*41%*	*45%*	*36%*	**43%d**	*37%*	*40%*	*50%*	*1%*	-	*40%*	-
Very important	(5)	**807**	101	697	9	327	437	43	792	11	4	-	807	-
		47%	*55%*	*46%*	*49%*	**54%e**	*42%*	*44%*	*47%*	*29%*	*64%*	-	*47%*	-
Don't know		**8**	1	7	-	3	2	2	6	2	-	-	8	-
		*	*	*	-	*1%*	*	**2%e**	*	*4%*	-	-	*	-
NET Not at all important/ Not very important		**47**	5	41	1	14	31	2	42	3	2	-	47	-
		3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*8%*	*32%*	-	*3%*	-
NET Important / Very important		**1505**	165	1322	18	546	881	79	1471	30	4	-	1505	-
		87%	*90%*	*86%*	*94%*	**90%f**	*86%*	*81%*	*87%*	*79%*	*65%*	-	*87%*	-
Mean		**4.31**	4.43	4.29	4.40	**4.42e**	4.25	4.26	4.32	3.97	3.97	3.00	4.31	-
Std Dev.		**0.78**	0.74	0.78	0.71	0.74	0.79	0.78	0.77	1.07	1.54	-	0.78	-
Std Error		**0.02**	0.06	0.02	0.14	0.03	0.03	0.08	0.02	0.19	0.58	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**9**	*	3	4	3	-	-	*	-	-	3	-	3	1	-	-	3
		1%	*	*1%*	*1%*	*1%*	-	-	*	-	-	*2%*	-	*2%*	*1%*	-	-	*2%*
Not very important	(2)	**37**	8	9	7	13	3	1	4	8	1	1	4	1	2	1	9	2
		2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*5%*	*	*	*3%*	*1%*	*1%*	*1%*	*6%*	*1%*
Neither important nor unimportant	(3)	**172**	38	52	48	34	12	18	8	10	22	20	14	24	10	9	11	13
		10%	*9%*	*12%*	*11%*	*8%*	*8%*	*14%*	*6%*	*7%*	**18%ghmo**	*13%*	*10%*	**17%ghm**	*6%*	*7%*	*7%*	*8%*
Important	(4)	**698**	188	148	182	180	67	53	68	56	29	62	67	45	70	50	70	60
		40%	**45%b**	*35%*	*42%*	*40%*	**45%l**	**42%l**	**47%l**	*37%*	*23%*	**42%l**	**49%ll**	*32%*	**44%l**	**39%l**	**45%l**	*37%*
Very important	(5)	**807**	184	215	195	213	65	56	64	78	73	63	51	68	76	67	65	81
		47%	*44%*	*50%*	*45%*	*48%*	*43%*	*44%*	*44%*	*51%*	**59%ko**	*42%*	*37%*	*48%*	*48%*	*52%*	*42%*	*51%*
Don't know		**8**	4	-	1	3	2	-	2	-	-	-	1	-	-	1	*	2
		*	*1%*	-	*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-	-	*1%*	*	*1%*
NET Not at all important/ Not very important		**47**	9	12	11	15	3	1	4	8	1	3	4	4	3	1	9	5
		3%	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*5%*	*	*2%*	*3%*	*3%*	*2%*	*1%*	*6%*	*3%*
NET Important / Very important		**1505**	372	362	377	393	132	109	132	134	102	125	118	113	146	117	135	141
		87%	*88%*	*85%*	*86%*	*88%*	*88%*	*85%*	*90%*	*88%*	*82%*	*84%*	*86%*	*80%*	**92%l**	*91%*	*87%*	*88%*
Mean		**4.31**	4.31	4.32	4.28	4.33	4.32	4.28	4.33	4.34	4.40	4.23	4.21	4.23	4.37	4.43	4.23	4.35
Std Dev.		**0.78**	0.72	0.82	0.79	0.79	0.72	0.73	0.71	0.83	0.79	0.83	0.74	0.91	0.71	0.68	0.82	0.83
Std Error		**0.02**	0.03	0.04	0.04	0.04	0.06	0.06	0.06	0.07	0.07	0.07	0.06	0.08	0.06	0.06	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 173

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**5**	-	5	2	3	-	4	1	-	-	-	-	4	1	-	-	4	*	4
	*	-	*	*	*	-	1%	*	-	-	-	-	1%	*	-	-	*	*	*
Not very important (2)	**43**	-	43	25	18	13	7	3	8	5	5	3	20	11	13	8	40	3	35
	3%	-	3%	3%	2%	4%g	3%	1%	4%	2%	4%	2%	3%	2%	2%	3%	3%	2%	2%
Neither important nor unimportant (3)	**154**	-	154	78	74	36	21	26	15	27	12	17	57	41	56	29	137	14	150
	9%	-	9%	9%	9%	12%	8%	7%	7%	10%	9%	13%	10%	7%	10%	11%	9%	7%	9%
Important (4)	**708**	-	708	379	329	91	110	154	79	142	62	70	201	233	274	132	635	71	720
	41%	-	41%	43%	39%	30%	42%e	39%	37%	51%egh	45%e	53%egh	35%	38%	50%lm	49%lm	42%	35%	42%
Very important (5)	**810**	-	810	387	421	166	114	214	110	105	58	43	280	324	206	101	694	114	783
	47%	-	47%	44%	50%	54%ik	44%	54%ik	51%ik	38%	42%	32%	49%no	53%no	38%	37%	46%	56%	46%
Don't know	**11**	-	11	6	5	3	4	1	3	-	1	-	6	4	1	1	10	1	10
	1%	-	1%	1%	1%	1%	1%	*	1%	-	*	-	1%	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	**48**	-	48	27	21	13	10	4	8	5	5	3	24	12	13	8	44	4	39
	3%	-	3%	3%	2%	4%g	4%	1%	4%	2%	4%	2%	4%	2%	2%	3%	3%	2%	2%
NET Important / Very important	**1519**	-	1519	766	751	258	224	368	189	247	121	113	482	557	480	233	1329	185	1503
	88%	-	88%	87%	88%	83%	87%	92%e	88%	89%	87%	85%	85%	91%l	87%	86%	87%	91%	88%
Mean	**4.32**	-	4.32	4.29	4.36	4.34	4.27	4.45ik	4.38	4.25	4.26	4.15	4.31	4.42no	4.23	4.21	4.31	4.45	4.33
Std Dev.	**0.76**	-	0.76	0.77	0.76	0.85	0.84	0.67	0.77	0.70	0.77	0.72	0.84	0.71	0.72	0.75	0.77	0.72	0.74
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 173

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**5**	-	3	1	*	3	2	4	*	*	-	1	-	-	1	*	1
	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	*	*
Not very important (2)	**43**	14	7	9	13	21	22	24	19	6	6	7	8	15	21	6	37
	3%	*3%*	*1%*	*3%*	*4%b*	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**154**	36	53	41	23	90	64	102	51	21	17	52	41	19	110	21	131
	9%	*8%*	*9%*	*12%*	*7%*	*8%*	*10%*	*9%*	*10%*	*12%m*	*8%*	*12%m*	*10%m*	*5%*	*10%m*	*12%*	*9%*
Important (4)	**708**	182	257	137	133	439	269	486	214	72	91	169	175	164	435	72	609
	41%	*39%*	*43%*	*39%*	*41%*	*41%*	*40%*	*41%*	*41%*	*43%*	*43%*	*40%*	*41%*	*41%*	*41%*	*43%*	*41%*
Very important (5)	**810**	230	272	158	151	502	309	565	231	68	96	196	198	201	490	68	702
	47%	*49%*	*46%*	*45%*	*47%*	*47%*	*46%*	*47%*	*45%*	*41%*	*45%*	*46%*	*47%*	*50%*	*46%*	*41%*	*47%*
Don't know	**11**	6	3	1	1	9	2	9	2	*	2	*	1	6	3	*	8
	1%	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*1%*
NET Not at all important/ Not very important	**48**	14	10	10	14	24	24	28	20	6	6	8	8	15	22	6	38
	3%	*3%*	*2%*	*3%*	*4%*	*2%*	*4%*	*2%*	*4%*	*4%*	*3%*	*2%*	*2%*	*4%*	*2%*	*4%*	*3%*
NET Important / Very important	**1519**	412	529	295	283	941	578	1051	445	140	187	365	372	366	925	140	1310
	88%	*88%*	*89%*	*85%*	*88%*	*88%*	*87%*	*88%*	*86%*	*84%*	*88%*	*86%*	*88%*	*90%*	*87%*	*84%*	*88%*
Mean	**4.32**	4.36	4.33	4.27	4.31	4.34	4.29	4.34	4.27	4.21	4.31	4.30	4.33	4.38	4.32	4.21	4.33
Std Dev.	**0.76**	0.76	0.73	0.80	0.79	0.74	0.80	0.75	0.80	0.81	0.75	0.77	0.73	0.74	0.75	0.81	0.75
Std Error	**0.02**	0.03	0.03	0.05	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	5	5	-	-	4	1	-	-	1	-	-	-	-	-	3	-	-	-	1
		*	*	-	-	*	*	-	-	2%	-	-	-	-	-	1%	-	-	-	1%
Not very important	(2)	43	39	5	3	37	5	*	1	2	-	-	5	8	2	11	7	4	1	4
		3%	3%	2%	3%	3%	3%	*	3%	2%l	-	-	4%l	5%l	2%	4%	3%	3%	4%	3%l
Neither important nor unimportant	(3)	154	124	29	5	134	11	6	2	3	14	19	22	20	10	18	15	13	2	9
		9%	8%	13%	6%	9%	8%	7%	5%	3%	7%	15%hn	17%hinor	12%h	9%	6%	7%	9%	11%	7%
Important	(4)	708	613	95	27	581	70	36	21	29	83	57	57	51	44	100	91	69	8	62
		41%	41%	41%	31%	40%	49%d	44%	46%	38%	40%	44%	45%	31%	38%	35%	42%	49%l	47%	49%ln
Very important	(5)	810	709	101	49	694	56	40	21	40	108	52	44	84	59	148	103	55	6	49
		47%	47%	44%	58%	48%	39%	49%	45%	52%k	52%k	40%	34%	52%k	51%k	53%kr	48%	39%	38%	39%
Don't know		11	9	2	2	10	*	*	1	2	2	2	1	-	-	3	-	-	-	*
		1%	1%	1%	2%	1%	*	*	2%	2%o	1%	1%	1%	-	-	1%	-	-	-	*
NET Not at all important/ Not very important		48	43	5	3	41	5	*	1	3	-	-	5	8	2	13	7	4	1	5
		3%	3%	2%	3%	3%	4%	*	3%	4%lj	-	-	4%l	5%l	2%	5%l	3%	3%	4%	4%l
NET Important / Very important		1519	1322	196	75	1275	126	76	42	70	191	109	101	136	103	248	194	124	14	111
		88%	88%	85%	89%	87%	88%	92%	91%	90%k	92%k	84%	79%	83%	89%	88%	90%k	88%	84%	89%
Mean		4.32	4.33	4.27	4.47	4.33	4.23	4.41	4.35	4.40k	4.46jkpr	4.26	4.10	4.30	4.38k	4.36k	4.35k	4.25	4.18	4.24
Std Dev.		0.76	0.76	0.76	0.75	0.77	0.77	0.63	0.71	0.81	0.62	0.70	0.81	0.86	0.73	0.84	0.75	0.73	0.82	0.77
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.06	0.08	0.09	0.08	0.09	0.07	0.08	0.08	0.13	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	5	2	-	3	-	-	2	-	*	1	4	-	-	1	-
	*	*	-	2%bf	-	-	*	-	*	*	2%him	-	-	*	-
Not very important (2)	43	19	12	5	7	-	31	7	17	14	5	6	-	32	6
	3%	3%	2%	3%	6%bf	-	2%	4%	2%	2%	3%	8%him	-	2%	6%
Neither important nor unimportant (3)	154	42	46	40	16	8	88	25	43	59	35	9	8	102	16
	9%	6%	7%	23%abf	14%af	17%	6%	15%abf	6%	9%	18%him	10%	31%	7%	15%hm
Important (4)	708	298	291	50	45	20	589	65	264	317	83	36	8	580	45
	41%	40%c	46%c	28%	38%	42%	43%c	39%	35%	47%hm	42%	44%	33%	41%	41%
Very important (5)	810	390	274	75	50	20	664	70	427	277	68	30	9	704	39
	47%	52%b	44%	42%	42%	41%	48%	42%	57%ijkmn	41%	34%	36%	36%	49%ijn	36%
Don't know	11	3	3	4	-	-	6	-	1	5	2	2	-	6	2
	1%	*	*	2%f	-	-	*	-	*	1%	1%	2%h	-	*	2%h
NET Not at all important/ Not very important	48	21	12	8	7	-	33	7	18	15	9	6	-	33	6
	3%	3%	2%	4%	6%b	-	2%	4%	2%	2%	4%	8%him	-	2%	6%
NET Important / Very important	1519	689	564	126	95	40	1253	136	690	594	151	66	17	1284	83
	88%	91%cdg	90%cdg	71%	80%	83%	91%cdg	81%	92%ijkn	88%ijn	77%	80%	69%	90%jkn	77%
Mean	4.32	4.40cdg	4.33c	4.09	4.17	4.23	4.37cdg	4.19	4.46ijkn	4.28j	4.06	4.10	4.05	4.38ijkn	4.09
Std Dev.	0.76	0.73	0.70	0.96	0.88	0.73	0.72	0.84	0.71	0.72	0.89	0.89	0.83	0.72	0.87
Std Error	0.02	0.03	0.03	0.07	0.07	0.10	0.02	0.06	0.03	0.03	0.07	0.10	0.16	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**5**	1	4	-	1	4	*	4	*	-	-	5	-
		*	*	*	-	*	*	*	*	1%	-	-	*	-
Not very important	(2)	**43**	1	42	-	10	33	1	40	3	-	-	43	-
		3%	1%	3%	-	2%	3%	1%	2%	8%	-	-	3%	-
Neither important nor unimportant	(3)	**154**	9	144	1	46	98	10	151	1	2	-	154	-
		9%	5%	9%	5%	8%	9%	11%	9%	3%	32%	-	9%	-
Important	(4)	**708**	71	627	10	214	455	40	690	18	*	-	708	-
		41%	39%	41%	54%	35%	44%d	41%	41%	47%	1%	-	41%	-
Very important	(5)	**810**	99	705	7	329	437	45	794	15	1	*	810	-
		47%	54%	46%	37%	54%e	42%	46%	47%	39%	16%	100%	47%	-
Don't know		**11**	3	7	1	7	3	1	7	1	3	-	11	-
		1%	2%	*	4%	1%	*	1%	*	2%	51%	-	1%	-
NET Not at all important/ Not very important		**48**	2	46	-	10	36	2	45	3	-	-	48	-
		3%	1%	3%	-	2%	4%	2%	3%	9%	-	-	3%	-
NET Important / Very important		**1519**	170	1331	17	543	891	84	1484	33	1	*	1519	-
		88%	93%	87%	91%	90%	87%	87%	88%	86%	17%	100%	88%	-
Mean		**4.32**	4.47b	4.31	4.34	4.44e	4.26	4.32	4.33	4.19	3.67	5.00	4.32	-
Std Dev.		**0.76**	0.66	0.77	0.58	0.71	0.78	0.75	0.76	0.91	1.17	-	0.76	-
Std Error		**0.02**	0.05	0.02	0.12	0.03	0.02	0.08	0.02	0.16	0.48	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**5**	*	4	-	1	-	-	*	-	-	4	-	-	-	-	-	1
	*	*	1%	-	*	-	-	*	-	-	2%	-	-	-	-	-	*
Not very important (2)	**43**	9	10	15	9	4	2	3	5	2	4	5	5	5	1	7	1
	3%	2%	2%	3%	2%	3%	2%	2%	3%	1%	3%	4%	4%	3%	1%	4%	1%
Neither important nor unimportant (3)	**154**	34	37	42	41	18	8	9	10	13	14	7	18	16	14	17	10
	9%	8%	9%	10%	9%	12%	6%	6%	6%	11%	9%	5%	13%	10%	11%	11%	6%
Important (4)	**708**	175	167	192	174	59	51	65	60	48	59	71	58	63	46	70	58
	41%	41%	39%	44%	39%	40%	40%	44%	39%	39%	39%	52%p	41%	40%	36%	45%	36%
Very important (5)	**810**	199	206	186	220	67	64	69	75	61	69	53	60	73	67	61	92
	47%	47%	48%	43%	49%	45%	50%	47%	49%	49%	46%	39%	42%	46%	52%	39%	57%ko
Don't know	**11**	5	3	3	*	2	2	1	3	-	-	1	-	2	*	*	-
	1%	1%	1%	1%	*	1%	1%	1%	2%	-	-	1%	-	1%	*	*	-
NET Not at all important/ Not very important	**48**	9	14	15	10	4	2	3	5	2	8	5	5	5	1	7	2
	3%	2%	3%	3%	2%	3%	2%	2%	3%	1%	5%	4%	4%	3%	1%	4%	1%
NET Important / Very important	**1519**	374	373	378	394	126	115	133	136	110	127	124	117	136	113	131	150
	88%	89%	87%	86%	89%	84%	90%	91%	89%	88%	86%	91%	83%	86%	88%	84%	93%l
Mean	**4.32**	4.35	4.32	4.26	4.36	4.28	4.40	4.37	4.38	4.36	4.24	4.27	4.22	4.30	4.40	4.19	4.48jklo
Std Dev.	**0.76**	0.73	0.80	0.77	0.74	0.77	0.70	0.71	0.74	0.73	0.91	0.72	0.81	0.77	0.71	0.81	0.68
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.08	0.06	0.07	0.06	0.06	0.07	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**44**	-	44	25	19	2	3	3	9	9	9	9	5	12	27	18	43	*	45
	3%	-	*3%*	*3%*	*2%*	*1%*	*1%*	*1%*	**4%eg**	*3%*	**7%efg**	**7%efg**	*1%*	*2%*	**5%lm**	**7%lm**	*3%*	*	*3%*
Not very important (2)	**148**	-	148	58	90	14	14	18	17	45	18	22	28	35	84	40	141	7	160
	9%	-	*9%*	*7%*	**11%c**	*5%*	*5%*	*4%*	*8%*	**16%efg**	**13%eg**	**17%efg**	*5%*	*6%*	**15%lm**	**15%lm**	*9%*	*3%*	*9%*
Neither important nor unimportant (3)	**347**	-	347	180	164	46	50	62	36	74	31	49	96	98	153	80	322	23	356
	20%	-	*20%*	*21%*	*19%*	*15%*	*19%*	*16%*	*17%*	**26%eg**	*22%*	**37%efgh**	*17%*	*16%*	**28%lm**	**29%lm**	**21%q**	*11%*	*21%*
Important (4)	**573**	-	573	298	275	99	84	128	73	92	56	41	184	201	189	97	500	72	603
	33%	-	*33%*	*34%*	*32%*	*32%*	*33%*	*32%*	*34%*	*33%*	*40%*	*31%*	*32%*	*33%*	*34%*	*36%*	*33%*	*35%*	*35%*
Very important (5)	**606**	-	606	310	295	140	104	188	80	59	23	12	244	268	94	35	500	102	529
	35%	-	*35%*	*35%*	*35%*	**45%ijk**	**40%ijk**	**47%ijk**	**37%ijk**	**21%k**	*16%*	*9%*	**43%no**	**44%no**	*17%*	*13%*	*33%*	**50%p**	*31%*
Don't know	**13**	-	13	6	7	7	4	-	-	-	2	-	11	-	2	2	13	-	9
	1%	-	*1%*	*1%*	*1%*	**2%gl**	*2%*	-	-	-	*1%*	-	**2%m**	-	*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**192**	-	192	83	109	16	17	21	26	54	27	31	33	47	112	58	184	7	205
	11%	-	*11%*	*9%*	*13%*	*5%*	*6%*	*5%*	**12%eg**	**19%efg**	**19%efg**	**23%efg**	*6%*	*8%*	**20%lm**	**21%lm**	**12%q**	*4%*	*12%*
NET Important / Very important	**1179**	-	1179	608	570	239	188	316	152	151	79	53	428	469	283	132	1000	174	1132
	68%	-	*68%*	*69%*	*67%*	**77%ijk**	**73%ijk**	**79%ijk**	**71%ik**	*54%*	*57%*	*40%*	**75%no**	**76%no**	*51%*	*49%*	*66%*	**85%p**	*67%*
Mean	**3.90**	-	3.90	3.93	3.88	**4.19hijk**	**4.07ijk**	**4.20hijk**	**3.92ijk**	**3.53k**	3.48	3.19	**4.14no**	**4.10no**	3.43	3.34	3.84	**4.31p**	3.83
Std Dev.	**1.06**	-	1.06	1.04	1.08	0.91	0.95	0.91	1.11	1.10	1.12	1.03	0.93	1.00	1.09	1.09	1.08	0.82	1.05
Std Error	**0.03**	-	0.03	0.04	0.04	0.05	0.06	0.05	0.08	0.06	0.09	0.10	0.04	0.04	0.04	0.07	0.03	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 174

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	44	18	10	7	8	28	16	25	19	2	7	14	14	7	35	2	42
	3%	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*4%*	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*
Not very important (2)	148	31	57	28	31	89	59	72	72	20	28	35	32	23	94	20	118
	9%	*7%*	*10%*	*8%*	*10%*	*8%*	*9%*	*6%*	**14%g**	**12%m**	**13%m**	*8%*	*7%*	*6%*	*9%*	*12%*	*8%*
Neither important nor unimportant (3)	347	80	137	59	71	217	130	211	133	32	54	90	95	57	239	32	301
	20%	*17%*	*23%*	*17%*	*22%*	*20%*	*19%*	*18%*	**26%g**	*19%*	**25%m**	**21%m**	**22%m**	*14%*	**23%m**	*19%*	*20%*
Important (4)	573	143	213	126	92	356	218	393	176	46	58	151	149	128	359	46	494
	33%	*31%*	*36%*	*36%*	*29%*	*33%*	*33%*	*33%*	*34%*	*28%*	*28%*	*36%*	*35%*	*32%*	*34%*	*28%*	*33%*
Very important (5)	606	194	173	123	115	367	239	480	115	63	64	131	134	190	328	63	525
	35%	**41%b**	*29%*	*35%*	*36%*	*35%*	*36%*	**40%h**	*22%*	*37%*	*30%*	*31%*	*32%*	**47%jkln**	*31%*	*37%*	*35%*
Don't know	13	2	5	4	2	7	6	9	3	4	2	4	-	1	6	4	7
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%lmn**	*1%*	*1%*	-	*	*1%*	**3%p**	*
NET Not at all important/ Not very important	192	50	67	35	40	117	75	97	91	22	35	49	45	30	129	22	160
	11%	*11%*	*11%*	*10%*	*12%*	*11%*	*11%*	*8%*	**18%g**	*13%*	**16%m**	*11%*	*11%*	*7%*	*12%*	*13%*	*11%*
NET Important / Very important	1179	337	386	249	207	723	456	873	291	109	122	282	283	317	687	109	1020
	68%	*72%*	*65%*	*72%*	*65%*	*68%*	*68%*	**73%h**	*56%*	*65%*	*58%*	*66%*	*67%*	**78%ijkln**	*65%*	*65%*	*69%*
Mean	3.90	3.99	3.82	3.96	3.86	3.89	3.91	**4.04h**	3.58	3.90	3.68	3.83	3.85	**4.17ijkln**	3.81	3.90	3.91
Std Dev.	1.06	1.10	1.02	1.02	1.10	1.06	1.06	1.01	1.09	1.09	1.14	1.06	1.05	0.98	1.07	1.09	1.06
Std Error	0.03	0.05	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.08	0.05	0.05	0.05	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	44	35	9	3	35	6	1	2	2	1	2	6	6	7	2	8	1	1	5
		3%	2%	4%	3%	2%	4%	1%	4%	3%	1%	2%	5%n	4%	6%in	1%	4%	1%	4%	4%n
Not very important	(2)	148	123	25	6	118	17	10	3	7	15	10	19	11	10	15	11	21	2	15
		9%	8%	11%	7%	8%	12%	12%	7%	9%	7%	8%	15%no	7%	9%	5%	5%	15%no	9%	12%no
Neither important nor unimportant	(3)	347	292	55	17	289	31	16	11	9	41	41	26	41	23	42	40	23	3	28
		20%	19%	24%	21%	20%	22%	20%	23%	12%	20%	32%hnp	21%	25%h	20%	15%	19%	16%	16%	23%h
Important	(4)	573	499	74	22	475	50	30	18	25	61	24	54	59	41	76	75	59	9	42
		33%	33%	32%	26%	33%	35%	37%	39%	33%j	29%	19%	42%jn	36%j	35%j	27%	35%j	42%jn	51%	33%j
Very important	(5)	606	540	66	33	531	37	25	12	33	80	52	22	47	35	147	80	36	3	34
		35%	36%	28%	39%	36%eg	26%	30%	27%	43%klpr	39%k	40%k	17%	28%	30%	52%iklmopr	37%k	25%	20%	27%
Don't know		13	10	3	3	12	1	-	-	1	9	-	1	-	-	-	2	-	-	1
		1%	1%	1%	3%a	1%	1%	-	-	1%	4%n	-	1%	-	-	-	1%	-	-	1%
NET Not at all important/ Not very important		192	158	34	9	153	23	11	5	9	17	13	25	16	17	17	19	22	2	20
		11%	11%	15%	10%	11%	16%	13%	11%	11%	8%	10%	19%lno	10%	15%n	6%	9%	16%n	14%	16%in
NET Important / Very important		1179	1039	140	56	1005	88	55	31	58	141	76	76	106	75	223	155	95	12	76
		68%	69%b	60%	65%	69%	62%	67%	66%	76%jkr	68%	59%	59%	65%	65%	79%jklmr	72%	68%	71%	60%
Mean		3.90	3.93b	3.71	3.94	3.93e	3.69	3.83	3.77	4.06kr	4.02kr	3.87	3.53	3.80	3.74	4.25jklmpr	3.97kr	3.77	3.73	3.68
Std Dev.		1.06	1.05	1.11	1.11	1.05	1.11	1.04	1.07	1.07	0.99	1.09	1.09	1.04	1.15	0.94	1.05	1.02	1.05	1.12
Std Error		0.03	0.03	0.05	0.07	0.04	0.06	0.06	0.07	0.11	0.10	0.12	0.12	0.10	0.14	0.08	0.11	0.11	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 174

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	44	27	10	2	5	*	37	5	22	13	-	5	3	35	9
	3%	4%	2%	1%	4%	*	3%	3%	3%	2%	-	7%ij	13%	2%	8%hijm
Not very important (2)	148	77	46	13	10	2	123	12	54	57	23	14	-	111	14
	9%	10%	7%	7%	8%	5%	9%	7%	7%	9%	11%	17%hm	-	8%	13%
Neither important nor unimportant (3)	347	130	110	68	26	9	240	35	127	130	68	18	3	257	22
	20%	17%	18%	38%abdfg	22%	18%	17%	21%	17%	19%	35%himn	22%	14%	18%	20%
Important (4)	573	212	254	48	44	14	466	58	217	286	48	20	2	504	22
	33%	28%	41%acf	27%	37%	30%	34%a	35%	29%	43%hjkmn	24%	24%	6%	35%hjn	20%
Very important (5)	606	309	200	43	34	20	509	53	329	183	56	24	14	512	38
	35%	41%bcd	32%	24%	28%	41%	37%c	32%	44%ljm	27%	28%	29%	55%	36%i	35%
Don't know	13	-	5	3	1	3	5	4	2	4	2	1	3	7	4
	1%	-	1%	2%a	1%a	6%	*	3%af	*	1%	1%	1%	12%	*	3%him
NET Not at all important/ Not very important	192	103	56	15	14	3	160	17	76	70	23	19	3	146	23
	11%	14%b	9%	8%	12%	5%	12%	10%	10%	10%	11%	24%him	13%	10%	21%him
NET Important / Very important	1179	521	454	92	77	34	975	112	546	469	104	44	16	1015	60
	68%	69%c	73%c	52%	65%	70%	71%c	66%c	73%jkn	70%jkn	53%	53%	62%	71%jkn	55%
Mean	3.90	3.93c	3.95c	3.68	3.78	4.12	3.94c	3.88	4.04ijkn	3.85k	3.70	3.53	4.03	3.95jkn	3.64
Std Dev.	1.06	1.14	0.97	0.97	1.07	0.94	1.07	1.05	1.08	0.98	1.01	1.27	1.48	1.04	1.32
Std Error	0.03	0.04	0.04	0.07	0.09	0.13	0.03	0.08	0.04	0.04	0.08	0.14	0.29	0.03	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**44**	2	42	-	6	37	*	43	1	-	-	44	-
		3%	*1%*	*3%*	-	*1%*	**4%d**	*	*3%*	*2%*	-	-	*3%*	-
Not very important	(2)	**148**	10	137	1	45	97	6	145	3	-	-	148	-
		9%	*5%*	*9%*	*3%*	*7%*	*9%*	*6%*	*9%*	*8%*	-	-	*9%*	-
Neither important nor unimportant	(3)	**347**	22	322	3	98	236	13	342	5	*	*	347	-
		20%	*12%*	**21%a**	*17%*	*16%*	**23%d**	*13%*	*20%*	*13%*	*3%*	*100%*	*20%*	-
Important	(4)	**573**	56	508	9	201	334	39	553	20	*	-	573	-
		33%	*31%*	*33%*	*48%*	*33%*	*32%*	*40%*	*33%*	*52%*	*1%*	-	*33%*	-
Very important	(5)	**606**	93	508	5	251	317	37	591	9	5	-	606	-
		35%	**51%b**	*33%*	*28%*	**41%e**	*31%*	*39%*	*35%*	*23%*	*96%*	-	*35%*	-
Don't know		**13**	1	12	1	5	8	1	12	1	-	-	13	-
		1%	*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important		**192**	12	180	1	51	135	7	188	4	-	-	192	-
		11%	*6%*	*12%*	*3%*	*8%*	**13%d**	*7%*	*11%*	*9%*	-	-	*11%*	-
NET Important / Very important		**1179**	149	1016	15	452	650	77	1144	29	5	-	1179	-
		68%	**81%b**	*66%*	*76%*	**75%e**	*63%*	**79%e**	*68%*	*76%*	*97%*	-	*68%*	-
Mean		**3.90**	**4.25b**	3.86	4.06	**4.08e**	3.78	**4.11e**	3.90	3.90	4.92	3.00	3.90	-
Std Dev.		**1.06**	0.93	1.07	0.78	0.98	1.10	0.91	1.06	0.92	0.41	-	1.06	-
Std Error		**0.03**	0.07	0.03	0.16	0.04	0.03	0.09	0.03	0.16	0.15	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 174

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**44**	11	12	9	12	1	6	4	5	4	3	3	4	2	4	2	7
	3%	*3%*	*3%*	*2%*	*3%*	*1%*	*5%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*4%*
Not very important (2)	**148**	39	52	33	24	12	14	13	20	12	21	10	10	13	5	10	9
	9%	*9%*	**12%d**	*8%*	*5%*	*8%*	*11%*	*9%*	**13%n**	*9%*	**14%n**	*7%*	*7%*	*8%*	*4%*	*6%*	*5%*
Neither important nor unimportant (3)	**347**	86	79	109	73	30	30	26	22	24	33	35	38	36	15	30	28
	20%	*20%*	*19%*	**25%d**	*16%*	*20%*	**24%n**	*18%*	*15%*	*19%*	*22%*	**26%n**	**27%n**	*23%*	*12%*	*19%*	*17%*
Important (4)	**573**	143	145	141	144	59	35	50	58	40	47	50	40	50	43	44	57
	33%	*34%*	*34%*	*32%*	*32%*	*39%*	*27%*	*34%*	*38%*	*32%*	*31%*	*37%*	*28%*	*32%*	*34%*	*28%*	*35%*
Very important (5)	**606**	141	134	144	186	46	42	52	46	45	43	37	49	58	61	67	59
	35%	*33%*	*32%*	*33%*	**42%abc**	*31%*	*33%*	*36%*	*30%*	*36%*	*29%*	*27%*	*35%*	*36%*	**48%ehjk**	*43%*	*36%*
Don't know	**13**	4	4	1	5	2	-	2	1	-	2	1	-	-	-	3	2
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	-	*2%*	*1%*	-	-	-	*2%*	*1%*
NET Not at all important/ Not very important	**192**	50	64	42	36	13	20	17	25	16	23	13	14	15	9	11	16
	11%	*12%*	**15%d**	*10%*	*8%*	*8%*	*16%*	*12%*	*16%*	*12%*	*16%*	*9%*	*10%*	*9%*	*7%*	*7%*	*10%*
NET Important / Very important	**1179**	283	280	285	331	105	77	102	104	86	90	88	89	108	104	111	116
	68%	*67%*	*66%*	*65%*	**74%bc**	*70%*	*60%*	*70%*	*68%*	*68%*	*60%*	*64%*	*63%*	*68%*	**81%fjkl**	*71%*	*72%*
Mean	**3.90**	3.87	3.80	3.87	**4.07abc**	3.94	3.72	3.93	3.80	3.89	3.73	3.80	3.85	3.94	**4.19fhjkl**	**4.08fj**	3.95
Std Dev.	**1.06**	1.06	1.10	1.03	1.03	0.95	1.18	1.07	1.11	1.10	1.09	1.00	1.08	1.01	1.00	0.99	1.08
Std Error	**0.03**	0.05	0.05	0.05	0.05	0.08	0.10	0.09	0.09	0.10	0.09	0.09	0.09	0.08	0.09	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	35	-	35	19	16	3	9	1	9	5	3	6	11	10	14	9	30	3	35
	2%	-	*2%*	*2%*	*2%*	*1%*	**3%g**	*	**4%g**	*2%*	*2%*	**4%g**	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*
Not very important (2)	130	-	130	53	77	20	13	19	17	29	19	14	32	36	62	33	120	10	147
	8%	-	*8%*	*6%*	*9%*	*6%*	*5%*	*5%*	*8%*	**10%g**	**13%fg**	*11%*	*6%*	*6%*	**11%lm**	**12%lm**	*8%*	*5%*	*9%*
Neither important nor unimportant (3)	294	-	294	165	127	51	33	37	34	72	28	39	84	72	139	67	276	18	335
	17%	-	*17%*	*19%*	*15%*	**17%g**	*13%*	*9%*	*16%*	**26%efg**	**20%g**	**29%efgh**	*15%*	*12%*	**25%lm**	**25%lm**	**18%q**	*9%*	*20%*
Important (4)	684	-	684	350	334	99	110	169	83	112	55	56	209	252	223	111	599	84	643
	39%	-	*39%*	*40%*	*39%*	*32%*	*42%*	**42%e**	*39%*	*40%*	*39%*	*43%*	*37%*	*41%*	*41%*	*41%*	*39%*	*41%*	*38%*
Very important (5)	581	-	581	286	294	134	95	173	68	60	34	17	228	241	111	51	488	89	536
	34%	-	*34%*	*33%*	*35%*	**43%ijk**	**37%ik**	**43%hijk**	**32%k**	*22%*	*24%*	*13%*	**40%no**	**39%no**	*20%*	*19%*	*32%*	**44%p**	*31%*
Don't know	7	-	7	4	3	3	1	-	3	-	1	-	4	3	1	1	7	-	6
	*	-	*	*	*	*1%*	*	-	*1%*	-	*	-	*1%*	*	*	*	*	-	*
NET Not at all important/ Not very important	165	-	165	72	93	23	21	20	26	34	21	20	44	46	75	42	150	13	182
	10%	-	*10%*	*8%*	*11%*	*7%*	*8%*	*5%*	**12%g**	**12%g**	**15%g**	**15%g**	*8%*	*8%*	**14%lm**	**15%lm**	*10%*	*6%*	*11%*
NET Important / Very important	1265	-	1265	636	628	233	204	342	151	172	88	74	437	493	334	162	1087	173	1179
	73%	-	*73%*	*72%*	*74%*	**75%ik**	**79%ijk**	**86%ehijk**	**71%k**	*62%*	*64%*	*56%*	**77%no**	**80%no**	*61%*	*60%*	*72%*	**85%p**	*69%*
Mean	3.95	-	3.95	3.95	3.96	**4.11ijk**	**4.04ijk**	**4.24fhijk**	**3.87k**	3.70	3.71	3.49	**4.08no**	**4.11no**	3.65	3.60	3.92	**4.21p**	3.88
Std Dev.	1.00	-	1.00	0.98	1.01	0.97	0.99	0.83	1.08	0.98	1.05	1.00	0.98	0.94	1.00	1.03	1.00	0.90	1.02
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.06	0.04	0.08	0.05	0.08	0.09	0.04	0.04	0.04	0.06	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	35	8	10	7	11	18	17	17	18	7	4	7	8	9	19	7	28
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	**3%g**	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*
Not very important (2)	130	28	49	27	26	77	53	64	65	18	17	23	37	28	77	18	108
	8%	*6%*	*8%*	*8%*	*8%*	*7%*	*8%*	*5%*	**13%g**	*11%*	*8%*	*5%*	*9%*	*7%*	*7%*	*11%*	*7%*
Neither important nor unimportant (3)	294	72	95	74	53	167	128	172	114	31	48	88	71	36	207	31	245
	17%	*15%*	*16%*	*21%*	*17%*	*16%*	*19%*	*14%*	**22%g**	**19%m**	**23%m**	**21%m**	**17%m**	*9%*	**20%m**	*19%*	*16%*
Important (4)	684	182	247	125	130	429	254	484	195	52	84	173	169	169	425	52	606
	39%	*39%*	*42%*	*36%*	*41%*	*40%*	*38%*	*41%*	*38%*	*31%*	*40%*	*41%*	*40%*	*42%*	*40%*	*31%*	*41%*
Very important (5)	581	175	192	114	101	367	214	447	125	59	58	134	137	159	330	59	496
	34%	*37%*	*32%*	*33%*	*31%*	*34%*	*32%*	**38%h**	*24%*	*35%*	*27%*	*32%*	*33%*	**39%jn**	*31%*	*35%*	*33%*
Don't know	7	4	3	1	-	6	1	6	1	-	*	-	-	4	*	-	4
	*	*1%*	*	*	-	*1%*	*	*1%*	*	-	*	-	-	**1%n**	*	-	*
NET Not at all important/ Not very important	165	36	58	34	37	95	71	82	83	25	22	30	45	37	97	25	136
	10%	*8%*	*10%*	*10%*	*11%*	*9%*	*11%*	*7%*	**16%g**	**15%k**	*10%*	*7%*	*11%*	*9%*	*9%*	*15%*	*9%*
NET Important / Very important	1265	357	439	238	231	796	469	931	320	111	142	307	306	328	755	111	1102
	73%	*76%*	*74%*	*69%*	*72%*	*75%*	*70%*	**78%h**	*62%*	*66%*	*67%*	*72%*	*72%*	**81%ijkln**	*71%*	*66%*	*74%*
Mean	3.95	4.05	3.95	3.90	3.89	3.99	3.89	**4.08h**	3.67	3.82	3.82	3.95	3.92	**4.10ijn**	3.91	3.82	3.97
Std Dev.	1.00	0.96	0.98	1.01	1.05	0.97	1.03	0.93	1.08	1.15	0.99	0.94	1.01	0.98	0.98	1.15	0.98
Std Error	0.02	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.09	0.07	0.05	0.05	0.05	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	35	27	8	2	28	6	*	1	1	1	-	4	5	1	7	4	4	*	5
		2%	2%	3%	2%	2%	4%	*	3%	1%	1%	-	3%	3%	1%	2%	2%	3%	1%	4%lj
Not very important	(2)	130	107	24	6	104	15	8	2	6	7	8	12	16	6	16	19	13	4	11
		8%	7%	10%	7%	7%	11%	10%	5%	8%	4%	6%	10%	10%	5%	6%	9%	9%	24%	9%
Neither important nor unimportant	(3)	294	242	52	21	234	31	19	10	7	38	26	30	21	30	21	36	25	3	29
		17%	16%	22%	25%	16%	22%	24%d	22%	9%	18%n	20%n	23%hn	13%	26%hn	7%	17%n	18%n	15%	23%hn
Important	(4)	684	602	82	28	591	46	30	17	30	75	52	50	63	40	133	84	63	7	39
		39%	40%	35%	33%	40%	32%	36%	36%	39%	36%	40%	39%	39%	35%	47%r	39%	45%r	39%	31%
Very important	(5)	581	515	66	27	497	44	23	16	32	84	44	32	57	39	102	72	35	4	41
		34%	34%	29%	32%	34%	31%	28%	35%	41%kp	40%kp	34%	25%	35%	34%	36%	33%	25%	21%	33%
Don't know		7	6	1	1	6	*	1	-	1	2	-	-	-	-	3	-	-	-	*
		*	*	*	1%	*	*	1%	-	1%	1%	-	-	-	-	1%	-	-	-	*
NET Not at all important/ Not very important		165	134	31	8	132	21	9	4	7	9	8	17	22	7	23	23	17	4	17
		10%	9%	13%	9%	9%	15%d	11%	8%	9%	4%	6%	13%l	13%l	6%	8%	11%	12%l	25%	13%l
NET Important / Very important		1265	1117	148	55	1088	90	53	33	62	159	95	82	121	79	236	156	98	10	80
		73%	74%b	64%	65%	75%ef	63%	65%	71%	80%kr	77%r	74%	64%	74%	68%	84%kmpr	72%	70%	60%	64%
Mean		3.95	3.98b	3.76	3.87	3.98e	3.76	3.83	3.95	4.12kpr	4.13kpr	4.01	3.73	3.92	3.95	4.11kpr	3.93	3.81	3.54	3.79
Std Dev.		1.00	0.98	1.08	1.01	0.98	1.13	0.97	1.02	0.97	0.88	0.89	1.05	1.08	0.95	0.94	1.01	1.00	1.14	1.12
Std Error		0.02	0.03	0.04	0.06	0.03	0.06	0.06	0.07	0.10	0.08	0.10	0.11	0.11	0.11	0.08	0.10	0.11	0.18	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	35	16	7	1	9	3	23	11	14	11	2	3	5	25	8
	2%	2%	1%	*	7%abcf	6%	2%	7%abcf	2%	2%	1%	4%	18%	2%	7%hijm
Not very important (2)	130	71	34	12	11	3	105	14	55	44	23	6	3	99	8
	8%	9%b	5%	7%	9%	5%	8%	8%	7%	6%	12%	7%	11%	7%	8%
Neither important nor unimportant (3)	294	101	109	58	17	9	209	26	94	113	60	21	5	208	26
	17%	13%	17%	33%abdfg	15%	18%	15%	15%	13%	17%	31%him	25%him	21%	15%	24%him
Important (4)	684	257	295	62	46	20	551	66	276	307	64	33	3	583	37
	39%	34%	47%acf	35%	39%	42%	40%a	39%	37%	46%hj	33%	40%	13%	41%	34%
Very important (5)	581	308	180	42	36	14	488	51	313	195	44	20	9	508	29
	34%	41%bcg	29%	24%	30%	30%	35%bc	30%	42%ijkmn	29%	22%	24%	37%	36%ij	27%
Don't know	7	3	1	3	-	-	3	-	-	3	3	-	-	3	-
	*	*	*	1%	-	-	*	-	-	1%	1%h	-	-	*	-
NET Not at all important/ Not very important	165	86	42	12	20	5	128	25	69	54	26	9	7	123	16
	10%	11%b	7%	7%	17%bcf	11%	9%	15%b	9%	8%	13%	11%	29%	9%	15%
NET Important / Very important	1265	565	474	105	82	35	1039	117	588	502	108	53	13	1091	66
	73%	75%c	76%c	59%	69%	71%	75%c	70%	78%ijkn	75%ijn	55%	64%	50%	77%ijkn	61%
Mean	3.95	4.03cdg	3.97c	3.76	3.76	3.85	4.00cdg	3.78	4.09ijkn	3.95ijn	3.64	3.73	3.40	4.02ijkn	3.65
Std Dev.	1.00	1.05	0.89	0.91	1.19	1.09	0.98	1.16	1.00	0.93	1.00	1.03	1.54	0.97	1.17
Std Error	0.02	0.04	0.04	0.07	0.10	0.15	0.03	0.08	0.04	0.04	0.08	0.11	0.30	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**35**	*	34	1	9	23	3	34	1	-	-	35	-
		2%	*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	-	-	*2%*	-
Not very important	(2)	**130**	11	119	*	38	86	6	125	5	-	-	130	-
		8%	*6%*	*8%*	*	*6%*	*8%*	*6%*	*7%*	*13%*	-	-	*8%*	-
Neither important nor unimportant	(3)	**294**	19	273	2	85	196	13	290	2	2	*	294	-
		17%	*11%*	*18%*	*9%*	*14%*	*19%*	*14%*	*17%*	*6%*	*32%*	*100%*	*17%*	-
Important	(4)	**684**	76	602	6	242	400	41	661	22	*	-	684	-
		39%	*42%*	*39%*	*29%*	*40%*	*39%*	*43%*	*39%*	*57%*	*4%*	-	*39%*	-
Very important	(5)	**581**	75	496	10	226	322	33	573	8	1	-	581	-
		34%	*41%*	*32%*	*54%*	*37%*	*31%*	*35%*	*34%*	*19%*	*13%*	-	*34%*	-
Don't know		**7**	1	6	1	5	2	-	4	-	3	-	7	-
		*	*	*	*3%*	*1%*	*	-	*	-	*51%*	-	*	-
NET Not at all important/ Not very important		**165**	12	153	1	48	109	9	159	6	-	-	165	-
		10%	*6%*	*10%*	*5%*	*8%*	*11%*	*9%*	*9%*	*17%*	-	-	*10%*	-
NET Important / Very important		**1265**	152	1097	16	468	722	75	1234	30	1	-	1265	-
		73%	**83%b**	*72%*	*83%*	**77%e**	*70%*	*77%*	*73%*	*77%*	*17%*	-	*73%*	-
Mean		**3.95**	**4.18b**	3.92	4.31	**4.06e**	3.89	3.99	3.96	3.76	3.61	3.00	3.95	-
Std Dev.		**1.00**	0.86	1.01	1.02	0.95	1.01	1.01	0.99	1.04	1.09	-	1.00	-
Std Error		**0.02**	0.07	0.03	0.21	0.04	0.03	0.10	0.02	0.18	0.45	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**35**	10	16	3	7	*	3	7	4	3	9	1	*	2	*	2	5
		2%	*2%*	**4%c**	*1%*	*2%*	*	*2%*	*4%*	*3%*	*2%*	**6%eln**	*	*	*1%*	*	*1%*	*3%*
Not very important	(2)	**130**	31	37	38	24	15	11	5	11	13	13	10	20	9	4	12	9
		8%	*7%*	*9%*	*9%*	*5%*	*10%*	*9%*	*3%*	*7%*	*11%*	*9%*	*7%*	**14%gn**	*5%*	*3%*	*7%*	*5%*
Neither important nor unimportant	(3)	**294**	83	63	80	69	31	26	26	32	10	22	25	25	30	21	25	23
		17%	*20%*	*15%*	*18%*	*15%*	**21%l**	**20%l**	*18%*	**21%l**	*8%*	*15%*	*18%*	*18%*	*19%*	*16%*	*16%*	*14%*
Important	(4)	**684**	159	181	172	172	55	53	51	54	62	65	49	54	69	47	67	57
		39%	*38%*	*42%*	*39%*	*39%*	*37%*	*41%*	*35%*	*36%*	*50%*	*44%*	*36%*	*38%*	*43%*	*37%*	*43%*	*36%*
Very important	(5)	**581**	139	126	143	173	46	34	58	48	38	40	52	42	49	56	51	66
		34%	*33%*	*30%*	*33%*	**39%b**	*31%*	*27%*	*40%*	*32%*	*30%*	*27%*	*38%*	*30%*	*31%*	**44%fj**	*33%*	**41%fj**
Don't know		**7**	2	3	1	*	2	-	-	3	-	-	1	*	-	-	*	-
		*******	*1%*	*1%*	***	***	*1%*	*-*	*-*	*2%*	*-*	*-*	*1%*	***	*-*	*-*	***	*-*
NET Not at all important/ Not very important		**165**	40	53	41	31	15	14	11	15	16	22	11	20	11	4	13	14
		10%	*10%*	**12%d**	*9%*	*7%*	*10%*	*11%*	*8%*	*10%*	**13%n**	**15%n**	*8%*	**14%n**	*7%*	*3%*	*8%*	*9%*
NET Important / Very important		**1265**	298	307	315	345	101	87	109	102	100	105	101	96	118	103	118	124
		73%	*70%*	*72%*	*72%*	*77%*	*68%*	*68%*	*75%*	*67%*	*80%*	*71%*	*74%*	*68%*	*74%*	**81%h**	*76%*	*77%*
Mean		**3.95**	3.92	3.86	3.95	**4.08b**	3.90	3.82	4.02	3.88	3.95	3.77	4.04	3.84	3.98	**4.21efhjl**	3.99	4.06
Std Dev.		**1.00**	1.01	1.06	0.96	0.95	0.96	1.01	1.05	1.03	0.99	1.13	0.95	1.01	0.91	0.83	0.94	1.04
Std Error		**0.02**	0.05	0.05	0.05	0.05	0.08	0.09	0.09	0.08	0.09	0.10	0.08	0.09	0.07	0.07	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**16**	-	16	12	4	-	9	-	-	3	1	4	9	-	7	4	16	*	12
	1%	-	*1%*	*1%*	*	-	**3%eg**	-	-	*1%*	*	**3%eg**	**2%m**	-	**1%m**	**2%m**	*1%*	*	*1%*
Not very important (2)	**62**	-	62	32	29	12	7	10	8	12	6	7	18	19	25	12	58	4	58
	4%	-	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*5%*	*3%*	*3%*	*5%*	*5%*	*4%*	*2%*	*3%*
Neither important nor unimportant (3)	**238**	-	238	122	113	27	29	42	19	57	25	39	56	62	120	64	216	20	239
	14%	-	*14%*	*14%*	*13%*	*9%*	*11%*	*11%*	*9%*	**20%efgh**	*18%*	**29%efgh**	*10%*	*10%*	**22%lm**	**23%lm**	*14%*	*10%*	*14%*
Important (4)	**689**	-	689	332	356	102	88	149	95	119	70	66	189	243	256	136	610	79	691
	40%	-	*40%*	*38%*	*42%*	*33%*	*34%*	*37%*	*44%*	*43%*	**51%ef**	**50%ef**	*33%*	*40%*	**47%l**	**50%lm**	*40%*	*38%*	*41%*
Very important (5)	**714**	-	714	372	341	165	123	196	89	87	37	17	288	285	141	54	611	99	691
	41%	-	*41%*	*42%*	*40%*	**53%ijk**	**48%ijk**	**49%ijk**	**42%k**	**31%k**	**27%k**	*13%*	**51%no**	**46%no**	*26%*	*20%*	*40%*	*49%*	*41%*
Don't know	**12**	-	12	7	5	4	3	2	3	-	-	-	8	4	-	-	10	2	11
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	-	-	**1%n**	*1%*	-	-	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**78**	-	78	44	34	12	15	10	8	16	6	11	27	19	32	17	73	5	70
	5%	-	*5%*	*5%*	*4%*	*4%*	*6%*	*3%*	*4%*	*6%*	*4%*	**8%g**	*5%*	*3%*	*6%*	*6%*	*5%*	*2%*	*4%*
NET Important / Very important	**1403**	-	1403	704	698	266	211	345	184	206	107	83	477	529	397	191	1221	178	1382
	81%	-	*81%*	*80%*	*82%*	**86%ik**	**82%k**	**86%ik**	**86%ik**	*74%*	*78%*	*63%*	**84%no**	**86%no**	*72%*	*70%*	*80%*	*87%*	*81%*
Mean	**4.18**	-	4.18	4.17	4.19	**4.38ijk**	**4.22ik**	**4.33ijk**	**4.25ijk**	**3.99k**	**4.00k**	3.65	**4.30no**	**4.31no**	3.91	3.83	4.15	**4.34p**	4.18
Std Dev.	**0.87**	-	0.87	0.90	0.83	0.80	0.98	0.77	0.78	0.89	0.81	0.87	0.89	0.77	0.88	0.86	0.88	0.76	0.85
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.05	0.06	0.08	0.04	0.03	0.04	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base		**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base		**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important	(1)	**16**	7	6	2	*	14	2	11	5	*	1	4	4	6	9	*	15
		1%	*2%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important	(2)	**62**	25	19	6	11	45	17	41	21	13	5	10	19	13	34	13	47
		4%	*5%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	**8%kn**	*2%*	*2%*	*5%*	*3%*	*3%*	**8%p**	*3%*
Neither important nor unimportant	(3)	**238**	59	71	54	55	129	109	134	101	20	29	68	54	53	152	20	209
		14%	*13%*	*12%*	*15%*	*17%*	*12%*	*16%*	*11%*	**20%g**	*12%*	*14%*	*16%*	*13%*	*13%*	*14%*	*12%*	*14%*
Important	(4)	**689**	159	282	124	124	441	248	452	230	75	88	170	173	143	431	75	584
		40%	*34%*	**47%ac**	*36%*	*39%*	*41%*	*37%*	*38%*	*44%*	*45%*	*41%*	*40%*	*41%*	*35%*	*41%*	*45%*	*39%*
Very important	(5)	**714**	214	213	158	130	427	288	542	159	57	90	170	170	185	430	57	625
		41%	**46%b**	*36%*	**45%b**	*41%*	*40%*	*43%*	**46%h**	*31%*	*34%*	*42%*	*40%*	*40%*	**46%i**	*41%*	*34%*	*42%*
Don't know		**12**	4	5	3	1	9	3	10	3	2	1	3	1	4	4	2	8
		1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important		**78**	33	25	8	11	58	20	52	25	13	6	14	24	19	43	13	62
		5%	**7%c**	*4%*	*2%*	*4%*	*5%*	*3%*	*4%*	*5%*	*8%*	*3%*	*3%*	*6%*	*5%*	*4%*	*8%*	*4%*
NET Important / Very important		**1403**	373	494	282	254	867	536	994	388	132	177	340	344	328	861	132	1209
		81%	*80%*	*83%*	*81%*	*79%*	*82%*	*80%*	**84%h**	*75%*	*79%*	*83%*	*80%*	*81%*	*81%*	*81%*	*79%*	*81%*
Mean		**4.18**	4.18	4.14	4.25	4.16	4.16	4.21	**4.25h**	4.00	4.06	4.23	4.17	4.15	4.22	4.17	4.06	4.19
Std Dev.		**0.87**	0.96	0.83	0.83	0.84	0.89	0.83	0.86	0.87	0.90	0.80	0.85	0.89	0.90	0.85	0.90	0.86
Std Error		**0.02**	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	16	13	3	-	14	1	1	-	*	1	2	1	1	1	6	-	2	1	1
		1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	2%	-	1%	3%	1%
Not very important	(2)	62	57	5	1	49	7	4	2	3	2	5	5	7	5	6	9	9	*	7
		4%	4%	2%	1%	3%	5%	5%	4%	4%	1%	4%	4%	4%	4%	2%	4%	6%l	*	5%l
Neither important nor unimportant	(3)	238	197	41	9	202	22	10	5	9	22	23	22	23	17	38	26	23	4	18
		14%	13%	18%	10%	14%	15%	12%	10%	12%	10%	18%	17%	14%	15%	13%	12%	16%	24%	14%
Important	(4)	689	594	95	31	573	64	31	21	23	71	48	69	64	48	91	99	61	8	56
		40%	40%	41%	37%	39%	45%	37%	45%	30%	34%	37%	54%hijn	39%	42%	32%	46%h	44%	44%	45%hn
Very important	(5)	714	628	86	42	611	48	37	19	40	108	52	32	69	44	137	82	46	5	43
		41%	42%	37%	50%	42%	34%	45%	41%	52%kpr	52%kpr	40%k	25%	42%k	38%	49%kpr	38%	33%	28%	34%
Don't know		12	10	2	2	11	1	*	*	1	5	-	1	-	-	5	-	-	-	1
		1%	1%	1%	2%	1%	1%	*	1%	1%	2%	-	1%	-	-	2%	-	-	-	1%
NET Not at all important/ Not very important		78	70	8	1	63	8	5	2	4	3	6	5	8	6	11	9	11	1	7
		5%	5%	4%	1%	4%	6%	6%	4%	5%	1%	5%	4%	5%	5%	4%	4%	8%l	4%	6%
NET Important / Very important		1403	1222	181	74	1184	112	67	40	63	179	100	101	132	93	228	181	107	12	100
		81%	82%	78%	87%	81%	79%	82%	86%	82%	86%	77%	78%	81%	80%	81%	84%	76%	72%	79%
Mean		4.18	4.19	4.11	4.39b	4.19	4.06	4.20	4.23	4.31kp	4.39jkmpr	4.11	3.99	4.17	4.13	4.26k	4.18	4.00	3.93	4.08
Std Dev.		0.87	0.87	0.87	0.70	0.87	0.87	0.90	0.80	0.89	0.76	0.92	0.79	0.88	0.88	0.91	0.80	0.93	0.94	0.86
Std Error		0.02	0.03	0.04	0.04	0.03	0.05	0.05	0.05	0.09	0.07	0.10	0.09	0.09	0.11	0.08	0.08	0.10	0.15	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 176

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1702**	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	**945**	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	**16**	9	1	2	4	-	10	4	4	5	3	3	-	9	3
	1%	*1%*	*	*1%*	**3%bf**	-	*1%*	**2%b**	*1%*	*1%*	*2%*	**4%hm**	-	*1%*	*3%*
Not very important (2)	**62**	30	19	6	6	1	49	7	25	23	9	5	-	48	5
	4%	*4%*	*3%*	*3%*	*5%*	*1%*	*4%*	*4%*	*3%*	*3%*	*5%*	*6%*	-	*3%*	*4%*
Neither important nor unimportant (3)	**238**	83	76	55	21	4	158	25	69	88	60	15	6	157	21
	14%	*11%*	*12%*	**31%abdfg**	*17%*	*8%*	*11%*	*15%*	*9%*	*13%*	**31%him**	**19%h**	*22%*	*11%*	**19%hm**
Important (4)	**689**	282	274	56	55	17	556	72	270	310	69	30	10	580	40
	40%	*37%*	**44%c**	*32%*	**46%c**	*36%*	*40%*	*43%*	*36%*	**46%hj**	*35%*	*36%*	*39%*	*41%*	*37%*
Very important (5)	**714**	346	253	57	33	25	599	58	382	242	51	29	10	624	39
	41%	**46%cdg**	**40%d**	*32%*	*28%*	*51%*	**43%cd**	*34%*	**51%ljkmn**	*36%*	*26%*	*35%*	*39%*	**44%jl**	*36%*
Don't know	**12**	4	3	2	*	2	7	2	2	5	4	-	-	7	-
	1%	*1%*	*	*1%*	*	*4%*	*1%*	*1%*	*	*1%*	**2%h**	-	-	*1%*	-
NET Not at all important/ Not very important	**78**	39	20	8	10	1	59	11	29	29	12	8	-	58	8
	5%	*5%*	*3%*	*4%*	**9%b**	*1%*	*4%*	*7%*	*4%*	*4%*	*6%*	*10%*	-	*4%*	*7%*
NET Important / Very important	**1403**	628	527	113	88	42	1155	130	652	551	120	59	20	1203	79
	81%	**83%cd**	**84%cd**	*64%*	*74%*	*87%*	**84%cd**	**78%c**	**87%ljkn**	**82%lj**	*61%*	*72%*	*78%*	**84%jkn**	*73%*
Mean	**4.18**	**4.23cdg**	**4.22cd**	3.92	3.90	4.41	**4.23cdg**	4.04	**4.34ljkn**	**4.14lj**	3.81	3.94	4.17	**4.24ljkn**	3.99
Std Dev.	**0.87**	0.89	0.79	0.93	0.98	0.71	0.84	0.94	0.82	0.83	0.94	1.06	0.78	0.83	1.00
Std Error	**0.02**	0.03	0.03	0.07	0.08	0.10	0.02	0.07	0.03	0.03	0.07	0.12	0.15	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**16**	2	14	1	4	12	*	13	3	-	-	16	-
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*9%*	-	-	*1%*	-
Not very important	(2)	**62**	6	56	*	14	45	3	62	*	-	-	62	-
		4%	*3%*	*4%*	*	*2%*	*4%*	*3%*	*4%*	*	-	-	*4%*	-
Neither important nor unimportant	(3)	**238**	17	221	*	71	158	10	236	2	-	-	238	-
		14%	*10%*	*14%*	*1%*	*12%*	*15%*	*10%*	*14%*	*6%*	-	-	*14%*	-
Important	(4)	**689**	60	621	8	214	435	39	669	19	1	*	689	-
		40%	*33%*	*41%*	*42%*	*35%*	**42%d**	*40%*	*40%*	*48%*	*11%*	*100%*	*40%*	-
Very important	(5)	**714**	96	608	10	294	376	44	700	12	2	-	714	-
		41%	**52%b**	*40%*	*54%*	**48%e**	*37%*	*46%*	*41%*	*32%*	*38%*	-	*41%*	-
Don't know		**12**	3	10	-	9	3	1	8	2	3	-	12	-
		1%	*1%*	*1%*	-	**1%e**	*	*1%*	*	*4%*	*51%*	-	*1%*	-
NET Not at all important/ Not very important		**78**	8	70	1	18	57	3	74	3	-	-	78	-
		5%	*4%*	*5%*	*3%*	*3%*	*6%*	*3%*	*4%*	*9%*	-	-	*5%*	-
NET Important / Very important		**1403**	156	1229	18	508	811	83	1369	31	3	*	1403	-
		81%	*85%*	*80%*	*96%*	*84%*	*79%*	*86%*	*81%*	*81%*	*49%*	*100%*	*81%*	-
Mean		**4.18**	**4.34b**	4.15	4.44	**4.31e**	4.09	4.29	4.18	3.99	4.78	4.00	4.18	-
Std Dev.		**0.87**	0.86	0.87	0.81	0.82	0.89	0.80	0.86	1.13	0.52	-	0.87	-
Std Error		**0.02**	0.07	0.02	0.16	0.03	0.03	0.08	0.02	0.20	0.21	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**16**	2	5	7	2	-	1	2	2	-	3	1	3	3	-	-	2
		1%	*1%*	*1%*	*2%*	*	-	*	*1%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	-	-	*1%*
Not very important	(2)	**62**	12	18	15	17	4	5	3	12	3	3	4	9	3	1	6	10
		4%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	**8%n**	*3%*	*2%*	*3%*	*6%*	*2%*	*1%*	*4%*	*6%*
Neither important nor unimportant	(3)	**238**	69	51	70	48	19	23	28	18	9	23	24	22	23	11	21	16
		14%	*16%*	*12%*	*16%*	*11%*	*12%*	*18%*	**19%i**	*12%*	*8%*	*15%*	*18%*	*16%*	*15%*	*9%*	*14%*	*10%*
Important	(4)	**689**	180	174	180	155	66	59	56	58	45	70	59	57	65	45	67	43
		40%	*43%*	*41%*	*41%*	*35%*	**44%p**	**46%p**	*38%*	*38%*	*36%*	**47%p**	**43%p**	*40%*	*41%*	*35%*	**43%p**	*27%*
Very important	(5)	**714**	157	173	164	220	58	41	58	59	67	48	48	50	65	70	62	88
		41%	*37%*	*41%*	*37%*	**50%abc**	*39%*	*32%*	*40%*	*39%*	**53%fjkl**	*32%*	*35%*	*35%*	*41%*	**55%efhjkl**	*40%*	**55%efghjklo**
Don't know		**12**	2	6	2	3	2	-	-	3	*	2	1	1	-	1	*	2
		1%	*1%*	*1%*	*	*1%*	*1%*	-	-	*2%*	*	*2%*	*1%*	*1%*	-	*1%*	*	*1%*
NET Not at all important/ Not very important		**78**	14	23	22	19	4	5	4	14	3	6	5	12	6	1	6	12
		5%	*3%*	*5%*	*5%*	*4%*	*3%*	*4%*	*3%*	**9%n**	*3%*	*4%*	*3%*	**8%n**	*4%*	*1%*	*4%*	*7%*
NET Important / Very important		**1403**	337	347	344	375	124	99	114	117	112	118	107	107	130	115	128	132
		81%	*80%*	*81%*	*79%*	*84%*	*83%*	*78%*	*78%*	*77%*	**90%hl**	*79%*	*78%*	*76%*	*82%*	**90%fghl**	*82%*	*82%*
Mean		**4.18**	4.14	4.17	4.10	**4.30ac**	4.21	4.05	4.13	4.07	**4.40fghjkl**	4.07	4.10	4.01	4.18	**4.45efghjklmo**	4.18	4.30
Std Dev.		**0.87**	0.83	0.89	0.90	0.84	0.78	0.83	0.87	0.99	0.75	0.85	0.84	0.98	0.87	0.70	0.81	0.96
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.07	0.07	0.08	0.07	0.07	0.07	0.09	0.07	0.06	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**16**	-	16	13	3	-	7	1	3	2	1	2	7	4	5	3	15	*	11
	1%	-	*1%*	*1%*	*	-	**3%eg**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**42**	-	42	25	17	12	6	8	1	3	5	7	18	9	16	13	29	14	44
	2%	-	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*	*1%*	*4%*	**6%hl**	*3%*	*1%*	*3%*	**5%m**	*2%*	**7%p**	*3%*
Neither important nor unimportant (3)	**168**	-	168	100	67	39	28	30	13	35	14	9	66	43	59	24	153	13	166
	10%	-	*10%*	*11%*	*8%*	*12%*	*11%*	*8%*	*6%*	*13%*	*10%*	*7%*	**12%m**	*7%*	*11%*	*9%*	*10%*	*6%*	*10%*
Important (4)	**709**	-	709	358	350	115	103	142	99	121	61	69	218	241	251	131	640	68	742
	41%	-	*41%*	*41%*	*41%*	*37%*	*40%*	*36%*	*46%*	*43%*	*44%*	**52%eg**	*38%*	*39%*	*46%*	*48%*	*42%*	*33%*	*44%*
Very important (5)	**781**	-	781	371	408	139	113	213	99	116	56	45	252	312	217	101	670	107	728
	45%	-	*45%*	*42%*	*48%*	*45%*	*44%*	**53%ijk**	*46%*	*42%*	*41%*	*34%*	*44%*	**51%no**	*39%*	*37%*	*44%*	*53%*	*43%*
Don't know	**15**	-	15	10	4	5	3	5	-	2	-	-	8	5	2	-	13	2	11
	1%	-	*1%*	*1%*	*	*2%*	*1%*	*1%*	-	*1%*	-	-	*1%*	*1%*	*	-	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**58**	-	58	38	20	12	13	9	4	5	6	9	24	13	21	16	44	14	55
	3%	-	*3%*	*4%*	*2%*	*4%*	*5%*	*2%*	*2%*	*2%*	*5%*	*7%*	*4%*	*2%*	*4%*	**6%m**	*3%*	**7%p**	*3%*
NET Important / Very important	**1490**	-	1490	729	759	254	215	355	198	236	118	114	469	553	468	232	1310	175	1470
	86%	-	*86%*	*83%*	**89%c**	*82%*	*83%*	*89%*	**92%ef**	*85%*	*85%*	*86%*	*83%*	**90%l**	*85%*	*85%*	*86%*	*86%*	*86%*
Mean	**4.28**	-	4.28	4.21	**4.35c**	4.25	4.21	**4.42efijk**	4.35	4.24	4.20	4.12	4.23	**4.39lno**	4.20	4.16	4.27	4.32	4.26
Std Dev.	**0.81**	-	0.81	0.87	0.74	0.82	0.92	0.74	0.73	0.78	0.84	0.86	0.87	0.74	0.82	0.85	0.80	0.89	0.79
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.06	0.04	0.05	0.04	0.07	0.08	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 177

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**16**	6	6	3	*	12	4	12	3	*	5	1	3	6	9	*	15
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**42**	14	16	9	4	30	13	26	16	3	9	9	9	10	27	3	38
	2%	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Neither important nor unimportant (3)	**168**	36	58	33	42	93	75	123	44	19	24	48	31	33	104	19	140
	10%	*8%*	*10%*	*10%*	*13%*	*9%*	*11%*	*10%*	*8%*	*11%*	*11%*	*11%*	*7%*	*8%*	*10%*	*11%*	*9%*
Important (4)	**709**	181	243	149	136	424	285	447	254	73	88	168	185	155	441	73	606
	41%	*39%*	*41%*	*43%*	*43%*	*40%*	*43%*	*38%*	**49%g**	*44%*	*41%*	*40%*	*44%*	*38%*	*42%*	*44%*	*41%*
Very important (5)	**781**	225	268	151	137	493	288	572	196	70	86	198	194	193	478	70	680
	45%	*48%*	*45%*	*43%*	*43%*	*46%*	*43%*	**48%h**	*38%*	*42%*	*41%*	*47%*	*46%*	*48%*	*45%*	*42%*	*46%*
Don't know	**15**	7	5	2	1	12	3	10	4	2	-	-	2	7	2	2	9
	1%	*2%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	-	-	*	**2%kn**	*	*1%*	*1%*
NET Not at all important/ Not very important	**58**	20	22	12	4	41	17	38	19	4	14	10	12	16	36	4	53
	3%	*4%*	*4%*	*4%*	*1%*	*4%*	*3%*	*3%*	*4%*	*2%*	*6%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*
NET Important / Very important	**1490**	406	511	300	273	917	573	1019	450	143	174	367	378	348	919	143	1286
	86%	*87%*	*86%*	*86%*	*85%*	*86%*	*86%*	*86%*	*87%*	*85%*	*82%*	*86%*	**89%j**	*86%*	*87%*	*85%*	*86%*
Mean	**4.28**	4.31	4.27	4.26	4.27	4.29	4.26	4.31	4.21	4.26	4.14	4.30	**4.32j**	4.31	4.28	4.26	4.28
Std Dev.	**0.81**	0.84	0.82	0.81	0.74	0.83	0.78	0.82	0.78	0.76	0.94	0.78	0.76	0.84	0.81	0.76	0.82
Std Error	**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.07	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	16	14	2	-	14	1	1	1	1	2	-	1	-	1	9	-	-	-	1
		1%	1%	1%	-	1%	*	1%	1%	2%	1%	-	1%	-	1%	3%	-	-	-	1%
Not very important	(2)	42	38	5	1	32	8	1	2	1	6	-	2	4	-	11	7	2	1	7
		2%	3%	2%	2%	2%	5%d	2%	3%	1%	3%	-	1%	2%	-	4%	3%	2%	7%	5%jm
Neither important nor unimportant	(3)	168	142	27	6	142	13	10	3	4	22	14	17	26	11	20	14	16	1	12
		10%	9%	11%	8%	10%	9%	12%	6%	5%	10%	11%	13%	16%h	10%	7%	6%	11%	6%	10%
Important	(4)	709	601	109	33	595	57	35	23	31	77	45	61	57	41	113	94	76	10	48
		41%	40%	47%	39%	41%	40%	42%	49%	41%	37%	34%	48%	35%	36%	40%	43%	54%djlmr	56%	38%
Very important	(5)	781	694	87	40	663	63	36	19	39	99	69	47	77	61	124	102	46	5	58
		45%	46%b	37%	47%	45%	44%	44%	40%	51%p	47%	53%kp	36%	47%	53%p	44%	47%	33%	31%	46%
Don't know		15	11	4	4	14	1	-	*	1	2	2	2	-	1	6	-	-	-	1
		1%	1%	2%	4%a	1%	1%	-	*	1%	1%	1%	1%	-	1%	2%	-	-	-	1%
NET Not at all important/ Not very important		58	52	6	1	46	8	2	2	2	9	-	2	4	1	19	7	2	1	7
		3%	3%	3%	2%	3%	6%	2%	5%	3%	4%	-	2%	2%	1%	7%j	3%	2%	7%	6%
NET Important / Very important		1490	1295	195	74	1258	120	70	41	70	175	113	108	134	103	237	195	122	15	105
		86%	86%	84%	87%	86%	84%	86%	89%	92%	84%	88%	84%	82%	89%	84%	91%	87%	88%	84%
Mean		4.28	4.29	4.20	4.38	4.29	4.23	4.26	4.23	4.40	4.28	4.43kp	4.19	4.27	4.41	4.21	4.35	4.19	4.13	4.24
Std Dev.		0.81	0.81	0.78	0.70	0.81	0.87	0.79	0.83	0.78	0.86	0.69	0.76	0.81	0.74	0.96	0.74	0.69	0.81	0.87
Std Error		0.02	0.02	0.03	0.04	0.03	0.05	0.05	0.06	0.08	0.08	0.08	0.08	0.08	0.09	0.09	0.07	0.07	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	16	12	1	-	3	-	13	3	4	7	4	-	-	12	-
	1%	2%	*	-	2%b	-	1%	2%	1%	1%	2%	-	-	1%	-
Not very important (2)	42	13	17	4	1	7	30	8	10	16	8	7	*	27	7
	2%	2%	3%	2%	1%	15%	2%	5%a	1%	2%	4%	8%him	1%	2%	7%hm
Neither important nor unimportant (3)	168	60	49	39	21	*	109	21	53	54	47	14	1	106	15
	10%	8%	8%	22%abf	17%abf	1%	8%	13%	7%	8%	24%him	17%him	5%	7%	14%h
Important (4)	709	257	304	69	59	20	561	79	268	327	78	26	12	595	37
	41%	34%	49%af	39%	49%a	41%	41%a	47%a	36%	49%hkmn	39%	31%	46%	42%h	34%
Very important (5)	781	408	253	62	35	20	661	54	411	269	54	34	12	680	47
	45%	54%bcdfg	40%	35%	29%	40%	48%bcdg	32%	55%ljm	40%j	28%	41%	49%	48%ij	43%j
Don't know	15	5	2	4	1	2	7	3	5	1	6	2	-	6	2
	1%	1%	*	2%bf	1%	4%	1%	2%	1%	*	3%lm	2%l	-	*	2%l
NET Not at all important/ Not very important	58	25	18	4	4	7	43	11	15	23	13	7	*	38	7
	3%	3%	3%	2%	3%	15%	3%	7%	2%	3%	6%hm	8%hm	1%	3%	7%h
NET Important / Very important	1490	665	557	131	93	40	1222	133	679	595	132	60	24	1274	84
	86%	88%cdg	89%cdg	74%	78%	81%	89%cdg	79%	90%jkn	88%jkn	67%	72%	94%	89%jkn	77%
Mean	4.28	4.38cdg	4.27cdg	4.09	4.03	4.10	4.33cdg	4.05	4.43ijkmn	4.24j	3.88	4.08	4.43	4.34ijk	4.16
Std Dev.	0.81	0.83	0.73	0.81	0.85	1.02	0.79	0.90	0.74	0.78	0.95	0.97	0.63	0.76	0.91
Std Error	0.02	0.03	0.03	0.06	0.07	0.14	0.02	0.06	0.03	0.03	0.07	0.11	0.12	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**16**	1	14	1	7	8	*	10	3	3	-	16	-
		1%	*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*9%*	*51%*	-	*1%*	-
Not very important	(2)	**42**	*	42	-	8	29	6	42	*	-	-	42	-
		2%	*	*3%*	-	*1%*	*3%*	**6%d**	*3%*	*	-	-	*2%*	-
Neither important nor unimportant	(3)	**168**	9	158	2	44	116	9	167	1	-	-	168	-
		10%	*5%*	*10%*	*9%*	*7%*	*11%*	*9%*	*10%*	*3%*	-	-	*10%*	-
Important	(4)	**709**	75	628	7	226	431	53	688	21	*	*	709	-
		41%	*41%*	*41%*	*34%*	*37%*	*42%*	**54%d**	*41%*	*55%*	*3%*	*100%*	*41%*	-
Very important	(5)	**781**	94	676	10	310	442	29	768	10	3	-	781	-
		45%	*51%*	*44%*	*54%*	**51%ef**	*43%*	*30%*	*46%*	*26%*	*46%*	-	*45%*	-
Don't know		**15**	4	10	-	10	4	1	12	3	-	-	15	-
		1%	*2%*	*1%*	-	**2%e**	*	*1%*	*1%*	*7%*	-	-	*1%*	-
NET Not at all important/ Not very important		**58**	1	57	1	15	37	6	52	4	3	-	58	-
		3%	*1%*	*4%*	*3%*	*2%*	*4%*	*6%*	*3%*	*9%*	*51%*	-	*3%*	-
NET Important / Very important		**1490**	169	1304	17	536	872	81	1456	31	3	*	1490	-
		86%	*92%*	*85%*	*88%*	*89%*	*85%*	*84%*	*86%*	*81%*	*49%*	*100%*	*86%*	-
Mean		**4.28**	**4.46b**	4.26	4.37	**4.39ef**	4.24	4.07	4.29	3.96	2.92	4.00	4.28	-
Std Dev.		**0.81**	0.64	0.82	0.89	0.78	0.82	0.82	0.79	1.10	2.18	-	0.81	-
Std Error		**0.02**	0.05	0.02	0.18	0.03	0.03	0.08	0.02	0.20	0.82	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**16**	4	7	5	1	-	1	3	3	-	4	-	3	2	-	-	1
		1%	*1%*	*2%*	*1%*	*	-	*1%*	*2%*	*2%*	-	*2%*	-	*2%*	*1%*	-	-	*
Not very important	(2)	**42**	11	9	14	9	7	*	3	6	*	3	5	6	3	1	2	5
		2%	*3%*	*2%*	*3%*	*2%*	*5%*	*	*2%*	*4%*	*	*2%*	*4%*	*4%*	*2%*	*1%*	*1%*	*3%*
Neither important nor unimportant	(3)	**168**	36	54	45	33	18	12	6	25	5	25	14	21	11	7	13	13
		10%	*8%*	*13%*	*10%*	*7%*	*12%*	*10%*	*4%*	**16%gjn**	*4%*	**17%gjn**	*10%*	**15%gj**	*7%*	*6%*	*8%*	*8%*
Important	(4)	**709**	194	160	181	174	67	61	67	54	52	53	61	56	64	44	70	61
		41%	*46%*	*37%*	*41%*	*39%*	*45%*	*48%*	*46%*	*36%*	*41%*	*36%*	*45%*	*40%*	*40%*	*34%*	*45%*	*38%*
Very important	(5)	**781**	173	197	186	224	55	54	64	65	68	64	56	53	78	75	71	78
		45%	*41%*	*46%*	*43%*	**50%a**	*37%*	*42%*	*44%*	*42%*	**54%ei**	*43%*	*41%*	*37%*	*49%*	**58%efhki**	*46%*	*48%*
Don't know		**15**	5	-	5	4	2	-	3	-	-	-	1	3	2	1	*	3
		1%	*1%*	-	*1%*	*1%*	*1%*	-	*2%*	-	-	-	*1%*	*2%*	*1%*	*1%*	*	*2%*
NET Not at all important/ Not very important		**58**	14	16	19	9	7	1	6	9	*	6	5	9	5	1	2	6
		3%	*3%*	*4%*	*4%*	*2%*	*5%*	*1%*	*4%*	*6%*	*	*4%*	*4%*	*6%*	*3%*	*1%*	*1%*	*4%*
NET Important / Very important		**1490**	368	357	368	398	122	114	131	119	120	118	117	109	142	119	141	138
		86%	*87%*	*84%*	*84%*	*89%*	*82%*	**90%hl**	**90%hl**	*78%*	**96%ehjklp**	*79%*	*86%*	*77%*	**89%l**	**93%hjl**	**90%hjl**	*86%*
Mean		**4.28**	4.25	4.24	4.23	**4.39abc**	4.16	4.31	4.30	4.12	**4.50ehjkl**	4.16	4.23	4.08	4.36	**4.51ehjkl**	**4.35l**	4.33
Std Dev.		**0.81**	0.78	0.87	0.84	0.73	0.81	0.69	0.82	0.96	0.59	0.93	0.78	0.95	0.78	0.66	0.69	0.80
Std Error		**0.02**	0.04	0.04	0.04	0.03	0.07	0.06	0.07	0.08	0.05	0.08	0.07	0.08	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**11**	-	11	6	5	5	1	-	3	-	2	1	6	3	2	2	9	3	8
	1%	-	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*
Not very important (2)	**9**	-	9	8	1	6	2	1	-	-	1	*	7	1	1	1	7	2	12
	1%	-	*1%*	*1%*	*	*2%*	*1%*	*	-	-	*	*	*1%*	*	*	*	*	*1%*	*1%*
Neither important nor unimportant (3)	**103**	-	103	66	36	30	26	26	6	9	1	4	56	33	14	5	88	14	86
	6%	-	*6%*	*8%d*	*4%*	*10%hij*	*10%hij*	*7%*	*3%*	*3%*	*1%*	*3%*	*10%mno*	*5%*	*3%*	*2%*	*6%*	*7%*	*5%*
Important (4)	**511**	-	511	265	246	75	76	135	54	88	31	51	152	189	170	81	446	63	481
	29%	-	*29%*	*30%*	*29%*	*24%*	*29%*	*34%e*	*25%*	*32%*	*22%*	*38%ej*	*27%*	*31%*	*31%*	*30%*	*29%*	*31%*	*28%*
Very important (5)	**1090**	-	1090	530	558	190	151	235	151	181	105	77	341	387	363	182	965	123	1104
	63%	-	*63%*	*60%*	*66%*	*61%*	*58%*	*59%*	*71%g*	*65%*	*76%efgk*	*58%*	*60%*	*63%*	*66%*	*67%*	*63%*	*60%*	*65%*
Don't know	**6**	-	6	2	5	3	2	1	-	-	-	-	5	1	-	-	6	-	11
	*	-	*	*	*1%*	*1%*	*1%*	*	-	-	-	-	*1%*	*	-	-	*	-	*1%*
NET Not at all important/ Not very important	**20**	-	20	15	6	10	3	1	3	-	2	1	13	4	3	3	15	5	20
	1%	-	*1%*	*2%*	*1%*	*3%gj*	*1%*	*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Important / Very important	**1601**	-	1601	795	804	265	228	371	205	269	136	128	493	576	532	263	1411	186	1585
	92%	-	*92%*	*91%*	*95%c*	*86%*	*88%*	*93%e*	*96%ef*	*97%ef*	*98%ef*	*96%e*	*87%*	*94%l*	*97%l*	*97%l*	*93%*	*91%*	*93%*
Mean	**4.54**	-	4.54	4.49	4.60c	4.44	4.46	4.52	4.64e	4.62ef	4.71efg	4.53	4.45	4.56	4.62l	4.62l	4.55	4.47	4.57
Std Dev.	**0.69**	-	0.69	0.74	0.63	0.86	0.74	0.63	0.67	0.55	0.62	0.62	0.81	0.65	0.59	0.63	0.68	0.78	0.67
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.03	0.05	0.03	0.05	0.06	0.04	0.03	0.02	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	11	3	-	3	5	3	8	7	4	*	1	2	3	5	6	*	11
	1%	*1%*	-	*1%*	**2%b**	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	9	4	-	3	2	4	5	4	5	-	2	2	2	3	5	-	9
	1%	*1%*	-	*1%*	*1%*	*	*1%*	*	*1%*	-	*1%*	*	*	*1%*	*	-	*1%*
Neither important nor unimportant (3)	103	34	22	32	15	56	48	84	18	9	13	29	25	22	67	9	91
	6%	*7%*	*4%*	**9%b**	*5%*	*5%*	*7%*	**7%h**	*3%*	*6%*	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*6%*
Important (4)	511	120	197	106	87	317	194	364	142	44	59	130	128	121	317	44	444
	29%	*26%*	*33%*	*31%*	*27%*	*30%*	*29%*	*31%*	*27%*	*26%*	*28%*	*31%*	*30%*	*30%*	*30%*	*26%*	*30%*
Very important (5)	1090	307	373	202	208	680	410	726	347	114	136	261	265	252	662	114	930
	63%	*66%*	*63%*	*58%*	*65%*	*64%*	*61%*	*61%*	*67%*	*68%*	*64%*	*61%*	*63%*	*62%*	*62%*	*68%*	*62%*
Don't know	6	1	3	*	2	4	3	4	2	*	2	1	-	1	3	*	4
	*	*	*	*	*1%*	*	*	*	*	*	*1%*	*	-	*	*	*	*
NET Not at all important/ Not very important	20	7	-	6	8	7	14	12	9	*	2	4	4	9	11	*	19
	1%	**1%b**	-	**2%b**	**2%b**	*1%*	**2%e**	*1%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*
NET Important / Very important	1601	427	570	308	296	997	604	1090	489	157	195	390	394	374	979	157	1374
	92%	*91%*	**96%ac**	*89%*	*92%*	*94%*	*90%*	*92%*	*94%*	*94%*	*92%*	*92%*	*93%*	*92%*	*92%*	*94%*	*92%*
Mean	4.54	4.55	**4.59c**	4.44	4.54	4.57	4.49	4.52	4.60	4.62	4.56	4.52	4.54	4.52	4.54	4.62	4.53
Std Dev.	0.69	0.72	0.56	0.77	0.77	0.64	0.77	0.70	0.68	0.62	0.68	0.69	0.68	0.75	0.69	0.62	0.70
Std Error	0.02	0.03	0.02	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 178

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	11	10	1	-	11	1	-	-	*	-	2	2	-	-	7	-	-	-	1
		1%	1%	*	-	1%	*	-	-	1%	-	1%	1%	-	-	2%	-	-	-	1%
Not very important	(2)	9	7	2	*	8	*	1	*	1	-	1	-	2	-	2	-	2	-	*
		1%	*	1%	*	1%	*	1%	1%	2%	-	1%	-	1%	-	1%	-	1%	-	*
Neither important nor unimportant	(3)	103	89	14	3	92	6	4	1	3	17	13	4	5	4	27	8	10	*	6
		6%	6%	6%	3%	6%	4%	4%	2%	4%	8%	10%	3%	3%	4%	10%	4%	7%	2%	5%
Important	(4)	511	455	56	19	432	50	16	13	17	50	25	45	44	40	101	74	36	10	40
		29%	30%	24%	22%	30%f	35%f	20%	27%	22%	24%	19%	35%j	27%	35%j	36%hj	34%j	26%	57%	32%j
Very important	(5)	1090	933	157	61	913	86	60	32	54	138	89	76	112	72	146	134	92	7	79
		63%	62%	68%	72%	63%	60%	74%de	68%	70%n	67%n	69%n	59%	69%n	62%	52%	62%	66%	41%	63%
Don't know		6	4	2	2	5	*	1	*	1	2	-	2	-	-	-	-	-	-	*
		*	*	1%	3%a	*	*	1%	1%	1%	1%	-	1%	-	-	-	-	-	-	*
NET Not at all important/ Not very important		20	18	3	*	19	1	1	*	2	-	2	2	2	-	8	-	2	-	1
		1%	1%	1%	*	1%	*	1%	1%	2%lo	-	2%	1%	1%	-	3%	-	1%	-	1%
NET Important / Very important		1601	1388	213	80	1344	136	77	45	71	188	114	121	156	112	246	208	128	17	119
		92%	93%	92%	94%	92%	95%	93%	96%	92%	91%	88%	94%	95%	96%	87%	96%jn	91%	98%	95%
Mean		4.54	4.53	4.60	4.71	4.53	4.55	4.69d	4.64	4.61n	4.59n	4.53	4.53	4.62n	4.58n	4.34	4.58n	4.56	4.39	4.57n
Std Dev.		0.69	0.69	0.68	0.53	0.70	0.63	0.59	0.59	0.72	0.64	0.80	0.70	0.63	0.56	0.86	0.56	0.69	0.54	0.63
Std Error		0.02	0.02	0.03	0.03	0.02	0.03	0.04	0.04	0.07	0.06	0.09	0.08	0.06	0.07	0.08	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 178

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	11	6	-	1	2	2	6	4	*	6	2	3	-	6	3
	1%	*1%*	-	*1%*	**1%b**	*4%*	*	**2%bf**	*	*1%*	*1%*	**3%hm**	-	*	**2%hm**
Not very important (2)	9	2	3	*	1	2	5	3	-	2	5	2	-	2	2
	1%	*	*1%*	*	*1%*	*4%*	*	**2%f**	-	*	**3%him**	**2%hm**	-	*	**2%hm**
Neither important nor unimportant (3)	103	20	27	40	11	5	47	17	19	32	37	14	1	51	15
	6%	*3%*	*4%*	**22%abdfg**	**9%af**	*11%*	*3%*	**10%abf**	*3%*	*5%*	**19%him**	**17%him**	*2%*	*4%*	**14%him**
Important (4)	511	188	220	50	40	13	408	53	164	252	63	25	7	416	32
	29%	*25%*	**35%a**	*28%*	*33%*	*26%*	*30%*	*31%*	*22%*	**37%hm**	**32%h**	*30%*	*26%*	**29%h**	*29%*
Very important (5)	1090	538	373	84	65	27	911	91	568	378	87	39	17	946	57
	63%	**71%bcdg**	**60%c**	*47%*	*54%*	*54%*	**66%bcdg**	*54%*	**76%ijkmn**	**56%j**	*44%*	*47%*	*69%*	**66%ijkn**	*52%*
Don't know	6	1	2	3	*	-	3	*	-	2	3	-	1	2	1
	*	*	*	**2%f**	*	-	*	*	-	*	**1%h**	-	*3%*	*	*1%*
NET Not at all important/ Not very important	20	9	3	1	3	4	12	7	*	8	7	5	-	9	5
	1%	*1%*	*1%*	*1%*	*3%*	*8%*	*1%*	**4%abf**	*	**1%h**	**4%hm**	**5%him**	-	*1%*	**4%hm**
NET Important / Very important	1601	725	594	134	104	39	1319	144	732	630	150	64	24	1363	88
	92%	**96%cdg**	**95%cdg**	*75%*	**88%c**	*81%*	**96%cdg**	*86%*	**97%ijkn**	**94%ijkn**	*76%*	*77%*	*95%*	**96%jkn**	*82%*
Mean	4.54	**4.66bcdg**	**4.55cdg**	4.23	4.39	4.22	**4.61cdg**	4.34	**4.73ijkmn**	**4.48ijkn**	4.17	4.16	4.69	**4.61ijkn**	4.28
Std Dev.	0.69	0.63	0.60	0.85	0.82	1.09	0.62	0.90	0.51	0.69	0.90	1.01	0.52	0.61	0.94
Std Error	0.02	0.02	0.02	0.07	0.07	0.15	0.02	0.06	0.02	0.03	0.07	0.11	0.10	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important (1)	**11**	-	11	-	6	5	*	8	*	3	-	11	-
	1%	-	*1%*	-	*1%*	*	*	*	*1%*	*51%*	-	*1%*	-
Not very important (2)	**9**	1	8	1	1	8	-	9	-	-	-	9	-
	1%	*1%*	*	*3%*	*	*1%*	-	*1%*	-	-	-	*1%*	-
Neither important nor unimportant (3)	**103**	9	92	2	32	60	11	97	6	*	*	103	-
	6%	*5%*	*6%*	*8%*	*5%*	*6%*	*11%*	*6%*	*15%*	*2%*	*100%*	*6%*	-
Important (4)	**511**	52	455	4	165	313	33	492	18	*	-	511	-
	29%	*28%*	*30%*	*22%*	*27%*	*30%*	*34%*	*29%*	*48%*	*1%*	-	*30%*	-
Very important (5)	**1090**	120	959	12	399	640	52	1075	13	3	-	1090	-
	63%	*65%*	*63%*	*63%*	*66%*	*62%*	*53%*	*64%*	*33%*	*46%*	-	*63%*	-
Don't know	**6**	1	4	1	3	3	1	6	1	-	-	6	-
	*****	*1%*	*	*4%*	*	*	*1%*	*	*2%*	-	-	*	-
NET Not at all important/ Not very important	**20**	1	19	1	7	13	*	17	*	3	-	20	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*1%*	*51%*	-	*1%*	-
NET Important / Very important	**1601**	172	1413	16	564	952	85	1567	31	3	-	1601	-
	92%	*94%*	*92%*	*85%*	*93%*	*93%*	*87%*	*93%*	*81%*	*47%*	-	*92%*	-
Mean	**4.54**	4.60	4.54	4.51	4.58	4.53	4.41	4.56	4.15	2.90	3.00	4.54	-
Std Dev.	**0.69**	0.62	0.70	0.80	0.69	0.69	0.73	0.67	0.78	2.18	-	0.69	-
Std Error	**0.02**	0.05	0.02	0.16	0.03	0.02	0.07	0.02	0.14	0.82	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**11**	1	3	4	3	1	-	*	3	-	-	-	2	2	-	-	3
	1%	*	*1%*	*1%*	*1%*	*1%*	-	*	*2%*	-	-	-	*1%*	*2%*	-	-	*2%*
Not very important (2)	**9**	2	2	1	3	*	2	*	1	1	1	-	1	-	2	-	2
	1%	*1%*	*	*	*1%*	*	*2%*	*	*	*	*1%*	-	*1%*	-	*1%*	-	*1%*
Neither important nor unimportant (3)	**103**	20	22	30	31	5	5	10	8	8	7	7	15	8	9	11	11
	6%	*5%*	*5%*	*7%*	*7%*	*4%*	*4%*	*7%*	*5%*	*6%*	*5%*	*5%*	*11%*	*5%*	*7%*	*7%*	*7%*
Important (4)	**511**	132	112	145	121	36	45	52	37	32	43	54	38	53	40	43	38
	29%	*31%*	*26%*	*33%*	*27%*	*24%*	*35%*	*35%*	*24%*	*26%*	*29%*	***39%hp***	*27%*	*34%*	*31%*	*28%*	*24%*
Very important (5)	**1090**	263	287	255	285	105	75	83	105	84	98	75	84	96	77	101	107
	63%	*62%*	***67%c***	*58%*	*64%*	*70%*	*59%*	*57%*	*69%*	*67%*	*66%*	*55%*	*59%*	*60%*	*60%*	*65%*	*67%*
Don't know	**6**	4	*	2	1	2	-	1	-	-	*	1	1	-	1	*	*
	*	*1%*	*	*	*	*1%*	-	*1%*	-	-	*	*1%*	*1%*	-	*1%*	*	*
NET Not at all important/ Not very important	**20**	4	5	5	6	1	2	*	3	1	1	-	3	2	2	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*1%*	-	*2%*	*2%*	*1%*	-	*3%*
NET Important / Very important	**1601**	395	399	400	407	141	120	134	142	117	141	129	122	149	117	144	145
	92%	*93%*	*94%*	*92%*	*91%*	*94%*	*94%*	*92%*	*93%*	*93%*	*95%*	*94%*	*86%*	*94%*	*91%*	*93%*	*90%*
Mean	**4.54**	4.56	4.59	4.48	4.54	4.65	4.52	4.49	4.57	4.60	4.60	4.50	4.43	4.51	4.51	4.57	4.52
Std Dev.	**0.69**	0.65	0.68	0.72	0.72	0.63	0.65	0.65	0.77	0.63	0.61	0.59	0.81	0.73	0.68	0.63	0.82
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.05	0.06	0.05	0.06	0.06	0.05	0.05	0.07	0.06	0.06	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**95**	-	95	46	48	1	4	9	24	27	13	17	6	32	57	30	94	*	104
	5%	-	*5%*	*5%*	*6%*	*	*2%*	*2%*	**11%efg**	**10%efg**	**10%efg**	**13%efg**	*1%*	**5%l**	**10%lm**	**11%lm**	**6%q**	*	*6%*
Not very important (2)	**176**	-	176	73	103	32	19	22	16	44	17	27	50	38	87	44	162	14	204
	10%	-	*10%*	*8%*	*12%*	*10%*	*7%*	*5%*	*8%*	**16%fgh**	*12%*	**20%efgh**	*9%*	*6%*	**16%lm**	**16%lm**	*11%*	*7%*	*12%*
Neither important nor unimportant (3)	**412**	-	412	215	194	48	56	54	51	96	56	52	104	104	204	108	381	28	450
	24%	-	*24%*	*24%*	*23%*	*15%*	**22%g**	*13%*	**24%g**	**34%efg**	**40%efgh**	**39%efgh**	*18%*	*17%*	**37%lm**	**40%lm**	**25%q**	*14%*	*26%*
Important (4)	**514**	-	514	286	228	102	71	147	65	60	40	28	173	212	129	69	442	71	472
	30%	-	*30%*	*33%*	*27%*	**33%i**	*28%*	**37%ik**	*30%*	*22%*	*29%*	*21%*	*30%*	**35%n**	*23%*	*25%*	*29%*	*35%*	*28%*
Very important (5)	**522**	-	522	254	267	120	108	164	59	52	12	8	228	222	72	20	428	91	462
	30%	-	*30%*	*29%*	*31%*	**39%ijk**	**42%hijk**	**41%hijk**	**27%jk**	**19%k**	*9%*	*6%*	**40%no**	**36%no**	*13%*	*7%*	*28%*	**44%p**	*27%*
Don't know	**12**	-	12	4	9	6	1	5	*	-	-	-	7	5	-	-	12	-	10
	1%	-	*1%*	*	*1%*	*2%*	*	*1%*	*	-	-	-	**1%n**	*1%*	-	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**271**	-	271	119	152	33	23	30	40	70	30	44	56	70	144	74	256	15	308
	16%	-	*16%*	*14%*	*18%*	*11%*	*9%*	*8%*	**19%fg**	**25%efg**	**22%efg**	**33%efgh**	*10%*	*11%*	**26%lm**	**27%lm**	**17%q**	*7%*	*18%*
NET Important / Very important	**1037**	-	1037	540	496	222	179	311	124	112	52	37	401	434	201	89	870	162	934
	60%	-	*60%*	*62%*	*58%*	**72%hijk**	**69%ijk**	**78%hijk**	**58%ijk**	*40%*	*38%*	*28%*	**71%no**	**71%no**	*37%*	*33%*	*57%*	**79%p**	*55%*
Mean	**3.69**	-	3.69	3.72	3.67	**4.02hijk**	**4.01hijk**	**4.10hijk**	**3.55ijk**	**3.24k**	3.15	2.88	**4.01no**	**3.91no**	3.13	3.02	3.63	**4.16p**	3.58
Std Dev.	**1.16**	-	1.16	1.13	1.20	1.01	1.04	0.98	1.27	1.20	1.06	1.08	1.02	1.12	1.15	1.08	1.18	0.93	1.18
Std Error	**0.03**	-	0.03	0.04	0.04	0.06	0.07	0.05	0.09	0.07	0.08	0.10	0.04	0.05	0.05	0.07	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 179

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**95**	34	27	15	18	61	34	45	49	11	18	24	22	17	63	11	82
	5%	*7%*	*5%*	*4%*	*6%*	*6%*	*5%*	*4%*	**10%g**	*7%*	*8%*	*6%*	*5%*	*4%*	*6%*	*7%*	*6%*
Not very important (2)	**176**	39	54	51	31	94	82	99	75	21	27	46	37	32	110	21	145
	10%	*8%*	*9%*	**15%a**	*10%*	*9%*	*12%*	*8%*	**15%g**	*13%*	*12%*	*11%*	*9%*	*8%*	*10%*	*13%*	*10%*
Neither important nor unimportant (3)	**412**	104	153	76	77	258	154	236	169	34	68	108	105	74	281	34	358
	24%	*22%*	*26%*	*22%*	*24%*	*24%*	*23%*	*20%*	**33%g**	*20%*	**32%m**	*25%*	*25%*	*18%*	**27%m**	*20%*	*24%*
Important (4)	**514**	127	189	87	110	316	198	374	134	51	48	146	124	115	319	51	443
	30%	*27%*	*32%*	*25%*	**34%c**	*30%*	*30%*	*31%*	*26%*	*30%*	*23%*	**34%j**	*29%*	*28%*	*30%*	*30%*	*30%*
Very important (5)	**522**	161	163	117	82	324	199	424	89	50	51	99	129	165	278	50	450
	30%	*34%*	*27%*	*34%*	*26%*	*30%*	*30%*	**36%h**	*17%*	*30%*	*24%*	*23%*	*30%*	**41%jkln**	*26%*	*30%*	*30%*
Don't know	**12**	4	7	-	1	11	1	11	1	-	*	3	5	1	9	-	10
	1%	*1%*	*1%*	-	*	*1%*	*	*1%*	*	-	*	*1%*	*1%*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**271**	73	82	67	49	155	116	145	125	33	44	69	59	50	173	33	227
	16%	*16%*	*14%*	*19%*	*15%*	*15%*	*17%*	*12%*	**24%g**	*19%*	**21%m**	*16%*	*14%*	*12%*	*16%*	*19%*	*15%*
NET Important / Very important	**1037**	287	353	204	193	640	397	798	223	101	99	245	253	280	597	101	893
	60%	*61%*	*59%*	*59%*	*60%*	*60%*	*59%*	**67%h**	*43%*	**60%j**	*47%*	*58%*	**60%j**	**69%jkln**	*56%*	*60%*	*60%*
Mean	**3.69**	3.74	3.69	3.69	3.65	3.71	3.67	**3.88h**	3.27	3.64	3.42	3.59	**3.72j**	**3.94ijkln**	3.61	3.64	3.70
Std Dev.	**1.16**	1.22	1.11	1.21	1.13	1.16	1.17	1.11	1.19	1.22	1.22	1.13	1.15	1.14	1.16	1.22	1.16
Std Error	**0.03**	0.05	0.05	0.07	0.06	0.04	0.05	0.04	0.05	0.09	0.09	0.06	0.05	0.06	0.04	0.09	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 179

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	95	71	23	3	78	11	5	1	5	7	1	11	6	10	4	19	14	3	8
		5%	5%	10%a	3%	5%	8%	6%	3%	6%n	3%	1%	9%jn	4%	8%jn	1%	9%jn	10%jn	17%	6%jn
Not very important	(2)	176	149	27	7	141	20	11	4	8	10	18	17	17	16	20	21	14	1	19
		10%	10%	11%	8%	10%	14%	13%	9%	10%	5%	14%l	14%l	11%	14%l	7%	10%	10%	7%	15%ln
Neither important nor unimportant	(3)	412	346	65	22	330	45	24	13	9	52	35	34	47	21	42	49	40	5	39
		24%	23%	28%	26%	23%	31%d	29%	28%	12%	25%h	27%hn	27%hn	29%hn	18%	15%	23%	29%hn	31%	31%hn
Important	(4)	514	459	55	22	438	38	24	14	22	57	27	46	50	36	95	73	33	6	32
		30%	31%	24%	26%	30%	26%	29%	31%	28%	27%	21%	36%j	31%	31%	34%	34%	23%	35%	25%
Very important	(5)	522	462	60	30	462	28	19	13	33	80	48	19	42	31	116	53	40	2	26
		30%	31%	26%	35%	32%e	20%	23%	28%	43%klmor	39%kor	37%kr	14%	26%	27%	41%klor	25%	28%k	10%	21%
Don't know		12	11	1	1	11	1	*	*	1	2	-	1	-	2	5	-	-	-	1
		1%	1%	1%	2%	1%	*	*	1%	1%	1%	-	1%	-	2%	2%	-	-	-	1%
NET Not at all important/ Not very important		271	221	50	10	218	31	16	6	13	17	19	29	24	25	23	40	27	4	27
		16%	15%	21%a	11%	15%	22%dg	19%	12%	17%	8%	15%	22%ln	15%	22%ln	8%	19%ln	20%ln	24%	22%ln
NET Important / Very important		1037	921	116	52	900	66	43	28	54	137	75	65	93	67	211	127	72	8	58
		60%	61%b	50%	61%	62%e	46%	52%	59%e	70%kpr	66%kr	58%	50%	57%	58%	75%jklmopr	59%	51%	45%	46%
Mean		3.69	3.73b	3.44	3.83b	3.74e	3.36	3.50	3.72e	3.91kpr	3.94kmopr	3.79kr	3.34	3.64	3.56	4.08klmopr	3.56	3.50	3.15	3.39
Std Dev.		1.16	1.14	1.27	1.11	1.16	1.18	1.16	1.08	1.24	1.07	1.12	1.15	1.10	1.26	0.99	1.22	1.27	1.26	1.17
Std Error		0.03	0.03	0.05	0.07	0.04	0.06	0.07	0.07	0.13	0.10	0.12	0.13	0.11	0.15	0.09	0.12	0.14	0.20	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	95	63	21	1	10	*	83	10	48	28	2	10	8	75	18
	5%	**8%bc**	*3%*	*1%*	**8%bc**	*1%*	**6%c**	**6%c**	**6%j**	*4%*	*1%*	**12%ijm**	*30%*	**5%j**	**16%hijm**
Not very important (2)	176	88	48	21	12	6	137	18	79	57	25	10	4	137	14
	10%	*12%*	*8%*	*12%*	*10%*	*13%*	*10%*	*11%*	*11%*	*9%*	*13%*	*12%*	*14%*	*10%*	*13%*
Neither important nor unimportant (3)	412	168	139	67	21	12	307	34	140	177	76	18	1	317	19
	24%	*22%*	*22%*	**38%abdfg**	*18%*	*25%*	*22%*	*20%*	*19%*	**26%h**	**39%hikmn**	*21%*	*5%*	*22%*	*17%*
Important (4)	514	153	254	50	45	12	407	56	183	247	51	25	8	430	33
	30%	*20%*	**41%acf**	*28%*	**38%a**	*24%*	**29%a**	**34%a**	*24%*	**37%hjm**	*26%*	*30%*	*32%*	**30%h**	*31%*
Very important (5)	522	280	160	35	28	18	441	47	299	160	41	18	5	459	23
	30%	**37%bcd**	*26%*	*20%*	*24%*	*37%*	**32%bc**	*28%*	**40%ijkmn**	*24%*	*21%*	*22%*	*19%*	**32%ij**	*21%*
Don't know	12	3	3	3	3	-	5	3	2	5	2	1	-	8	1
	1%	*	*	*2%*	**2%af**	-	*	*2%*	*	*1%*	*1%*	*2%*	-	*1%*	*1%*
NET Not at all important/ Not very important	271	151	69	22	22	7	220	28	127	85	27	20	11	212	32
	16%	**20%b**	*11%*	*12%*	*18%*	*14%*	**16%b**	*17%*	*17%*	*13%*	*14%*	**24%ij**	*45%*	*15%*	**29%hijm**
NET Important / Very important	1037	434	414	86	73	30	848	103	482	406	92	43	13	889	56
	60%	*57%*	**66%ac**	*48%*	*61%*	*61%*	**61%c**	*61%*	**64%j**	**60%j**	*47%*	*52%*	*51%*	**62%j**	*52%*
Mean	3.69	3.67	3.78	3.56	3.60	3.84	3.72	3.67	**3.81jkn**	**3.68n**	3.53	3.39	2.94	**3.75kn**	3.28
Std Dev.	1.16	1.31	1.02	0.96	1.21	1.09	1.19	1.18	1.24	1.06	0.99	1.30	1.59	1.16	1.38
Std Error	0.03	0.05	0.04	0.07	0.10	0.15	0.03	0.08	0.05	0.04	0.08	0.15	0.31	0.03	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**95**	12	83	-	34	61	*	94	*	-	-	95	-
		5%	*6%*	*5%*	-	*6%*	*6%*	*1%*	*6%*	*1%*	-	-	*5%*	-
Not very important	(2)	**176**	6	170	*	55	118	3	173	3	-	-	176	-
		10%	*3%*	**11%a**	*2%*	*9%*	**12%f**	*3%*	*10%*	*8%*	-	-	*10%*	-
Neither important nor unimportant	(3)	**412**	30	380	2	118	274	20	406	2	3	*	412	-
		24%	*16%*	*25%*	*11%*	*19%*	**27%d**	*20%*	*24%*	*5%*	*55%*	*100%*	*24%*	-
Important	(4)	**514**	52	455	7	181	295	39	490	22	2	-	514	-
		30%	*29%*	*30%*	*37%*	*30%*	*29%*	*40%*	*29%*	*57%*	*33%*	-	*30%*	-
Very important	(5)	**522**	83	430	10	215	276	32	511	11	1	-	522	-
		30%	**45%b**	*28%*	*50%*	**35%e**	*27%*	*33%*	*30%*	*28%*	*13%*	-	*30%*	-
Don't know		**12**	1	11	-	4	6	3	12	-	-	-	12	-
		1%	*	*1%*	-	*1%*	*1%*	*3%*	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**271**	17	253	*	89	179	3	267	4	-	-	271	-
		16%	*9%*	*17%*	*2%*	**15%f**	**17%f**	*3%*	*16%*	*9%*	-	-	*16%*	-
NET Important / Very important		**1037**	135	885	17	395	570	71	1001	33	3	-	1037	-
		60%	**74%b**	*58%*	*88%*	**65%e**	*55%*	**74%e**	*59%*	*85%*	*45%*	-	*60%*	-
Mean		**3.69**	**4.04b**	3.64	4.36	**3.81e**	3.59	**4.06e**	3.69	4.03	3.58	3.00	3.69	-
Std Dev.		**1.16**	1.15	1.16	0.76	1.18	1.17	0.85	1.17	0.89	0.78	-	1.16	-
Std Error		**0.03**	0.09	0.03	0.15	0.05	0.04	0.09	0.03	0.16	0.29	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**95**	26	30	23	16	8	10	8	13	8	10	8	5	10	6	3	7
	5%	*6%*	*7%*	*5%*	*4%*	*5%*	*8%*	*5%*	*8%*	*7%*	*6%*	*6%*	*4%*	*6%*	*5%*	*2%*	*4%*
Not very important (2)	**176**	49	44	44	39	22	14	13	16	10	19	8	24	12	8	18	14
	10%	*12%*	*10%*	*10%*	*9%*	*15%*	*11%*	*9%*	*10%*	*8%*	*12%*	*6%*	**17%n**	*8%*	*6%*	*11%*	*8%*
Neither important nor unimportant (3)	**412**	117	94	98	103	41	33	43	34	25	34	38	26	34	35	39	29
	24%	*28%*	*22%*	*22%*	*23%*	*27%*	*26%*	*30%*	*23%*	*20%*	*23%*	*28%*	*18%*	*21%*	*27%*	*25%*	*18%*
Important (4)	**514**	118	129	142	125	42	36	40	50	32	47	43	42	57	34	37	55
	30%	*28%*	*30%*	*32%*	*28%*	*28%*	*29%*	*27%*	*32%*	*26%*	*32%*	*31%*	*30%*	*36%*	*26%*	*23%*	*34%*
Very important (5)	**522**	106	126	129	161	34	33	39	41	50	36	39	44	46	45	59	57
	30%	*25%*	*30%*	*30%*	**36%a**	*22%*	*26%*	*27%*	*27%*	**40%ei**	*24%*	*28%*	*32%*	*29%*	*35%*	**38%e**	*35%*
Don't know	**12**	8	3	1	1	3	2	3	-	-	3	1	-	-	*	*	-
	1%	*2%*	*1%*	*	*	*2%*	*1%*	*2%*	-	-	*2%*	*1%*	-	-	*	*	-
NET Not at all important/ Not very important	**271**	74	74	67	55	30	24	21	28	18	28	16	29	22	14	21	21
	16%	*18%*	*17%*	*15%*	*12%*	*20%*	*19%*	*14%*	*18%*	*14%*	*19%*	*12%*	*20%*	*14%*	*11%*	*13%*	*13%*
NET Important / Very important	**1037**	224	256	271	286	75	69	79	90	82	83	82	86	103	79	96	112
	60%	*53%*	*60%*	*62%*	**64%a**	*50%*	*54%*	*54%*	*59%*	*66%*	*56%*	*60%*	*61%*	*65%*	*62%*	*61%*	**69%efg**
Mean	**3.69**	3.55	3.66	3.71	**3.85a**	3.49	3.54	3.63	3.59	3.85	3.56	3.71	3.69	3.73	3.82	3.84	**3.87e**
Std Dev.	**1.16**	1.17	1.21	1.15	1.12	1.15	1.22	1.14	1.22	1.22	1.18	1.12	1.18	1.15	1.13	1.11	1.12
Std Error	**0.03**	0.06	0.06	0.06	0.05	0.10	0.11	0.09	0.10	0.11	0.10	0.10	0.10	0.09	0.10	0.09	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	7	-	7	7	-	-	4	-	2	-	-	1	4	2	1	1	6	*	5
	*	-	*	1%	-	-	1%	-	1%	-	-	1%	1%	*	*	*	*	*	*
Not very important (2)	58	-	58	35	23	13	4	13	9	9	7	3	17	22	20	10	48	11	55
	3%	-	3%	4%	3%	4%	1%	3%	4%	3%	5%	2%	3%	4%	4%	4%	3%	5%	3%
Neither important nor unimportant (3)	211	-	211	116	93	51	36	37	21	40	14	12	87	58	65	26	181	28	202
	12%	-	12%	13%	11%	17%g	14%	9%	10%	14%	10%	9%	15%m	10%	12%	9%	12%	14%	12%
Important (4)	710	-	710	355	355	101	93	153	90	132	62	79	194	242	274	142	651	59	715
	41%	-	41%	40%	42%	33%	36%	38%	42%	48%ef	45%	60%efgh	34%	39%	50%lm	52%lm	43%q	29%	42%
Very important (5)	732	-	732	362	368	141	120	193	93	92	55	38	261	286	185	93	622	106	714
	42%	-	42%	41%	43%	46%ik	46%ik	48%ik	44%k	33%	40%	28%	46%no	47%no	34%	34%	41%	52%p	42%
Don't know	13	-	13	3	10	3	2	4	-	4	-	-	5	4	4	-	13	-	11
	1%	-	1%	*	1%	1%	1%	1%	-	2%	-	-	1%	1%	1%	-	1%	-	1%
NET Not at all important/ Not very important	65	-	65	41	23	13	8	13	11	9	7	4	21	23	21	11	54	11	60
	4%	-	4%	5%	3%	4%	3%	3%	5%	3%	5%	3%	4%	4%	4%	4%	4%	5%	4%
NET Important / Very important	1443	-	1443	717	723	242	213	345	183	225	117	117	455	528	459	234	1273	166	1429
	83%	-	83%	82%	85%	78%	82%	87%e	85%	81%	85%	88%	80%	86%l	84%	86%	84%	81%	84%
Mean	4.22	-	4.22	4.18	4.27	4.21	4.25	4.33i	4.23	4.12	4.19	4.13	4.23	4.29n	4.14	4.16	4.22	4.27	4.23
Std Dev.	0.82	-	0.82	0.86	0.77	0.87	0.86	0.78	0.85	0.78	0.82	0.72	0.87	0.80	0.78	0.77	0.81	0.90	0.80
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.06	0.04	0.06	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**7**	-	4	1	2	4	3	5	2	*	-	3	3	-	6	*	6
	*****	-	*1%*	*	*1%*	*	*	*	*	*	-	*1%*	*1%*	-	*1%*	*	*
Not very important (2)	**58**	16	21	11	10	37	21	38	19	6	9	13	9	20	32	6	51
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*5%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**211**	58	80	39	34	138	73	154	54	22	23	60	59	40	142	22	182
	12%	*12%*	*13%*	*11%*	*11%*	*13%*	*11%*	*13%*	*10%*	*13%*	*11%*	*14%*	*14%*	*10%*	*13%*	*13%*	*12%*
Important (4)	**710**	175	265	143	127	440	270	462	242	64	105	179	170	153	454	64	619
	41%	*37%*	*45%*	*41%*	*40%*	*41%*	*41%*	*39%*	**47%g**	*38%*	**49%m**	*42%*	*40%*	*38%*	*43%*	*38%*	*42%*
Very important (5)	**732**	214	220	153	146	433	299	519	200	74	75	168	175	191	418	74	620
	42%	**46%b**	*37%*	*44%*	*46%*	*41%*	*45%*	*44%*	*39%*	*44%*	*35%*	*39%*	*41%*	**47%j**	*39%*	*44%*	*42%*
Don't know	**13**	5	6	*	1	12	1	11	2	1	-	1	7	1	8	1	10
	1%	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	-	*	*2%*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**65**	16	25	12	12	41	24	43	21	6	9	17	12	20	38	6	58
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*
NET Important / Very important	**1443**	388	485	296	273	873	570	982	442	139	180	347	345	344	872	139	1239
	83%	*83%*	*81%*	*85%*	*85%*	*82%*	*85%*	*82%*	*85%*	*83%*	*85%*	*82%*	*82%*	*85%*	*82%*	*83%*	*83%*
Mean	**4.22**	4.27	4.15	4.26	4.27	4.20	4.26	4.23	4.20	4.24	4.16	4.17	4.22	4.28	4.18	4.24	4.21
Std Dev.	**0.82**	0.81	0.83	0.80	0.82	0.82	0.81	0.83	0.79	0.83	0.79	0.84	0.81	0.83	0.82	0.83	0.82
Std Error	**0.02**	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 180

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important (1)	7	7	-	-	6	1	-	-	*	-	-	2	-	-	3	-	1	-	1
	*	*	-	-	*	*	-	-	1%	-	-	1%	-	-	1%	-	1%	-	1%
Not very important (2)	58	50	8	4	49	6	2	1	3	3	4	2	11	3	9	8	6	*	6
	3%	3%	3%	4%	3%	4%	2%	2%	4%	1%	3%	1%	7%	3%	3%	4%	4%	2%	5%
Neither important nor unimportant (3)	211	176	35	4	174	20	12	5	3	28	23	18	23	10	38	14	18	3	16
	12%	12%	15%c	4%	12%	14%	15%	11%	4%	13%	17%hc	14%	14%h	9%	13%	7%	13%	19%	13%h
Important (4)	710	614	96	35	599	60	30	21	32	86	44	61	49	54	107	98	69	8	52
	41%	41%	42%	41%	41%	42%	37%	45%	42%	42%	34%	47%l	30%	46%l	38%	45%l	49%l	46%	41%
Very important (5)	732	641	92	42	620	56	37	20	35	89	59	46	81	49	126	88	46	6	51
	42%	43%	40%	49%	42%	39%	45%	42%	46%	43%	46%	36%	50%p	42%	45%	41%	33%	33%	40%
Don't know	13	12	1	1	12	*	1	*	2	2	-	1	-	-	-	7	-	-	*
	1%	1%	*	1%	1%	*	1%	*	3%ln	1%	-	1%	-	-	-	3%	-	-	*
NET Not at all important/ Not very important	65	57	8	4	55	7	2	1	4	3	4	4	11	3	12	8	7	*	6
	4%	4%	3%	4%	4%	5%	2%	2%	5%	1%	3%	3%	7%	3%	4%	4%	5%	2%	5%
NET Important / Very important	1443	1255	188	76	1219	116	67	41	67	175	103	107	130	102	233	186	115	13	103
	83%	84%	81%	90%	83%	81%	82%	87%	88%	84%	79%	83%	79%	88%	83%	86%	82%	79%	82%
Mean	4.22	4.23	4.18	4.37	4.23	4.16	4.26	4.27	4.33	4.27	4.22	4.15	4.22	4.27	4.22	4.27	4.10	4.10	4.16
Std Dev.	0.82	0.82	0.81	0.77	0.82	0.85	0.80	0.74	0.80	0.74	0.84	0.81	0.93	0.74	0.86	0.76	0.83	0.79	0.86
Std Error	0.02	0.02	0.03	0.05	0.03	0.05	0.05	0.05	0.08	0.07	0.09	0.09	0.09	0.09	0.08	0.08	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	7	3	1	-	3	-	4	3	*	4	-	-	2	5	2
	*	*	*	-	2%abf	-	*	2%f	*	1%	-	-	7%	*	2%h
Not very important (2)	58	25	20	3	6	4	45	10	19	26	7	6	-	45	6
	3%	3%	3%	2%	5%	8%	3%	6%	3%	4%	3%	7%	-	3%	6%
Neither important nor unimportant (3)	211	72	54	55	27	2	126	29	46	89	54	15	7	135	22
	12%	10%	9%	31%abfg	23%abf	4%	9%	17%abf	6%	13%h	27%him	18%hm	28%	9%h	20%hm
Important (4)	710	278	297	73	42	16	574	58	283	301	85	33	9	584	41
	41%	37%	47%ag	41%	36%	33%	42%	35%	38%	45%h	43%	39%	35%	41%	38%
Very important (5)	732	373	250	42	41	26	623	67	403	245	48	28	8	648	36
	42%	49%bcd	40%c	24%	34%	53%	45%c	40%c	54%ijkmn	36%j	24%	34%	31%	45%ij	34%
Don't know	13	5	3	3	-	1	8	1	*	8	4	1	*	8	1
	1%	1%	*	2%	-	2%	1%	*	*	1%h	2%h	1%	*	1%	1%
NET Not at all important/ Not very important	65	28	21	3	9	4	49	13	20	30	7	6	2	50	8
	4%	4%	3%	2%	7%	8%	4%	8%f	3%	5%	3%	7%	7%	4%	7%
NET Important / Very important	1443	650	547	116	83	42	1198	125	686	546	133	61	17	1232	78
	83%	86%cdg	88%cdg	65%	70%	86%	87%cdg	75%	91%ijkmn	81%j	67%	74%	65%	86%ijkn	72%
Mean	4.22	4.32cdg	4.25cdg	3.89	3.95	4.33	4.29cdg	4.06	4.42ijkmn	4.14j	3.90	4.02	3.83	4.29ijkn	3.97
Std Dev.	0.82	0.81	0.76	0.79	0.99	0.91	0.79	0.98	0.73	0.84	0.81	0.91	1.10	0.79	0.96
Std Error	0.02	0.03	0.03	0.06	0.08	0.13	0.02	0.07	0.03	0.03	0.06	0.10	0.22	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**7**	-	7	-	1	5	*	6	*	-	-	7	-
		*	-	*	-	*	1%	*	*	1%	-	-	*	-
Not very important	(2)	**58**	2	54	2	16	42	-	58	*	-	-	58	-
		3%	1%	4%	8%	3%	4%	-	3%	*	-	-	3%	-
Neither important nor unimportant	(3)	**211**	8	202	1	63	131	17	205	6	-	-	211	-
		12%	4%	13%a	7%	10%	13%	17%	12%	17%	-	-	12%	-
Important	(4)	**710**	70	630	10	216	449	45	691	19	*	-	710	-
		41%	38%	41%	53%	36%	44%d	47%	41%	50%	1%	-	41%	-
Very important	(5)	**732**	102	625	6	307	391	34	714	12	6	*	732	-
		42%	55%b	41%	32%	51%ei	38%	35%	42%	32%	99%	100%	42%	-
Don't know		**13**	1	12	-	3	10	-	13	-	-	-	13	-
		1%	1%	1%	-	*	1%	-	1%	-	-	-	1%	-
NET Not at all important/ Not very important		**65**	2	61	2	17	48	*	64	1	-	-	65	-
		4%	1%	4%	8%	3%	5%	*	4%	2%	-	-	4%	-
NET Important / Very important		**1443**	171	1255	16	523	840	80	1405	32	6	*	1443	-
		83%	94%b	82%	85%	86%	82%	82%	83%	82%	100%	100%	83%	-
Mean		**4.22**	4.49b	4.19	4.09	4.35e	4.16	4.17	4.22	4.11	4.99	5.00	4.22	-
Std Dev.		**0.82**	0.64	0.83	0.86	0.78	0.84	0.74	0.82	0.78	0.11	-	0.82	-
Std Error		**0.02**	0.05	0.02	0.17	0.03	0.03	0.07	0.02	0.14	0.04	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**7**	*	4	1	1	-	-	*	-	-	4	-	-	1	-	-	1
		*****	*	*1%*	*	*	-	-	*	-	-	*3%*	-	-	*1%*	-	-	*
Not very important	(2)	**58**	7	20	13	18	-	3	4	10	4	6	6	6	1	3	10	5
		3%	*2%*	*5%*	*3%*	*4%*	-	*2%*	*3%*	**7%em**	*3%*	*4%*	*4%*	*4%*	*1%*	*2%*	**6%em**	*3%*
Neither important nor unimportant	(3)	**211**	54	56	60	41	19	19	17	18	11	27	19	25	16	11	15	15
		12%	*13%*	*13%*	*14%*	*9%*	*12%*	*15%*	*12%*	*12%*	*8%*	*18%*	*14%*	*18%*	*10%*	*8%*	*10%*	*10%*
Important	(4)	**710**	195	172	179	164	72	58	65	62	56	53	65	48	66	51	54	60
		41%	**46%d**	*40%*	*41%*	*37%*	*48%*	*45%*	*44%*	*41%*	*45%*	*36%*	*48%*	*34%*	*41%*	*40%*	*35%*	*37%*
Very important	(5)	**732**	161	174	177	220	56	48	58	62	55	57	46	59	72	63	77	80
		42%	*38%*	*41%*	*40%*	**49%a**	*37%*	*38%*	*40%*	*41%*	*44%*	*38%*	*34%*	*42%*	*45%*	*49%*	*49%*	**50%k**
Don't know		**13**	4	*	8	1	3	*	2	-	*	-	1	4	3	1	*	-
		1%	*1%*	*	*2%*	*	*2%*	*	*1%*	-	*	-	*1%*	*3%*	*2%*	*	*	-
NET Not at all important/ Not very important		**65**	8	25	14	19	-	3	5	10	4	11	6	6	2	3	10	6
		4%	*2%*	**6%a**	*3%*	*4%*	-	*2%*	*3%*	**7%e**	*3%*	**7%e**	*4%*	*4%*	*1%*	*2%*	**6%e**	*3%*
NET Important / Very important		**1443**	356	346	356	385	128	106	123	124	111	111	111	106	138	114	131	140
		83%	*84%*	*81%*	*81%*	*86%*	*86%*	*83%*	*84%*	*81%*	**89%jl**	*74%*	*81%*	*75%*	*87%*	**89%jl**	*84%*	**87%j**
Mean		**4.22**	4.22	4.15	4.21	**4.32b**	4.25	4.18	4.22	4.15	4.29	4.03	4.11	4.16	**4.33j**	**4.36j**	4.27	**4.33j**
Std Dev.		**0.82**	0.74	0.90	0.81	0.81	0.67	0.77	0.79	0.88	0.75	1.00	0.80	0.87	0.74	0.74	0.88	0.81
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.07	0.06	0.07	0.07	0.09	0.07	0.08	0.06	0.07	0.07	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**5**	-	5	3	2	2	*	-	2	-	-	1	3	2	1	1	2	3	4
	*	-	*	*	*	1%	*	-	1%	-	-	1%	*	*	*	*	*	1%	*
Not very important (2)	**42**	-	42	20	22	15	9	12	*	2	5	*	24	12	7	5	35	7	36
	2%	-	2%	2%	3%	5%hl	3%	3%	*	1%	3%	*	4%n	2%	1%	2%	2%	4%	2%
Neither important nor unimportant (3)	**119**	-	119	68	49	31	28	25	8	15	2	11	59	32	28	13	107	10	104
	7%	-	7%	8%	6%	10%hj	11%hj	6%	4%	5%	2%	8%	10%mn	5%	5%	5%	7%	5%	6%
Important (4)	**573**	-	573	284	288	100	84	120	70	100	38	60	185	190	198	98	517	54	606
	33%	-	33%	32%	34%	32%	33%	30%	33%	36%	27%	45%gj	32%	31%	36%	36%	34%	27%	36%
Very important (5)	**983**	-	983	496	486	158	136	241	132	161	94	61	294	373	316	154	850	130	943
	57%	-	57%	56%	57%	51%	53%	60%k	62%k	58%	68%efk	46%	52%	61%l	57%	57%	56%	64%	55%
Don't know	**9**	-	9	6	2	3	1	2	3	*	-	-	4	5	*	-	9	-	9
	1%	-	1%	1%	*	1%	*	*	1%	*	-	-	1%	1%	*	-	1%	-	1%
NET Not at all important/ Not very important	**47**	-	47	23	24	17	9	12	2	2	5	1	26	14	7	6	37	10	40
	3%	-	3%	3%	3%	5%hl	4%	3%	1%	1%	3%	1%	5%n	2%	1%	2%	2%	5%	2%
NET Important / Very important	**1556**	-	1556	780	774	258	220	361	202	261	132	121	479	563	514	253	1367	184	1549
	90%	-	90%	89%	91%	84%	85%	90%e	94%ef	94%ef	95%ef	91%	84%	92%kl	94%kl	93%kl	90%	90%	91%
Mean	**4.44**	-	4.44	4.43	4.46	4.30	4.34	4.48e	4.56efk	4.51ef	4.59ef	4.36	4.32	4.51l	4.50l	4.48	4.44	4.47	4.45
Std Dev.	**0.75**	-	0.75	0.76	0.74	0.89	0.82	0.75	0.65	0.63	0.69	0.69	0.86	0.71	0.66	0.70	0.74	0.85	0.73
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.03	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 181

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	5	-	-	1	4	-	5	4	1	*	1	2	-	2	2	*	5
	*	-	-	*	1%b	-	1%e	*	*	*	*	*	-	1%	*	*	*
Not very important (2)	42	15	15	5	7	30	12	30	11	2	13	9	9	10	31	2	40
	2%	3%	2%	2%	2%	3%	2%	3%	2%	1%	6%	2%	2%	2%	3%	1%	3%
Neither important nor unimportant (3)	119	42	21	35	21	63	56	93	27	15	7	32	33	29	72	15	102
	7%	9%b	4%	10%b	7%	6%	8%	8%	5%	9%	3%	8%	8%	7%	7%	9%	7%
Important (4)	573	144	216	108	106	360	213	374	191	62	74	142	139	116	354	62	478
	33%	31%	36%	31%	33%	34%	32%	31%	37%	37%	35%	33%	33%	29%	33%	37%	32%
Very important (5)	983	263	341	197	182	604	379	681	287	89	118	240	241	242	599	89	857
	57%	56%	57%	57%	57%	57%	57%	57%	55%	53%	56%	56%	57%	60%	57%	53%	58%
Don't know	9	5	2	2	-	7	2	8	*	*	-	*	1	5	1	*	6
	1%	1%	*	*	-	1%	*	1%	*	*	-	*	*	1%n	*	*	*
NET Not at all important/ Not very important	47	15	15	6	12	30	18	34	12	2	13	11	9	12	33	2	45
	3%	3%	2%	2%	4%	3%	3%	3%	2%	1%	6%l	3%	2%	3%	3%	1%	3%
NET Important / Very important	1556	407	557	305	288	963	592	1055	478	150	192	381	380	358	954	150	1335
	90%	87%	94%ac	88%	90%	91%	89%	89%	92%	90%	90%	90%	90%	89%	90%	90%	90%
Mean	4.44	4.41	4.49	4.43	4.42	4.46	4.42	4.44	4.45	4.41	4.39	4.43	4.45	4.47	4.43	4.41	4.45
Std Dev.	0.75	0.79	0.69	0.75	0.82	0.73	0.79	0.77	0.71	0.72	0.84	0.76	0.73	0.78	0.76	0.72	0.77
Std Error	0.02	0.03	0.03	0.04	0.05	0.02	0.03	0.02	0.03	0.05	0.06	0.04	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 181

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	5	4	1	-	5	-	-	-	*	-	-	2	-	-	2	-	-	-	-
		*	*	*	-	*	-	-	-	1%	-	-	2%	-	-	1%	-	-	-	-
Not very important	(2)	42	38	4	2	33	6	3	1	2	5	-	4	2	-	10	5	5	2	4
		2%	3%	2%	2%	2%	4%	3%	2%	2%	2%	-	3%	1%	-	4%	2%	3%	10%	3%
Neither important nor unimportant	(3)	119	102	17	5	107	8	3	1	4	19	16	8	17	9	22	5	8	1	7
		7%	7%	7%	6%	7%g	5%	4%	3%	6%	9%o	12%o	6%	10%o	8%	8%	2%	6%	5%	5%
Important	(4)	573	481	92	30	468	61	27	17	26	57	36	44	48	50	77	84	46	10	52
		33%	32%	40%	35%	32%	43%d	33%	37%	33%	27%	28%	34%	29%	43%in	27%	39%	33%	58%	41%in
Very important	(5)	983	866	117	47	839	67	50	27	44	125	78	70	96	57	166	122	80	5	62
		57%	58%	50%	55%	57%o	47%	60%e	58%	57%	60%	60%	55%	59%	49%	59%	57%	57%	28%	50%
Don't know		9	8	1	1	8	1	*	*	1	2	-	-	-	-	5	-	-	-	1
		1%	1%	*	1%	1%	1%	*	*	1%	1%	-	-	-	-	2%	-	-	-	1%
NET Not at all important/ Not very important		47	42	5	2	38	6	3	1	2	5	-	7	2	-	13	5	5	2	4
		3%	3%	2%	2%	3%	4%	3%	2%	3%	2%	-	5%	1%	-	4%	2%	3%	10%	3%
NET Important / Very important		1556	1347	208	77	1307	128	76	44	70	182	114	114	144	107	243	206	127	14	114
		90%	90%	90%	91%	90%	90%	93%	95%d	90%	88%	88%	89%	88%	92%	86%	95%n	91%	85%	91%
Mean		4.44	4.45	4.38	4.45	4.45	4.34	4.50	4.52e	4.46	4.47	4.48	4.37	4.46	4.42	4.42	4.50	4.44	4.03	4.38
Std Dev.		0.75	0.76	0.74	0.72	0.76	0.76	0.73	0.65	0.76	0.76	0.70	0.88	0.74	0.63	0.85	0.66	0.76	0.87	0.73
Std Error		0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.04	0.08	0.07	0.08	0.10	0.07	0.08	0.08	0.07	0.08	0.14	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	5	3	-	-	-	2	3	2	*	1	2	-	2	1	2
	*	*	-	-	-	4%	*	1%b	*	*	1%m	-	7%	*	2%hm
Not very important (2)	42	12	11	8	10	2	22	12	6	24	3	7	2	30	9
	2%	2%	2%	4%	8%abf	4%	2%	7%abf	1%	4%h	2%	8%hjm	8%	2%	8%hjm
Neither important nor unimportant (3)	119	32	30	44	12	*	63	13	18	40	44	14	3	58	17
	7%	4%	5%	25%abdfg	10%af	1%	5%	8%	2%	6%h	22%him	16%him	13%	4%	16%him
Important (4)	573	187	260	51	51	20	448	71	191	283	64	31	4	474	35
	33%	25%	42%acf	28%	43%ac	41%	32%a	42%act	25%	42%hm	33%	37%	16%	33%h	32%
Very important (5)	983	516	324	73	45	24	840	69	534	323	81	32	13	856	45
	57%	68%bcdfg	52%d	41%	38%	49%	61%bcdg	41%	71%ijkmn	48%	41%	38%	53%	60%ijkn	42%
Don't know	9	5	*	3	-	*	5	*	2	3	2	-	1	5	1
	1%	1%	*	2%b	-	1%	*	*	*	*	1%	-	3%	*	1%
NET Not at all important/ Not very important	47	15	11	8	10	4	25	14	7	25	5	7	4	31	11
	3%	2%	2%	4%	8%abf	9%	2%	8%abf	1%	4%h	3%	8%hm	15%	2%	10%hijm
NET Important / Very important	1556	703	584	124	97	44	1287	140	725	605	145	62	18	1330	80
	90%	93%cdg	93%cdg	70%	81%	90%	93%cdg	84%c	96%ijkmn	90%jkn	74%	75%	69%	93%ijkn	74%
Mean	4.44	4.60bcdg	4.43cdg	4.08	4.11	4.26	4.53bcdg	4.15	4.67ijkmn	4.35jkn	4.12	4.05	4.04	4.52ijkn	4.05
Std Dev.	0.75	0.68	0.67	0.92	0.90	1.02	0.68	0.94	0.57	0.76	0.89	0.95	1.30	0.69	1.03
Std Error	0.02	0.03	0.03	0.07	0.08	0.14	0.02	0.07	0.02	0.03	0.07	0.11	0.26	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**5**	-	5	-	2	2	*	5	*	-	-	5	-
		*	-	*	-	*	*	*	*	1%	-	-	*	-
Not very important	(2)	**42**	2	39	1	9	29	4	41	1	-	-	42	-
		2%	*1%*	*3%*	*4%*	*1%*	*3%*	*4%*	*2%*	*2%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**119**	11	107	2	38	75	6	113	5	2	*	119	-
		7%	*6%*	*7%*	*8%*	*6%*	*7%*	*6%*	*7%*	*12%*	*32%*	*100%*	*7%*	-
Important	(4)	**573**	47	517	9	171	361	41	548	25	*	-	573	-
		33%	*26%*	*34%*	*48%*	*28%*	**35%d**	**43%d**	*33%*	*64%*	*1%*	-	*33%*	-
Very important	(5)	**983**	123	853	7	381	557	45	974	8	1	-	983	-
		57%	**67%b**	*56%*	*39%*	**63%ef**	*54%*	*46%*	*58%*	*21%*	*16%*	-	*57%*	-
Don't know		**9**	1	8	*	4	4	-	6	-	3	-	9	-
		1%	*	*1%*	*	*1%*	*	-	*	-	*51%*	-	*1%*	-
NET Not at all important/ Not very important		**47**	2	44	1	11	32	5	46	1	-	-	47	-
		3%	*1%*	*3%*	*4%*	*2%*	*3%*	*5%*	*3%*	*3%*	-	-	*3%*	-
NET Important / Very important		**1556**	170	1370	17	552	918	86	1522	33	1	-	1556	-
		90%	*93%*	*90%*	*87%*	*91%*	*89%*	*89%*	*90%*	*84%*	*17%*	-	*90%*	-
Mean		**4.44**	**4.59b**	4.43	4.22	**4.53ef**	4.41	4.30	4.45	4.00	3.67	3.00	4.44	-
Std Dev.		**0.75**	0.66	0.76	0.80	0.71	0.77	0.81	0.75	0.73	1.17	-	0.75	-
Std Error		**0.02**	0.05	0.02	0.16	0.03	0.02	0.08	0.02	0.13	0.48	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**5**	*	2	1	2	-	-	*	-	-	2	-	-	1	-	-	2
	*	*	*	*	*	-	-	*	-	-	*1%*	-	-	*1%*	-	-	*1%*
Not very important (2)	**42**	10	13	14	5	4	2	4	6	-	6	9	4	2	*	*	5
	2%	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*4%*	-	*4%*	**6%no**	*3%*	*1%*	*	*	*3%*
Neither important nor unimportant (3)	**119**	25	36	35	23	9	9	7	12	11	13	6	17	12	5	14	4
	7%	*6%*	*9%*	*8%*	*5%*	*6%*	*7%*	*5%*	*8%*	*9%*	*9%*	*5%*	**12%p**	*7%*	*4%*	*9%*	*2%*
Important (4)	**573**	147	128	163	135	55	54	39	44	31	53	51	51	60	30	46	58
	33%	*35%*	*30%*	*37%*	*30%*	*37%*	**42%gjn**	*27%*	*29%*	*25%*	*36%*	*37%*	*37%*	*38%*	*23%*	*30%*	*36%*
Very important (5)	**983**	238	244	223	278	80	63	95	87	83	74	70	68	85	93	95	90
	57%	*56%*	*57%*	*51%*	**62%c**	*54%*	*49%*	**65%fjl**	*57%*	**66%fjl**	*50%*	*51%*	*48%*	*53%*	**72%efhjklmp**	*61%*	*56%*
Don't know	**9**	2	4	1	2	2	-	*	3	*	1	1	-	-	-	*	2
	1%	*1%*	*1%*	*	*	*1%*	-	*	*2%*	*	*	*1%*	-	-	-	*	*1%*
NET Not at all important/ Not very important	**47**	10	14	15	8	4	2	4	6	-	8	9	4	2	*	*	7
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	-	**5%o**	**6%no**	*3%*	*2%*	*	*	*4%*
NET Important / Very important	**1556**	386	372	386	412	135	116	134	131	114	127	121	120	145	123	141	148
	90%	*91%*	*87%*	*88%*	**93%b**	*90%*	*91%*	*92%*	*86%*	*91%*	*85%*	*88%*	*85%*	*91%*	**96%hjl**	*91%*	*92%*
Mean	**4.44**	4.46	4.42	4.36	**4.53c**	4.44	4.39	4.54	4.41	**4.58jl**	4.29	4.34	4.31	4.42	**4.68efhjklmp**	4.52	4.44
Std Dev.	**0.75**	0.72	0.80	0.78	0.70	0.72	0.69	0.74	0.82	0.65	0.89	0.84	0.80	0.72	0.56	0.67	0.81
Std Error	**0.02**	0.03	0.04	0.04	0.03	0.06	0.06	0.06	0.07	0.06	0.08	0.07	0.07	0.06	0.05	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	49	-	49	25	24	5	1	5	13	9	10	6	7	18	25	16	49	-	51
	3%	-	*3%*	*3%*	*3%*	*2%*	*	*1%*	*6%fg*	*3%*	*7%efg*	*5%f*	*1%*	*3%*	*5%l*	*6%l*	*3%*	-	*3%*
Not very important (2)	144	-	144	75	70	22	16	21	15	35	19	16	38	36	70	35	135	10	136
	8%	-	*8%*	*9%*	*8%*	*7%*	*6%*	*5%*	*7%*	*13%g*	*13%g*	*12%*	*7%*	*6%*	*13%lm*	*13%lm*	*9%*	*5%*	*8%*
Neither important nor unimportant (3)	273	-	273	148	123	38	37	45	35	63	26	29	75	80	118	55	245	26	297
	16%	-	*16%*	*17%*	*15%*	*12%*	*14%*	*11%*	*16%*	*23%efg*	*19%*	*22%g*	*13%*	*13%*	*22%lm*	*20%m*	*16%*	*13%*	*17%*
Important (4)	688	-	688	338	347	119	109	180	67	100	59	53	228	247	213	113	609	78	671
	40%	-	*40%*	*39%*	*41%*	*38%*	*42%*	*45%h*	*31%*	*36%*	*43%*	*40%*	*40%*	*40%*	*39%*	*42%*	*40%*	*38%*	*39%*
Very important (5)	561	-	561	286	275	118	93	146	85	66	25	28	211	231	119	52	468	88	531
	32%	-	*32%*	*33%*	*32%*	*38%ijk*	*36%ijk*	*37%ijk*	*39%ijk*	*24%*	*18%*	*21%*	*37%no*	*38%no*	*22%*	*19%*	*31%*	*43%p*	*31%*
Don't know	16	-	16	5	11	7	2	2	*	4	*	-	9	2	5	*	14	2	16
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*2%*	*	-	*2%*	*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	194	-	194	100	93	27	17	26	28	45	28	22	44	54	95	50	184	10	187
	11%	-	*11%*	*11%*	*11%*	*9%*	*7%*	*7%*	*13%g*	*16%efg*	*20%efg*	*17%fg*	*8%*	*9%*	*17%lm*	*19%lm*	*12%q*	*5%*	*11%*
NET Important / Very important	1249	-	1249	624	622	237	203	327	151	166	84	81	440	478	331	165	1078	166	1202
	72%	-	*72%*	*71%*	*73%*	*77%ijk*	*78%ijk*	*82%hijk*	*70%*	*60%*	*61%*	*61%*	*77%no*	*78%no*	*60%*	*61%*	*71%*	*81%p*	*71%*
Mean	3.91	-	3.91	3.90	3.93	4.07ijk	4.08ijk	4.11ijk	3.91j	3.65	3.51	3.61	4.07no	4.04no	3.61	3.56	3.87	4.21p	3.89
Std Dev.	1.04	-	1.04	1.05	1.03	0.98	0.89	0.89	1.17	1.09	1.14	1.08	0.94	1.00	1.10	1.11	1.05	0.85	1.04
Std Error	0.03	-	0.03	0.04	0.03	0.06	0.06	0.05	0.08	0.06	0.09	0.10	0.04	0.04	0.04	0.07	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 182

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**49**	25	9	9	7	33	16	24	25	5	9	11	5	17	25	5	43
	3%	**5%b**	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	**5%g**	*3%*	*4%*	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*
Not very important (2)	**144**	37	55	22	30	92	52	95	50	9	33	27	41	31	100	9	131
	8%	*8%*	*9%*	*6%*	*9%*	*9%*	*8%*	*8%*	*10%*	*6%*	**16%jkmn**	*6%*	*10%*	*8%*	*9%*	*6%*	*9%*
Neither important nor unimportant (3)	**273**	68	94	50	61	162	112	157	110	33	35	86	64	46	185	33	232
	16%	*14%*	*16%*	*15%*	*19%*	*15%*	*17%*	*13%*	**21%g**	*19%*	*16%*	**20%m**	*15%*	*11%*	**17%m**	*19%*	*16%*
Important (4)	**688**	165	263	147	112	429	259	495	189	65	80	184	170	152	433	65	595
	40%	*35%*	**44%ad**	*42%*	*35%*	*40%*	*39%*	*42%*	*37%*	*39%*	*37%*	*43%*	*40%*	*38%*	*41%*	*39%*	*40%*
Very important (5)	**561**	166	168	117	109	334	227	411	137	54	55	113	139	157	307	54	475
	32%	*35%*	*28%*	*34%*	*34%*	*31%*	*34%*	**35%h**	*27%*	*32%*	*26%*	*27%*	*33%*	**39%jkn**	*29%*	*32%*	*32%*
Don't know	**16**	8	6	1	1	13	2	9	7	2	1	4	3	2	9	2	11
	1%	*2%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**194**	62	64	31	37	126	68	118	74	15	42	37	46	48	126	15	175
	11%	*13%*	*11%*	*9%*	*12%*	*12%*	*10%*	*10%*	**14%g**	*9%*	**20%jklmn**	*9%*	*11%*	*12%*	*12%*	*9%*	*12%*
NET Important / Very important	**1249**	332	431	265	222	763	486	906	327	119	135	297	309	309	741	119	1070
	72%	*71%*	*72%*	*76%*	*69%*	*72%*	*73%*	**76%h**	*63%*	*71%*	*63%*	*70%*	*73%*	**76%j**	*70%*	*71%*	*72%*
Mean	**3.91**	3.89	3.89	3.99	3.90	3.89	3.94	**3.99h**	3.71	3.92	3.66	3.86	**3.95j**	**4.00j**	3.85	3.92	3.90
Std Dev.	**1.04**	1.14	0.97	0.99	1.05	1.05	1.02	0.99	1.11	1.02	1.15	0.97	0.99	1.09	1.02	1.02	1.04
Std Error	**0.03**	0.05	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.08	0.05	0.05	0.06	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	49	37	13	4	43	3	2	1	-	-	-	3	5	5	8	17	6	1	2
		3%	2%	5%a	5%	3%	2%	3%	3%	-	-	-	2%	3%	4%l	3%	8%hij	4%l	3%	2%
Not very important	(2)	144	121	24	8	121	15	7	2	3	13	8	19	24	11	15	14	15	1	14
		8%	8%	10%	9%	8%	10%g	9%	4%	4%	6%	6%	15%hn	15%hn	9%	5%	6%	11%	3%	11%
Neither important nor unimportant	(3)	273	232	42	16	225	27	16	4	7	35	20	20	34	16	30	29	35	4	24
		16%	15%	18%	19%	15%g	19%g	20%g	9%	9%	17%	16%	16%	20%h	14%	11%	13%	25%hn	22%	19%h
Important	(4)	688	600	88	26	580	52	31	25	32	87	45	51	49	45	114	102	55	9	44
		40%	40%	38%	30%	40%	37%	38%	53%def	42%	42%	35%	39%	30%	39%	40%	47%l	39%	51%	35%
Very important	(5)	561	498	63	28	476	45	26	14	34	66	56	34	51	39	113	53	30	4	42
		32%	33%	27%	33%	33%	32%	31%	31%	44%kop	32%	43%kop	26%	31%	34%	40%op	25%	21%	21%	33%
Don't know		16	12	3	3	14	*	*	1	1	6	-	2	1	-	2	2	-	-	*
		1%	1%	1%	4%a	1%	*	*	2%	2%	3%	-	2%	*	-	1%	1%	-	-	*
NET Not at all important/ Not very important		194	157	36	12	164	18	9	3	3	13	8	22	29	15	23	30	21	1	16
		11%	11%	16%	15%	11%	12%	11%	6%	4%	6%	6%	17%hij	18%hijn	13%	8%	14%h	15%h	7%	13%h
NET Important / Very important		1249	1098	151	53	1056	97	57	39	66	153	101	84	100	84	227	155	85	12	85
		72%	73%b	65%	63%	72%	68%	69%	83%def	86%iklopr	74%	78%lp	66%	61%	73%	81%klpr	72%	61%	71%	68%
Mean		3.91	3.94b	3.72	3.79	3.92	3.86	3.86	4.07	4.28iklmopr	4.02lp	4.15klopr	3.74	3.72	3.90	4.10klop	3.76	3.63	3.82	3.86
Std Dev.		1.04	1.02	1.14	1.17	1.04	1.05	1.04	0.90	0.79	0.88	0.91	1.08	1.15	1.09	0.99	1.13	1.06	0.94	1.06
Std Error		0.03	0.03	0.05	0.07	0.04	0.06	0.06	0.06	0.08	0.08	0.10	0.12	0.11	0.13	0.09	0.12	0.11	0.15	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1702**	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	**945**	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	**49**	30	16	*	2	*	46	3	17	17	6	6	3	34	10
	3%	*4%*	*3%*	*	*2%*	*	*3%*	*2%*	*2%*	*3%*	*3%*	**8%hm**	*13%*	*2%*	**9%hlm**
Not very important (2)	**144**	77	42	10	10	4	119	15	68	39	25	9	3	107	12
	8%	*10%*	*7%*	*6%*	*9%*	*9%*	*9%*	*9%*	*9%*	*6%*	**13%l**	*11%*	*11%*	*8%*	*11%*
Neither important nor unimportant (3)	**273**	95	90	54	32	2	185	34	101	106	49	10	6	208	16
	16%	*13%*	*14%*	**30%abf**	**27%abf**	*5%*	*13%*	**20%a**	*13%*	*16%*	**25%him**	*12%*	*25%*	*15%*	*15%*
Important (4)	**688**	250	301	72	44	17	551	61	263	305	82	32	6	568	38
	40%	*33%*	**48%afg**	*40%*	*37%*	*35%*	**40%a**	*36%*	*35%*	**45%h**	*42%*	*38%*	*25%*	*40%*	*35%*
Very important (5)	**561**	296	172	39	30	24	468	54	297	201	30	26	7	499	32
	32%	**39%bcd**	*27%*	*22%*	*25%*	*48%*	**34%bc**	*32%*	**40%ij**	**30%ij**	*15%*	**31%ij**	*26%*	**35%ij**	**30%ij**
Don't know	**16**	6	3	3	*	2	10	2	6	4	4	-	-	10	-
	1%	*1%*	*1%*	*2%*	*	*4%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important	**194**	107	58	11	13	4	166	17	85	56	31	16	6	141	22
	11%	**14%bc**	*9%*	*6%*	*11%*	*9%*	*12%*	*10%*	*11%*	*8%*	**16%il**	**19%im**	*24%*	*10%*	**20%him**
NET Important / Very important	**1249**	547	473	110	74	41	1020	114	560	506	112	57	13	1066	70
	72%	**72%c**	**76%cd**	*62%*	*62%*	*83%*	**74%cd**	*68%*	**74%ij**	**75%ij**	*57%*	*69%*	*51%*	**75%ij**	*65%*
Mean	**3.91**	3.94	3.92	3.79	3.74	4.27	3.93	3.89	**4.01jn**	**3.95jn**	3.55	3.74	3.40	**3.98jn**	3.66
Std Dev.	**1.04**	1.14	0.96	0.86	1.00	0.94	1.06	1.01	1.05	0.96	1.00	1.23	1.36	1.01	1.26
Std Error	**0.03**	0.04	0.04	0.07	0.08	0.13	0.03	0.07	0.04	0.04	0.08	0.14	0.26	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**49**	11	38	-	24	22	3	46	-	3	-	49	-
		3%	***6%b***	*3%*	-	*4%*	*2%*	*3%*	*3%*	-	*51%*	-	*3%*	-
Not very important	(2)	**144**	10	134	*	47	92	5	141	3	-	-	144	-
		8%	*5%*	*9%*	*1%*	*8%*	*9%*	*5%*	*8%*	*8%*	-	-	*8%*	-
Neither important nor unimportant	(3)	**273**	18	253	2	82	175	17	271	3	*	-	273	-
		16%	*10%*	*17%*	*11%*	*13%*	*17%*	*17%*	*16%*	*7%*	*2%*	-	*16%*	-
Important	(4)	**688**	59	620	8	212	431	45	664	22	2	*	688	-
		40%	*32%*	*41%*	*43%*	*35%*	***42%d***	*46%*	*39%*	*56%*	*33%*	*100%*	*40%*	-
Very important	(5)	**561**	81	472	8	234	300	27	551	9	1	-	561	-
		32%	***44%b***	*31%*	*41%*	***39%e***	*29%*	*28%*	*33%*	*23%*	*14%*	-	*32%*	-
Don't know		**16**	4	11	1	6	9	1	13	3	-	-	16	-
		1%	*2%*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*7%*	-	-	*1%*	-
NET Not at all important/ Not very important		**194**	21	173	*	72	115	8	188	3	3	-	194	-
		11%	*11%*	*11%*	*1%*	*12%*	*11%*	*8%*	*11%*	*8%*	*51%*	-	*11%*	-
NET Important / Very important		**1249**	140	1092	16	447	731	71	1216	30	3	*	1249	-
		72%	*76%*	*71%*	*84%*	*74%*	*71%*	*74%*	*72%*	*79%*	*47%*	*100%*	*72%*	-
Mean		**3.91**	4.06	3.89	4.29	3.98	3.88	3.91	3.92	4.01	2.58	4.00	3.91	-
Std Dev.		**1.04**	1.15	1.02	0.72	1.10	1.00	0.96	1.04	0.82	1.84	-	1.04	-
Std Error		**0.03**	0.09	0.03	0.15	0.04	0.03	0.10	0.03	0.15	0.69	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**49**	14	12	12	12	4	6	4	7	3	2	7	2	2	7	1	4
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*5%*	*2%*	*1%*	*5%*	*2%*	*1%*	*5%*	*1%*	*2%*
Not very important	(2)	**144**	39	39	36	30	14	9	16	12	8	19	7	17	13	6	13	10
		8%	*9%*	*9%*	*8%*	*7%*	*9%*	*7%*	*11%*	*8%*	*6%*	*13%*	*5%*	*12%*	*8%*	*5%*	*9%*	*6%*
Neither important nor unimportant	(3)	**273**	80	69	73	51	31	23	26	26	19	23	30	27	16	8	26	18
		16%	**19%d**	*16%*	*17%*	*11%*	**21%n**	**18%n**	**18%n**	**17%n**	*15%*	*16%*	**22%n**	**19%n**	*10%*	*6%*	**17%n**	*11%*
Important	(4)	**688**	181	151	184	172	54	57	69	47	48	56	60	46	77	55	63	54
		40%	*43%*	*35%*	*42%*	*39%*	*36%*	*45%*	**48%h**	*31%*	*38%*	*38%*	*44%*	*33%*	**48%hp**	*43%*	*41%*	*33%*
Very important	(5)	**561**	102	151	131	177	44	30	29	58	44	48	31	48	51	52	52	73
		32%	*24%*	**35%a**	*30%*	**40%ac**	*29%*	*24%*	*20%*	**38%fgk**	**35%g**	*33%*	*23%*	**34%g**	*32%*	**41%fgk**	*33%*	**45%efgk**
Don't know		**16**	7	4	1	4	3	2	3	1	3	-	1	-	-	-	*	3
		1%	*2%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	-	*1%*	-	-	-	*	*2%*
NET Not at all important/ Not very important		**194**	53	51	48	42	18	16	19	20	11	21	14	19	15	13	15	14
		11%	*12%*	*12%*	*11%*	*9%*	*12%*	*12%*	*13%*	*13%*	*8%*	*14%*	*10%*	*13%*	*9%*	*10%*	*9%*	*9%*
NET Important / Very important		**1249**	283	302	315	349	98	87	98	106	92	104	92	95	128	107	115	126
		72%	*67%*	*71%*	*72%*	**78%a**	*66%*	*68%*	*67%*	*69%*	*74%*	*70%*	*67%*	*67%*	**81%e**	**84%efghjkl**	*74%*	*78%*
Mean		**3.91**	3.77	3.92	3.88	**4.07a**	3.82	3.76	3.72	3.91	4.01	3.87	3.74	3.86	4.02	**4.09g**	3.97	**4.15efgk**
Std Dev.		**1.04**	1.03	1.07	1.02	1.01	1.05	1.05	0.99	1.14	1.00	1.05	1.04	1.07	0.93	1.07	0.96	1.01
Std Error		**0.03**	0.05	0.05	0.05	0.05	0.09	0.09	0.08	0.09	0.09	0.09	0.09	0.09	0.08	0.09	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**24**	-	24	20	5	4	3	2	3	7	4	2	7	5	12	6	22	2	21
	1%	-	*1%*	***2%d***	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Not very important (2)	**47**	-	47	21	25	13	9	6	4	8	5	2	22	10	15	7	42	5	55
	3%	-	*3%*	*2%*	*3%*	*4%*	*4%*	*1%*	*2%*	*3%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
Neither important nor unimportant (3)	**167**	-	167	85	80	27	26	45	17	30	12	9	53	61	52	22	146	19	159
	10%	-	*10%*	*10%*	*9%*	*9%*	*10%*	*11%*	*8%*	*11%*	*9%*	*7%*	*9%*	*10%*	*9%*	*8%*	*10%*	*9%*	*9%*
Important (4)	**688**	-	688	381	306	107	99	170	82	119	47	64	206	252	230	112	609	78	673
	40%	-	*40%*	***43%d***	*36%*	*35%*	*38%*	*43%*	*38%*	*43%*	*34%*	*48%*	*36%*	*41%*	*42%*	*41%*	*40%*	*38%*	*40%*
Very important (5)	**784**	-	784	361	423	151	120	175	105	110	68	55	271	280	233	123	683	98	773
	45%	-	*45%*	*41%*	***50%c***	*49%*	*46%*	*44%*	*49%*	*40%*	*49%*	*42%*	*48%*	*46%*	*42%*	*45%*	*45%*	*48%*	*45%*
Don't know	**21**	-	21	10	11	7	2	2	4	4	2	-	9	6	6	2	19	2	21
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*2%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**71**	-	71	41	30	16	12	8	7	15	9	4	28	15	27	13	64	7	76
	4%	-	*4%*	*5%*	*4%*	*5%*	*5%*	*2%*	*3%*	*5%*	*6%*	*3%*	*5%*	*2%*	*5%*	*5%*	*4%*	*3%*	*4%*
NET Important / Very important	**1473**	-	1473	742	729	258	219	345	187	229	116	119	477	532	464	235	1292	176	1446
	85%	-	*85%*	*85%*	*86%*	*83%*	*85%*	*86%*	*87%*	*82%*	*83%*	*90%*	*84%*	*87%*	*84%*	*87%*	*85%*	*86%*	*85%*
Mean	**4.26**	-	4.26	4.20	**4.33c**	4.29	4.26	4.28	4.34	4.16	4.25	4.27	4.28	4.30	4.21	4.26	4.26	4.32	4.26
Std Dev.	**0.85**	-	0.85	0.88	0.81	0.89	0.86	0.76	0.82	0.91	0.96	0.79	0.88	0.78	0.89	0.88	0.86	0.82	0.85
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.06	0.05	0.08	0.07	0.04	0.03	0.04	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 183

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**24**	9	4	2	9	13	11	14	11	5	4	7	2	6	13	5	19
	1%	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
Not very important (2)	**47**	20	15	7	5	35	12	29	17	8	6	5	8	15	19	8	36
	3%	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	**5%k**	*3%*	*1%*	*2%*	*4%*	*2%*	*5%*	*2%*
Neither important nor unimportant (3)	**167**	43	45	46	33	88	79	116	48	18	22	54	37	29	113	18	145
	10%	*9%*	*8%*	**13%b**	*10%*	*8%*	*12%*	*10%*	*9%*	*11%*	*11%*	*13%*	*9%*	*7%*	*11%*	*11%*	*10%*
Important (4)	**688**	188	244	132	124	432	256	474	207	58	85	165	160	183	410	58	603
	40%	*40%*	*41%*	*38%*	*39%*	*41%*	*38%*	*40%*	*40%*	*35%*	*40%*	*39%*	*38%*	*45%*	*39%*	*35%*	*41%*
Very important (5)	**784**	206	278	156	144	485	300	544	228	78	90	194	204	171	488	78	668
	45%	*44%*	*47%*	*45%*	*45%*	*46%*	*45%*	*46%*	*44%*	*46%*	*43%*	*46%*	*48%*	*42%*	*46%*	*46%*	*45%*
Don't know	**21**	2	9	4	6	10	10	13	8	1	5	*	11	1	16	1	17
	1%	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	**2%k**	*	**3%km**	*	*2%*	*1%*	*1%*
NET Not at all important/ Not very important	**71**	29	19	9	14	48	23	42	27	13	10	12	10	21	32	13	55
	4%	*6%*	*3%*	*3%*	*4%*	*5%*	*3%*	*4%*	*5%*	**8%kln**	*5%*	*3%*	*2%*	*5%*	*3%*	**8%p**	*4%*
NET Important / Very important	**1473**	395	522	288	267	917	556	1019	434	136	175	359	364	353	898	136	1271
	85%	*84%*	*88%*	*83%*	*83%*	*86%*	*83%*	*86%*	*84%*	*81%*	*83%*	*85%*	*86%*	*87%*	*85%*	*81%*	*85%*
Mean	**4.26**	4.21	4.32	4.26	4.24	4.27	4.25	4.28	4.22	4.17	4.21	4.26	4.35	4.23	4.28	4.17	4.27
Std Dev.	**0.85**	0.91	0.79	0.81	0.91	0.85	0.86	0.83	0.90	1.01	0.89	0.84	0.77	0.85	0.83	1.01	0.83
Std Error	**0.02**	0.04	0.03	0.05	0.05	0.03	0.03	0.03	0.03	0.08	0.06	0.04	0.04	0.05	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 183

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important (1)	24	22	3	*	23	1	*	*	1	-	5	5	2	1	4	6	-	-	1
	1%	1%	1%	*	2%	*	*	1%	1%	-	4%l	4%l	1%	1%	1%	3%	-	-	1%
Not very important (2)	47	38	8	3	37	6	2	2	2	5	1	2	3	1	10	5	7	-	6
	3%	3%	4%	4%	3%	4%	3%	4%	3%	2%	1%	2%	2%	1%	4%	2%	5%	-	5%
Neither important nor unimportant (3)	167	151	16	8	139	17	7	4	3	21	16	11	13	13	26	16	18	3	14
	10%	10%	7%	9%	10%	12%	9%	8%	4%	10%	13%	9%	8%	11%	9%	7%	13%	19%	11%
Important (4)	688	595	94	26	580	56	33	19	31	82	47	57	66	43	111	93	51	8	48
	40%	40%	40%	31%	40%	39%	40%	40%	40%	39%	36%	45%	40%	37%	39%	43%	36%	46%	38%
Very important (5)	784	680	104	44	664	60	39	22	39	98	60	48	80	54	129	96	60	6	54
	45%	45%	45%	52%	45%	42%	47%	46%	51%	47%	46%	38%	49%	46%	46%	45%	43%	35%	43%
Don't know	21	14	7	3	17	3	*	1	1	2	-	5	-	3	2	-	4	-	3
	1%	1%	3%a	4%a	1%	2%	1%	1%	1%	1%	-	4%o	-	3%	1%	-	3%	-	2%
NET Not at all important/ Not very important	71	60	11	3	60	6	3	2	3	5	6	7	5	3	14	11	7	-	6
	4%	4%	5%	4%	4%	4%	3%	5%	3%	2%	5%	5%	3%	2%	5%	5%	5%	-	5%
NET Important / Very important	1473	1274	198	70	1244	116	72	40	70	179	107	106	146	97	240	189	111	14	102
	85%	85%	85%	83%	85%	82%	87%	86%	91%pr	86%	83%	82%	89%	84%	85%	87%	79%	81%	82%
Mean	4.26	4.26	4.28	4.35	4.27	4.21	4.32	4.29	4.39	4.32	4.21	4.15	4.34	4.30	4.25	4.24	4.21	4.17	4.22
Std Dev.	0.85	0.85	0.84	0.83	0.86	0.85	0.79	0.84	0.77	0.76	0.96	0.94	0.79	0.81	0.87	0.90	0.86	0.74	0.86
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.05	0.06	0.08	0.07	0.11	0.10	0.08	0.10	0.08	0.09	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	24	17	3	-	4	-	20	4	7	6	1	5	5	13	10
	1%	*2%*	*1%*	-	3%b	-	*1%*	*2%*	*1%*	*1%*	*1%*	6%hijm	*19%*	*1%*	9%hijm
Not very important (2)	47	13	15	9	5	4	29	9	12	14	16	4	*	26	4
	3%	*2%*	*2%*	*5%*	*4%*	*9%*	*2%*	6%af	*2%*	*2%*	8%him	*5%*	*1%*	*2%*	*4%*
Neither important nor unimportant (3)	167	42	65	45	12	2	108	14	40	74	40	12	*	114	12
	10%	*6%*	10%a	25%abdfg	*10%*	*4%*	*8%*	*8%*	*5%*	11%h	20%him	15%h	*1%*	*8%*	*11%*
Important (4)	688	269	284	54	57	24	553	81	254	314	79	35	6	568	41
	40%	*36%*	45%ac	*30%*	48%ac	*50%*	*40%*	48%ac	*34%*	47%hm	*40%*	*42%*	*24%*	40%h	*38%*
Very important (5)	784	408	252	67	38	16	660	54	432	260	53	26	14	692	40
	45%	54%bcdfg	*40%*	*37%*	*32%*	*33%*	48%bdg	*32%*	57%ijkmn	39%j	*27%*	*31%*	*55%*	49%ijk	*37%*
Don't know	21	6	5	3	4	2	10	6	6	6	7	1	*	12	1
	1%	*1%*	*1%*	*2%*	3%f	*5%*	*1%*	4%abf	*1%*	*1%*	4%him	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important	71	30	19	9	9	4	49	13	19	20	18	9	5	39	14
	4%	*4%*	*3%*	*5%*	8%b	*9%*	*4%*	8%bf	*3%*	*3%*	9%him	11%him	*20%*	*3%*	13%him
NET Important / Very important	1473	677	537	121	94	40	1213	135	686	573	132	61	20	1260	81
	85%	90%cdg	86%c	*68%*	*79%*	*82%*	88%cdg	80%c	91%ijkn	85%jkn	*67%*	*73%*	*79%*	88%jkn	*75%*
Mean	4.26	4.38bcdg	4.24cdg	4.02	4.03	4.11	4.32cdg	4.06	4.46ijkmn	4.21jkn	3.87	3.88	3.95	4.34ijkn	3.90
Std Dev.	0.85	0.85	0.78	0.92	0.96	0.87	0.82	0.94	0.75	0.79	0.94	1.10	1.55	0.78	1.21
Std Error	0.02	0.03	0.03	0.07	0.08	0.12	0.02	0.07	0.03	0.03	0.07	0.12	0.30	0.02	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important (1)	**24**	1	23	-	9	14	1	24	-	-	-	24	-
	1%	*1%*	*2%*	-	*2%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Not very important (2)	**47**	3	44	-	15	31	*	39	5	3	-	47	-
	3%	*1%*	*3%*	-	*3%*	*3%*	*	*2%*	*12%*	*51%*	-	*3%*	-
Neither important nor unimportant (3)	**167**	12	153	2	50	105	12	163	2	2	-	167	-
	10%	*7%*	*10%*	*10%*	*8%*	*10%*	*13%*	*10%*	*4%*	*32%*	-	*10%*	-
Important (4)	**688**	68	612	8	214	429	46	667	21	*	*	688	-
	40%	*37%*	*40%*	*41%*	*35%*	*42%*	*47%*	*40%*	*55%*	*3%*	*100%*	*40%*	-
Very important (5)	**784**	96	680	8	310	438	36	773	10	1	-	784	-
	45%	*53%*	*44%*	*44%*	***51%e***	*43%*	*38%*	*46%*	*26%*	*14%*	-	*45%*	-
Don't know	**21**	3	17	1	8	12	1	20	1	-	-	21	-
	1%	*2%*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important	**71**	4	67	-	25	45	2	63	5	3	-	71	-
	4%	*2%*	*4%*	-	*4%*	*4%*	*2%*	*4%*	*12%*	*51%*	-	*4%*	-
NET Important / Very important	**1473**	164	1292	16	523	867	82	1440	31	1	*	1472	-
	85%	*90%*	*84%*	*85%*	*86%*	*84%*	*85%*	*85%*	*81%*	*17%*	*100%*	*85%*	-
Mean	**4.26**	4.42	4.24	4.36	4.34	4.23	4.21	4.28	3.98	2.80	4.00	4.26	-
Std Dev.	**0.85**	0.73	0.86	0.68	0.86	0.85	0.78	0.84	0.91	1.14	-	0.85	-
Std Error	**0.02**	0.06	0.02	0.14	0.04	0.03	0.08	0.02	0.17	0.43	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**24**	9	5	6	3	5	1	4	4	-	2	-	-	6	1	*	2
	1%	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	-	*1%*	-	-	*4%*	*1%*	*	*1%*
Not very important (2)	**47**	12	11	15	9	2	6	3	7	1	3	*	11	4	*	1	8
	3%	*3%*	*2%*	*3%*	*2%*	*2%*	*5%*	*2%*	*5%*	*	*2%*	*	**8%lkno**	*2%*	*	*1%*	**5%n**
Neither important nor unimportant (3)	**167**	44	45	45	34	11	22	11	19	14	12	11	22	12	6	19	9
	10%	*10%*	*10%*	*10%*	*8%*	*8%*	**17%np**	*7%*	*13%*	*11%*	*8%*	*8%*	**16%np**	*7%*	*5%*	*12%*	*6%*
Important (4)	**688**	183	162	162	181	63	50	70	50	41	72	53	52	57	48	59	73
	40%	*43%*	*38%*	*37%*	*41%*	*42%*	*39%*	**48%h**	*32%*	*33%*	**48%h**	*38%*	*37%*	*36%*	*38%*	*38%*	*46%*
Very important (5)	**784**	170	199	203	212	65	49	56	73	67	59	70	55	78	71	73	68
	45%	*40%*	*47%*	*47%*	*48%*	*44%*	*38%*	*38%*	*48%*	*53%*	*39%*	*51%*	*39%*	*49%*	**55%fq**	*47%*	*42%*
Don't know	**21**	5	4	6	6	3	*	2	-	3	2	3	1	2	2	3	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	-
NET Not at all important/ Not very important	**71**	21	16	21	13	7	7	7	11	1	5	*	11	10	1	2	10
	4%	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*5%*	**7%lko**	*	*3%*	*	**8%lkno**	**6%k**	*1%*	*1%*	**6%lk**
NET Important / Very important	**1473**	353	362	366	393	128	99	126	123	108	130	123	107	135	119	132	142
	85%	*83%*	*85%*	*84%*	*88%*	*86%*	*78%*	*86%*	*81%*	*86%*	*88%*	**90%l**	*76%*	*85%*	**93%fhl**	*85%*	**88%l**
Mean	**4.26**	4.18	4.28	4.26	**4.34a**	4.24	4.10	4.18	4.19	**4.43fi**	4.24	**4.44fi**	4.08	4.26	**4.49fghjlp**	4.34	4.23
Std Dev.	**0.85**	0.89	0.85	0.88	0.78	0.91	0.89	0.88	0.99	0.70	0.78	0.65	0.93	0.98	0.68	0.74	0.86
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.08	0.08	0.07	0.08	0.06	0.07	0.06	0.08	0.08	0.06	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	10	-	10	5	5	5	1	-	2	1	*	1	5	2	3	1	8	2	11
	1%	-	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*
Not very important (2)	44	-	44	25	19	6	9	6	6	10	4	3	15	12	17	7	39	5	41
	3%	-	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*
Neither important nor unimportant (3)	171	-	171	97	73	28	31	29	23	33	14	14	58	52	60	28	164	5	174
	10%	-	*10%*	*11%*	*9%*	*9%*	*12%*	*7%*	*11%*	*12%*	*10%*	*11%*	*10%*	*9%*	*11%*	*10%*	**11%q**	*3%*	*10%*
Important (4)	708	-	708	357	350	106	85	159	82	132	67	77	192	241	276	144	622	84	727
	41%	-	*41%*	*41%*	*41%*	*34%*	*33%*	*40%*	*38%*	**47%ef**	**48%f**	**58%efgh**	*34%*	*39%*	**50%lm**	**53%lm**	*41%*	*41%*	*43%*
Very important (5)	788	-	788	387	399	160	131	205	101	101	53	37	291	306	191	90	677	108	740
	45%	-	*45%*	*44%*	*47%*	**52%ik**	**50%ik**	**51%ik**	**47%k**	*36%*	*38%*	*28%*	**51%no**	**50%no**	*35%*	*33%*	*45%*	*53%*	*43%*
Don't know	10	-	10	6	4	4	3	1	-	2	-	1	7	1	2	1	10	-	9
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	-	*1%*	*1%*	*	*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	54	-	54	30	24	11	9	6	8	11	5	4	20	14	20	8	47	7	52
	3%	-	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*4%*	*4%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*
NET Important / Very important	1496	-	1496	744	750	267	216	364	183	233	120	114	483	546	467	234	1299	192	1467
	86%	-	*86%*	*85%*	*88%*	*86%*	*83%*	**91%fl**	*85%*	*84%*	*87%*	*86%*	*85%*	*89%*	*85%*	*86%*	*85%*	**94%p**	*86%*
Mean	4.29	-	4.29	4.26	4.32	**4.35ik**	4.31	**4.41ik**	4.27	4.16	4.22	4.11	**4.33no**	**4.36no**	4.16	4.16	4.27	4.43	4.27
Std Dev.	0.79	-	0.79	0.81	0.77	0.85	0.83	0.69	0.84	0.81	0.77	0.72	0.84	0.75	0.78	0.75	0.80	0.74	0.79
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 184

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**10**	5	2	1	2	7	3	7	3	3	1	4	1	1	6	3	6
	1%	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*	*1%*	*	*	*1%*	**2%p**	*
Not very important (2)	**44**	8	18	8	10	26	18	29	14	4	7	12	14	2	34	4	36
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	**3%m**	*3%*	**3%m**	*1%*	**3%m**	*3%*	*2%*
Neither important nor unimportant (3)	**171**	39	56	41	36	95	76	120	49	16	24	56	36	34	117	16	153
	10%	*8%*	*9%*	*12%*	*11%*	*9%*	*11%*	*10%*	*9%*	*9%*	*12%*	*13%*	*9%*	*9%*	*11%*	*9%*	*10%*
Important (4)	**708**	172	263	142	132	435	273	446	256	73	110	163	160	167	434	73	609
	41%	*37%*	*44%*	*41%*	*41%*	*41%*	*41%*	*37%*	**50%g**	*44%*	**52%kln**	*38%*	*38%*	*41%*	*41%*	*44%*	*41%*
Very important (5)	**788**	242	251	155	140	493	294	581	194	71	69	189	209	198	467	71	678
	45%	**52%b**	*42%*	*45%*	*44%*	*46%*	*44%*	**49%h**	*37%*	*42%*	*32%*	**45%j**	**49%j**	**49%j**	**44%j**	*42%*	*46%*
Don't know	**10**	2	6	-	2	8	2	7	2	-	1	-	2	3	3	-	6
	1%	*	*1%*	-	*1%*	*1%*	*	*1%*	*	-	*	-	*	*1%*	*	-	*
NET Not at all important/ Not very important	**54**	13	20	10	11	33	21	36	17	8	8	16	15	3	39	8	42
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**5%m**	**4%m**	**4%m**	**4%m**	*1%*	**4%m**	*5%*	*3%*
NET Important / Very important	**1496**	414	514	296	272	928	568	1027	450	144	179	353	369	364	901	144	1287
	86%	*88%*	*86%*	*85%*	*85%*	*87%*	*85%*	*86%*	*87%*	*86%*	*84%*	*83%*	*87%*	**90%k**	*85%*	*86%*	*86%*
Mean	**4.29**	4.37	4.26	4.27	4.25	4.31	4.26	**4.32h**	4.21	4.21	4.13	4.23	**4.33j**	**4.39jkn**	4.25	4.21	4.29
Std Dev.	**0.79**	0.80	0.78	0.79	0.81	0.79	0.80	0.80	0.77	0.88	0.78	0.85	0.79	0.68	0.82	0.88	0.78
Std Error	**0.02**	0.04	0.03	0.05	0.04	0.02	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 184

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1702**	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		**945**	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	**10**	7	2	*	7	3	-	-	-	2	-	2	1	-	2	-	-	-	3
		1%	*	*1%*	*	*	*2%*	-	-	-	*1%*	-	*2%*	*1%*	-	*1%*	-	-	-	*2%*
Not very important	(2)	**44**	36	8	1	38	4	2	1	4	2	1	7	5	1	9	2	6	1	3
		3%	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	**6%id**	*1%*	*1%*	*6%*	*3%*	*1%*	*3%*	*1%*	*4%*	*6%*	*3%*
Neither important nor unimportant	(3)	**171**	133	38	16	149	11	4	6	4	19	14	13	20	15	21	20	23	3	8
		10%	*9%*	**17%a**	**19%a**	*10%*	*8%*	*5%*	**13%f**	*6%*	*9%*	*11%*	*10%*	*12%*	*13%*	*8%*	*9%*	**16%hr**	*17%*	*7%*
Important	(4)	**708**	610	98	20	580	66	40	22	27	84	42	62	53	48	117	94	54	9	56
		41%	**41%c**	**42%c**	*24%*	*40%*	*46%*	*48%*	*48%*	*35%*	*40%*	*32%*	**48%jl**	*32%*	*42%*	*41%*	*44%*	*39%*	*54%*	*45%*
Very important	(5)	**788**	705	83	46	677	58	35	17	40	99	71	44	85	50	132	100	57	4	54
		45%	**47%b**	*36%*	**54%b**	**46%g**	*41%*	*43%*	*37%*	**52%k**	*48%*	**55%k**	*34%*	**52%k**	*43%*	*47%*	*46%*	*40%*	*24%*	*43%*
Don't know		**10**	8	2	1	8	1	1	-	1	2	2	1	-	1	2	-	-	-	1
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	-	-	*1%*
NET Not at all important/ Not very important		**54**	44	11	2	45	7	2	1	4	4	1	10	7	1	10	2	6	1	6
		3%	*3%*	*5%*	*2%*	*3%*	*5%*	*2%*	*2%*	**6%o**	*2%*	*1%*	**7%o**	*4%*	*1%*	*4%*	*1%*	*4%*	*6%*	*5%*
NET Important / Very important		**1496**	1315	181	66	1257	124	75	40	67	183	112	105	137	98	249	194	111	13	110
		86%	**88%bc**	*78%*	*78%*	*86%*	*87%*	*91%*	*85%*	*88%*	*88%*	*87%*	*82%*	*84%*	*85%*	*88%*	*90%*	*79%*	*77%*	*88%*
Mean		**4.29**	**4.32b**	4.09	4.31	4.30	4.21	4.34	4.20	**4.36k**	**4.35k**	**4.42kp**	4.07	4.31	4.28	4.32	**4.35k**	4.15	3.95	4.25
Std Dev.		**0.79**	0.78	0.87	0.86	0.79	0.85	0.67	0.74	0.83	0.75	0.73	0.92	0.87	0.73	0.79	0.68	0.85	0.82	0.86
Std Error		**0.02**	0.02	0.04	0.05	0.03	0.05	0.04	0.05	0.09	0.07	0.08	0.10	0.09	0.09	0.07	0.07	0.09	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1702**	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base		**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base		**945**	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important	(1)	**10**	6	2	1	-	2	7	2	4	2	2	-	2	6	2
		1%	*1%*	*	*	-	*4%*	*1%*	*1%*	*	*	*1%*	-	*9%*	*	*2%*
Not very important	(2)	**44**	24	7	7	6	1	31	6	18	18	5	3	-	36	3
		3%	*3%*	*1%*	**4%b**	**5%b**	*1%*	*2%*	**4%b**	*2%*	*3%*	*3%*	*4%*	-	*3%*	*3%*
Neither important nor unimportant	(3)	**171**	58	54	40	14	4	112	18	47	61	50	9	4	108	14
		10%	*8%*	*9%*	**23%abfg**	*12%*	*9%*	*8%*	*11%*	*6%*	*9%*	**25%hikm**	*11%*	*18%*	*8%*	*13%*
Important	(4)	**708**	255	307	75	54	16	562	71	258	326	78	40	5	584	45
		41%	*34%*	**49%af**	*42%*	**46%a**	*34%*	**41%a**	*42%*	*34%*	**48%hm**	*40%*	*48%*	*21%*	**41%h**	*42%*
Very important	(5)	**788**	411	256	50	45	23	667	67	422	263	60	30	13	685	43
		45%	**54%bcdfg**	**41%c**	*28%*	*37%*	*46%*	**48%bc**	*40%*	**56%ijkmn**	*39%*	*30%*	*36%*	*52%*	**48%ij**	*40%*
Don't know		**10**	2	-	4	-	3	2	3	3	3	2	1	-	6	1
		1%	*	-	**2%abf**	-	*7%*	*	**2%abf**	*	*1%*	*1%*	*1%*	-	*	*1%*
NET Not at all important/ Not very important		**54**	30	8	8	6	2	38	8	21	20	7	3	2	42	5
		3%	**4%b**	*1%*	*4%*	**5%b**	*5%*	*3%*	**5%b**	*3%*	*3%*	*4%*	*4%*	*9%*	*3%*	*5%*
NET Important / Very important		**1496**	666	563	126	99	39	1228	138	680	589	138	70	19	1269	88
		86%	**88%c**	**90%cg**	*71%*	*83%*	*80%*	**89%cg**	*82%*	**90%jn**	**87%j**	*70%*	*84%*	*73%*	**89%j**	*82%*
Mean		**4.29**	**4.38cdg**	**4.29c**	3.96	4.16	4.26	**4.34cd**	4.19	**4.44ijkmn**	**4.24j**	3.97	4.18	4.07	**4.34ij**	4.16
Std Dev.		**0.79**	0.82	0.69	0.85	0.82	0.96	0.77	0.86	0.76	0.75	0.87	0.77	1.26	0.76	0.90
Std Error		**0.02**	0.03	0.03	0.07	0.07	0.13	0.02	0.06	0.03	0.03	0.07	0.09	0.24	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**10**	2	8	-	4	6	-	8	2	-	-	10	-
		1%	*1%*	*1%*	-	*1%*	*1%*	-	*	*4%*	-	-	*1%*	-
Not very important	(2)	**44**	2	42	-	10	33	2	44	-	-	-	44	-
		3%	*1%*	*3%*	-	*2%*	*3%*	*2%*	*3%*	-	-	-	*3%*	-
Neither important nor unimportant	(3)	**171**	16	154	2	42	119	10	166	3	2	-	171	-
		10%	*9%*	*10%*	*8%*	*7%*	**12%d**	*11%*	*10%*	*8%*	*35%*	-	*10%*	-
Important	(4)	**708**	69	629	10	234	428	46	688	21	*	*	708	-
		41%	*38%*	*41%*	*51%*	*39%*	*42%*	*48%*	*41%*	*53%*	*1%*	*100%*	*41%*	-
Very important	(5)	**788**	94	686	8	314	436	38	771	13	4	-	788	-
		45%	*51%*	*45%*	*41%*	**52%e**	*42%*	*39%*	*46%*	*35%*	*64%*	-	*46%*	-
Don't know		**10**	1	9	-	2	7	1	10	-	-	-	10	-
		1%	*	*1%*	-	*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**54**	4	50	-	14	38	2	52	2	-	-	54	-
		3%	*2%*	*3%*	-	*2%*	*4%*	*2%*	*3%*	*4%*	-	-	*3%*	-
NET Important / Very important		**1496**	163	1315	18	548	864	84	1458	34	4	*	1496	-
		86%	*89%*	*86%*	*92%*	**90%e**	*84%*	*87%*	*86%*	*88%*	*65%*	*100%*	*86%*	-
Mean		**4.29**	4.38	4.28	4.33	**4.40e**	4.23	4.24	4.29	4.13	4.29	4.00	4.29	-
Std Dev.		**0.79**	0.77	0.80	0.64	0.75	0.82	0.72	0.79	0.91	1.05	-	0.79	-
Std Error		**0.02**	0.06	0.02	0.13	0.03	0.03	0.07	0.02	0.16	0.40	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base		**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base		**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important	(1)	**10**	*	5	1	4	-	-	*	2	-	3	-	-	1	-	-	4
		1%	*	*1%*	*	*1%*	-	-	*	*1%*	-	*2%*	-	-	*1%*	-	-	*2%*
Not very important	(2)	**44**	13	12	13	6	7	4	3	3	*	9	4	7	1	1	2	2
		3%	*3%*	*3%*	*3%*	*1%*	*5%*	*3%*	*2%*	*2%*	*	**6%l**	*3%*	*5%*	*1%*	*1%*	*1%*	*1%*
Neither important nor unimportant	(3)	**171**	46	35	49	41	23	10	13	11	12	13	14	21	15	6	22	12
		10%	*11%*	*8%*	*11%*	*9%*	**16%n**	*8%*	*9%*	*7%*	*9%*	*9%*	*10%*	**15%n**	*9%*	*5%*	*14%*	*8%*
Important	(4)	**708**	174	183	168	183	49	62	63	56	58	69	59	51	58	50	66	67
		41%	*41%*	*43%*	*38%*	*41%*	*33%*	*49%*	*43%*	*37%*	*47%*	*46%*	*43%*	*36%*	*36%*	*39%*	*42%*	*41%*
Very important	(5)	**788**	186	191	202	209	67	52	66	81	55	54	57	61	84	70	66	73
		45%	*44%*	*45%*	*46%*	*47%*	*45%*	*41%*	*45%*	**53%j**	*44%*	*36%*	*42%*	*44%*	**53%j**	**55%j**	*42%*	*46%*
Don't know		**10**	3	-	4	3	2	-	1	-	-	-	3	-	1	1	*	3
		1%	*1%*	-	*1%*	*1%*	*1%*	-	*	-	-	-	*2%*	-	*1%*	*1%*	*	*2%*
NET Not at all important/ Not very important		**54**	13	18	14	9	7	4	3	5	*	13	4	7	2	1	2	6
		3%	*3%*	*4%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*	**9%klmno**	*3%*	*5%*	*1%*	*1%*	*1%*	*4%*
NET Important / Very important		**1496**	360	374	370	392	117	114	129	137	113	123	116	112	141	120	132	140
		86%	*85%*	*88%*	*85%*	*88%*	*78%*	*90%*	*89%*	**90%e**	**91%e**	*83%*	*85%*	*80%*	*89%*	**94%eijl**	*84%*	*87%*
Mean		**4.29**	4.27	4.27	4.29	4.33	4.21	4.28	4.33	**4.39j**	4.35	4.08	4.26	4.18	**4.40j**	**4.48ejlo**	4.25	4.28
Std Dev.		**0.79**	0.78	0.83	0.80	0.77	0.88	0.73	0.72	0.80	0.65	0.95	0.77	0.87	0.73	0.64	0.74	0.86
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.08	0.07	0.08	0.06	0.06	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	36	-	36	28	9	8	3	4	7	7	2	5	11	11	14	7	34	2	30
	2%	-	*2%*	**3%d**	*1%*	*3%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
Not very important (2)	116	-	116	49	67	13	13	20	20	24	15	10	26	41	49	25	105	11	125
	7%	-	*7%*	*6%*	*8%*	*4%*	*5%*	*5%*	*10%*	*9%*	*11%*	*8%*	*5%*	*7%*	**9%l**	*9%*	*7%*	*5%*	*7%*
Neither important nor unimportant (3)	276	-	276	148	126	46	33	46	27	54	31	39	79	73	124	70	256	18	292
	16%	-	*16%*	*17%*	*15%*	*15%*	*13%*	*12%*	*12%*	**20%g**	**22%g**	**29%efgh**	*14%*	*12%*	**23%lm**	**26%lm**	**17%q**	*9%*	*17%*
Important (4)	702	-	702	341	360	112	111	160	81	138	49	52	223	240	239	101	610	92	711
	41%	-	*41%*	*39%*	*42%*	*36%*	*43%*	*40%*	*38%*	**50%o**	*35%*	*39%*	*39%*	*39%*	*43%*	*37%*	*40%*	*45%*	*42%*
Very important (5)	591	-	591	305	285	125	96	167	80	55	41	27	221	247	123	68	510	76	533
	34%	-	*34%*	*35%*	*34%*	**40%ijk**	**37%ijk**	**42%ijk**	**37%ijk**	*20%*	*30%*	*20%*	**39%no**	**40%no**	*22%*	*25%*	*34%*	*37%*	*31%*
Don't know	10	-	10	7	4	5	2	2	*	*	1	-	7	2	1	1	5	5	11
	1%	-	*1%*	*1%*	*	*2%*	*1%*	*1%*	*	*	*	-	*1%*	*	*	*	*	**3%p**	*1%*
NET Not at all important/ Not very important	152	-	152	77	76	21	16	24	27	31	17	15	38	52	63	32	139	13	155
	9%	-	*9%*	*9%*	*9%*	*7%*	*6%*	*6%*	**13%g**	*11%*	*13%*	*11%*	*7%*	*8%*	**11%l**	*12%*	*9%*	*6%*	*9%*
NET Important / Very important	1293	-	1293	646	645	237	207	327	160	193	90	79	444	487	362	169	1120	169	1244
	75%	-	*75%*	*74%*	*76%*	**77%k**	**80%ijk**	**82%ijk**	**75%k**	*69%*	*65%*	*60%*	**78%no**	**79%no**	*66%*	*62%*	*74%*	*82%*	*73%*
Mean	3.98	-	3.98	3.97	4.00	**4.09ik**	**4.10ijk**	**4.17ijk**	3.96	3.75	3.81	3.65	**4.10no**	**4.10no**	3.74	3.73	3.96	4.15	3.94
Std Dev.	0.98	-	0.98	1.02	0.95	0.98	0.90	0.90	1.08	0.95	1.04	1.00	0.95	0.97	0.99	1.02	0.99	0.87	0.97
Std Error	0.02	-	0.02	0.04	0.03	0.06	0.06	0.05	0.08	0.05	0.08	0.09	0.04	0.04	0.04	0.06	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 185

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	**36**	13	11	3	9	24	12	25	12	5	7	8	10	6	25	5	31
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Not very important (2)	**116**	21	35	36	23	57	59	65	50	17	21	33	19	21	73	17	96
	7%	*5%*	*6%*	***10%a***	*7%*	*5%*	***9%e***	*5%*	***10%g***	***10%l***	*10%*	*8%*	*4%*	*5%*	*7%*	*10%*	*6%*
Neither important nor unimportant (3)	**276**	68	92	60	56	160	116	165	108	34	42	68	70	52	180	34	234
	16%	*15%*	*15%*	*17%*	*17%*	*15%*	*17%*	*14%*	***21%g***	*20%*	*20%*	*16%*	*17%*	*13%*	*17%*	*20%*	*16%*
Important (4)	**702**	179	258	139	126	437	265	487	207	53	81	185	196	146	462	53	621
	41%	*38%*	*43%*	*40%*	*39%*	*41%*	*40%*	*41%*	*40%*	*31%*	*38%*	***44%l***	***46%lm***	*36%*	***44%l***	*31%*	***42%o***
Very important (5)	**591**	186	193	106	106	379	212	440	139	58	60	126	128	179	314	58	499
	34%	***40%c***	*32%*	*31%*	*33%*	*36%*	*32%*	***37%h***	*27%*	*35%*	*28%*	*30%*	*30%*	***44%jkln***	*30%*	*35%*	*34%*
Don't know	**10**	1	5	3	1	7	4	8	2	*	1	5	*	1	6	*	7
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*	*	*1%*	*	*
NET Not at all important/ Not very important	**152**	34	47	39	32	81	72	90	62	22	28	41	29	27	98	22	127
	9%	*7%*	*8%*	*11%*	*10%*	*8%*	*11%*	*8%*	***12%g***	***13%l***	***13%lm***	*10%*	*7%*	*7%*	*9%*	*13%*	*9%*
NET Important / Very important	**1293**	365	451	245	232	816	477	928	346	111	141	311	324	325	776	111	1120
	75%	*78%*	*76%*	*70%*	*72%*	*77%*	*71%*	***78%h***	*67%*	*66%*	*67%*	*73%*	***77%ij***	***80%ijn***	*73%*	*66%*	***75%o***
Mean	**3.98**	4.08	3.99	3.89	3.93	4.03	3.91	**4.06h**	3.80	3.85	3.79	3.92	3.98	**4.16ijkln**	3.92	3.85	3.99
Std Dev.	**0.98**	0.98	0.95	0.99	1.02	0.96	1.01	0.96	1.02	1.11	1.07	0.97	0.92	0.94	0.98	1.11	0.97
Std Error	**0.02**	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.08	0.05	0.04	0.05	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1702	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base		1731	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base		945	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important	(1)	36	30	6	*	31	4	*	1	-	-	1	5	4	3	11	4	2	1	3
		2%	2%	3%	*	2%	3%	*	2%	-	-	1%	4%l	3%	3%	4%	2%	2%	4%	3%l
Not very important	(2)	116	102	14	5	92	11	10	2	6	8	9	10	11	8	11	13	18	3	9
		7%	7%	6%	5%	6%	8%	13%dg	4%	7%	4%	7%	8%	7%	7%	4%	6%	13%ln	16%	7%
Neither important nor unimportant	(3)	276	226	50	19	231	24	14	6	7	38	21	22	35	14	29	42	22	2	22
		16%	15%	21%	23%	16%	17%	17%	14%	9%	18%	16%	17%	22%hn	12%	10%	19%	16%	13%	18%
Important	(4)	702	610	93	28	586	60	33	23	29	74	47	57	62	51	110	91	66	9	51
		41%	41%	40%	33%	40%	42%	40%	49%	38%	36%	36%	44%	38%	44%	39%	42%	47%	52%	41%
Very important	(5)	591	523	67	31	510	42	24	14	35	84	52	33	48	40	121	66	31	2	40
		34%	35%	29%	37%	35%	30%	29%	30%	45%klopr	40%kp	40%p	26%	30%	35%	43%kp	31%	22%	14%	32%
Don't know		10	8	2	2	9	*	1	*	1	5	-	1	3	-	-	-	-	-	*
		1%	1%	1%	2%	1%	*	1%	1%	1%	2%	-	1%	2%	-	-	-	-	-	*
NET Not at all important/ Not very important		152	132	21	5	123	15	10	3	6	8	10	15	15	11	22	17	20	3	12
		9%	9%	9%	6%	8%	11%	13%	6%	7%	4%	8%	12%l	9%	10%	8%	8%	14%l	21%	10%
NET Important / Very important		1293	1133	160	59	1096	102	57	37	64	157	99	90	110	91	231	157	97	11	91
		75%	76%	69%	69%	75%	72%	70%	79%	83%l	76%	76%	70%	68%	78%	82%lp	73%	70%	66%	73%
Mean		3.98	4.00	3.87	4.02	4.00	3.88	3.86	4.02	4.22klopr	4.15klp	4.08p	3.81	3.87	4.00	4.13klp	3.94	3.76	3.55	3.92
Std Dev.		0.98	0.98	1.00	0.92	0.98	1.02	0.99	0.90	0.89	0.85	0.95	1.04	1.01	1.00	1.01	0.95	1.00	1.09	1.01
Std Error		0.02	0.03	0.04	0.06	0.03	0.06	0.06	0.06	0.09	0.08	0.10	0.11	0.10	0.12	0.09	0.10	0.11	0.17	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base		1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base		945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important	(1)	36	15	7	2	10	2	23	12	15	12	2	4	4	26	8
		2%	2%	1%	1%	8%abcf	4%	2%	7%abcf	2%	2%	1%	5%	16%	2%	7%hijm
Not very important	(2)	116	71	24	13	4	3	96	7	61	37	9	8	1	98	9
		7%	9%b	4%	7%	3%	6%	7%	4%	8%	5%	5%	10%	3%	7%	8%
Neither important nor unimportant	(3)	276	90	107	46	29	4	197	33	84	119	55	14	3	203	17
		16%	12%	17%a	26%af	24%af	8%	14%	19%a	11%	18%h	28%him	17%	13%	14%	16%
Important	(4)	702	268	294	71	45	20	563	65	265	324	76	33	4	589	37
		41%	36%	47%a	40%	38%	41%	41%	39%	35%	48%hmn	39%	40%	16%	41%h	34%
Very important	(5)	591	308	188	44	31	20	496	51	324	181	48	24	13	505	37
		34%	41%bcd	30%	24%	26%	41%	36%c	31%	43%ijkm	27%	25%	28%	53%	35%ij	34%
Don't know		10	2	4	2	*	-	7	*	3	1	6	-	-	4	-
		1%	*	1%	1%	*	-	*	*	*	*	3%him	-	-	*	-
NET Not at all important/ Not very important		152	87	32	15	14	5	118	19	76	48	11	12	5	124	17
		9%	11%b	5%	8%	12%b	10%	9%b	11%b	10%	7%	6%	15%	18%	9%	16%ij
NET Important / Very important		1293	576	482	115	76	40	1058	116	589	505	125	57	17	1094	74
		75%	76%cd	77%cd	64%	64%	82%	77%cd	69%	78%j	75%j	63%	69%	69%	77%j	69%
Mean		3.98	4.04cd	4.02cd	3.81	3.71	4.09	4.03cdg	3.82	4.10ijkn	3.93	3.84	3.77	3.87	4.02	3.80
Std Dev.		0.98	1.04	0.86	0.93	1.15	1.04	0.96	1.13	1.02	0.90	0.89	1.12	1.50	0.97	1.21
Std Error		0.02	0.04	0.03	0.07	0.10	0.14	0.03	0.08	0.04	0.03	0.07	0.13	0.29	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base		**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base		**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important	(1)	**36**	3	33	-	12	24	-	34	2	-	-	36	-
		2%	*2%*	*2%*	-	*2%*	*2%*	-	*2%*	*4%*	-	-	*2%*	-
Not very important	(2)	**116**	12	105	-	37	78	1	114	-	2	-	116	-
		7%	*6%*	*7%*	-	*6%*	*8%*	*1%*	*7%*	-	*32%*	-	*7%*	-
Neither important nor unimportant	(3)	**276**	19	256	2	82	182	12	274	1	*	*	276	-
		16%	*10%*	*17%*	*8%*	*14%*	*18%*	*12%*	*16%*	*3%*	*2%*	*100%*	*16%*	-
Important	(4)	**702**	54	639	8	227	423	52	685	17	*	-	702	-
		41%	*30%*	**42%a**	*44%*	*37%*	*41%*	**54%d**	*41%*	*45%*	*3%*	-	*41%*	-
Very important	(5)	**591**	94	489	8	241	319	31	570	17	4	-	591	-
		34%	**51%b**	*32%*	*39%*	**40%e**	*31%*	*32%*	*34%*	*45%*	*64%*	-	*34%*	-
Don't know		**10**	1	8	1	7	2	1	9	1	-	-	10	-
		1%	*1%*	*1%*	*8%*	*1%*	*	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important		**152**	15	137	-	49	103	1	149	2	2	-	152	-
		9%	*8%*	*9%*	-	*8%*	**10%f**	*1%*	*9%*	*4%*	*32%*	-	*9%*	-
NET Important / Very important		**1293**	149	1128	16	467	742	83	1254	35	4	-	1293	-
		75%	*81%*	*74%*	*84%*	*77%*	*72%*	**86%e**	*74%*	*90%*	*67%*	-	*75%*	-
Mean		**3.98**	**4.23b**	3.95	4.34	**4.08e**	3.91	4.17	3.98	4.28	3.99	3.00	3.99	-
Std Dev.		**0.98**	1.00	0.98	0.66	0.98	1.00	0.68	0.98	0.92	1.53	-	0.98	-
Std Error		**0.02**	0.08	0.03	0.14	0.04	0.03	0.07	0.02	0.17	0.58	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**36**	12	14	6	5	*	4	7	2	6	6	1	*	4	1	-	4
	2%	*3%*	*3%*	*1%*	*1%*	*	*4%*	**5%o**	*1%*	**5%o**	*4%*	*1%*	*	*3%*	*1%*	-	*2%*
Not very important (2)	**116**	21	37	28	30	13	5	3	17	12	8	9	10	9	3	17	9
	7%	*5%*	*9%*	*6%*	*7%*	*9%*	*4%*	*2%*	**11%gn**	**9%g**	*5%*	*7%*	*7%*	*6%*	*3%*	**11%gn**	*5%*
Neither important nor unimportant (3)	**276**	83	56	85	52	29	21	33	19	12	25	27	29	28	17	21	13
	16%	**20%d**	*13%*	**19%d**	*12%*	**20%p**	*16%*	**23%ip**	*13%*	*10%*	*17%*	**20%p**	**21%p**	*18%*	*14%*	*14%*	*8%*
Important (4)	**702**	170	198	166	168	52	55	63	70	53	75	60	58	48	47	59	63
	41%	*40%*	*46%*	*38%*	*38%*	*35%*	*43%*	*43%*	**46%m**	*43%*	**51%em**	*44%*	*41%*	*30%*	*37%*	*38%*	*39%*
Very important (5)	**591**	134	120	146	190	53	42	40	44	41	35	39	39	69	59	58	73
	34%	*32%*	*28%*	*33%*	**43%abc**	*35%*	*33%*	*27%*	*29%*	*33%*	*23%*	*28%*	*28%*	**43%gj**	**46%ghjkl**	*37%*	**45%ghjkl**
Don't know	**10**	3	1	6	*	3	-	1	1	*	-	1	5	*	-	*	-
	1%	*1%*	*	*1%*	*	*2%*	-	*1%*	*	*	-	*1%*	*4%*	*	-	*	-
NET Not at all important/ Not very important	**152**	32	51	34	35	13	9	10	19	18	14	10	10	14	5	17	12
	9%	*8%*	*12%*	*8%*	*8%*	*9%*	*7%*	*7%*	**13%n**	**14%n**	*9%*	*7%*	*7%*	*9%*	*4%*	*11%*	*8%*
NET Important / Very important	**1293**	304	318	312	358	104	97	102	114	95	110	98	97	117	106	117	135
	75%	*72%*	*75%*	*71%*	**81%ac**	*70%*	*76%*	*70%*	*74%*	*76%*	*74%*	*72%*	*69%*	*74%*	*83%*	*75%*	**84%ghi**
Mean	**3.98**	3.94	3.88	3.97	**4.14ab**	3.98	3.98	3.87	3.89	3.90	3.84	3.92	3.92	4.05	**4.24ghijkl**	4.01	**4.19ghij**
Std Dev.	**0.98**	0.98	1.02	0.96	0.95	0.97	0.98	1.00	0.99	1.11	0.98	0.91	0.89	1.05	0.87	0.98	0.96
Std Error	**0.02**	0.05	0.05	0.05	0.05	0.08	0.09	0.08	0.08	0.10	0.08	0.08	0.08	0.09	0.08	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Not at all important (1)	**11**	-	11	6	5	2	1	3	*	*	1	3	3	3	4	4	10	*	12
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**47**	-	47	28	19	14	4	11	6	8	1	3	18	17	11	4	41	6	48
	3%	-	*3%*	*3%*	*2%*	*5%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**162**	-	162	88	72	36	29	36	11	34	9	8	64	47	51	16	152	8	161
	9%	-	*9%*	*10%*	*8%*	*11%*	*11%*	*9%*	*5%*	**12%h**	*6%*	*6%*	*11%*	*8%*	*9%*	*6%*	*10%*	*4%*	*9%*
Important (4)	**653**	-	653	348	306	100	97	127	94	116	56	65	197	220	236	120	587	65	636
	38%	-	*38%*	*40%*	*36%*	*32%*	*38%*	*32%*	**44%g**	**42%g**	*40%*	**49%efg**	*35%*	*36%*	**43%l**	*44%*	*39%*	*32%*	*37%*
Very important (5)	**843**	-	843	401	440	152	127	220	101	118	72	54	279	320	244	126	719	121	827
	49%	-	*49%*	*46%*	*52%*	*49%*	*49%*	**55%ijk**	*47%*	*42%*	*52%*	*41%*	*49%*	**52%n**	*44%*	*46%*	*47%*	**59%p**	*49%*
Don't know	**15**	-	15	7	9	6	1	3	2	2	-	1	7	5	3	1	12	3	18
	1%	-	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**57**	-	57	34	24	16	5	14	7	8	2	5	22	20	15	8	51	7	60
	3%	-	*3%*	*4%*	*3%*	*5%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*
NET Important / Very important	**1497**	-	1497	749	746	252	224	346	195	234	128	119	476	541	480	246	1306	186	1463
	86%	-	*86%*	*85%*	*88%*	*81%*	*87%*	*87%*	**91%e**	*84%*	**92%e**	*89%*	*84%*	*88%*	*87%*	*91%*	*86%*	*91%*	*86%*
Mean	**4.32**	-	4.32	4.27	4.38	4.27	4.34	4.39	4.36	4.25	4.42	4.25	4.30	4.38	4.29	4.33	4.30	**4.50p**	4.32
Std Dev.	**0.80**	-	0.80	0.82	0.78	0.90	0.77	0.82	0.73	0.78	0.72	0.83	0.84	0.79	0.78	0.77	0.81	0.74	0.82
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Not at all important (1)	11	1	4	3	3	5	6	5	5	2	1	5	2	-	8	2	8
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	-	*1%*	*1%*	*1%*
Not very important (2)	47	22	10	6	9	32	15	38	9	8	12	4	13	11	28	8	39
	3%	**5%b**	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	**5%k**	**6%k**	*1%*	*3%*	*3%*	*3%*	*5%*	*3%*
Neither important nor unimportant (3)	162	40	59	28	34	99	63	118	42	22	17	37	46	35	100	22	134
	9%	*9%*	*10%*	*8%*	*11%*	*9%*	*9%*	*10%*	*8%*	*13%*	*8%*	*9%*	*11%*	*9%*	*9%*	*13%*	*9%*
Important (4)	653	154	240	141	118	394	259	428	216	57	92	161	149	154	402	57	568
	38%	*33%*	*40%*	*41%*	*37%*	*37%*	*39%*	*36%*	*42%*	*34%*	*43%*	*38%*	*35%*	*38%*	*38%*	*34%*	*38%*
Very important (5)	843	250	272	169	152	522	321	591	239	77	91	216	206	204	514	77	729
	49%	*53%*	*46%*	*49%*	*48%*	*49%*	*48%*	*50%*	*46%*	*46%*	*43%*	*51%*	*49%*	*50%*	*48%*	*46%*	*49%*
Don't know	15	2	9	1	3	11	4	10	5	2	*	2	6	1	9	2	10
	1%	*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	57	23	14	8	12	37	20	43	14	10	13	9	14	11	36	10	47
	3%	*5%*	*2%*	*2%*	*4%*	*3%*	*3%*	*4%*	*3%*	*6%*	*6%*	*2%*	*3%*	*3%*	*3%*	*6%*	*3%*
NET Important / Very important	1497	404	512	310	271	916	580	1018	456	134	183	377	356	358	916	134	1297
	86%	*86%*	*86%*	*89%*	*84%*	*86%*	*87%*	*86%*	*88%*	*80%*	*86%*	**89%l**	*84%*	**88%l**	*86%*	*80%*	**87%o**
Mean	4.32	4.35	4.31	4.35	4.29	4.33	4.32	4.32	4.32	4.20	4.23	4.37	4.31	4.36	4.32	4.20	4.33
Std Dev.	0.80	0.84	0.78	0.77	0.84	0.81	0.80	0.82	0.78	0.94	0.84	0.78	0.82	0.76	0.81	0.94	0.79
Std Error	0.02	0.04	0.03	0.04	0.05	0.02	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 186

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1702**	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	**945**	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Not at all important (1)	**11**	10	1	*	8	1	1	-	*	3	1	1	-	-	3	-	-	1	1
	1%	*1%*	*	*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	-	-	*1%*	-	-	*3%*	*1%*
Not very important (2)	**47**	42	5	3	38	6	2	1	2	5	3	3	3	2	10	1	8	1	5
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*1%*	**6%o**	*4%*	*4%*
Neither important nor unimportant (3)	**162**	138	24	5	134	15	9	4	6	19	13	13	24	10	16	18	14	2	13
	9%	*9%*	*10%*	*6%*	*9%*	*10%*	*11%*	*9%*	*8%*	*9%*	*10%*	*10%*	**15%n**	*8%*	*6%*	*8%*	*10%*	*14%*	*10%*
Important (4)	**653**	562	91	25	552	52	32	18	29	65	36	57	51	52	115	91	56	7	45
	38%	*38%*	*39%*	*29%*	*38%*	*36%*	*39%*	*37%*	*37%*	*31%*	*28%*	**45%j**	*31%*	**45%j**	*41%*	*42%*	*40%*	*41%*	*36%*
Very important (5)	**843**	736	107	51	717	65	38	24	39	112	77	54	83	52	136	105	59	6	58
	49%	*49%*	*46%*	*60%*	*49%*	*45%*	*46%*	*50%*	*51%*	*54%*	**59%kp**	*42%*	*51%*	*45%*	*48%*	*49%*	*42%*	*37%*	*46%*
Don't know	**15**	12	4	2	10	4	1	*	1	4	-	-	2	-	2	-	2	-	4
	1%	*1%*	*2%*	*2%*	*1%*	**3%d**	*1%*	*	*1%*	*2%*	-	-	*1%*	-	*1%*	-	*1%*	-	**3%o**
NET Not at all important/ Not very important	**57**	51	6	3	47	7	3	1	2	8	4	4	3	2	13	1	8	1	5
	3%	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*5%*	*1%*	**6%o**	*8%*	*4%*
NET Important / Very important	**1497**	1299	198	75	1269	116	70	41	68	177	113	111	134	104	251	196	115	13	103
	86%	*87%*	*85%*	*89%*	*87%*	*82%*	*85%*	*88%*	*88%*	*85%*	*87%*	*86%*	*82%*	*90%*	*89%*	*91%*	*82%*	*78%*	*82%*
Mean	**4.32**	4.33	4.31	4.48	4.33	4.25	4.28	4.36	4.37	4.36	4.42	4.24	4.32	4.33	4.32	4.39	4.21	4.04	4.28
Std Dev.	**0.80**	0.81	0.78	0.77	0.80	0.87	0.84	0.77	0.78	0.86	0.82	0.80	0.81	0.71	0.82	0.67	0.86	1.03	0.85
Std Error	**0.02**	0.02	0.03	0.05	0.03	0.05	0.05	0.05	0.08	0.08	0.09	0.09	0.08	0.08	0.07	0.07	0.09	0.16	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Not at all important (1)	11	4	2	2	3	-	6	3	4	7	-	-	-	11	-
	1%	*1%*	*	*1%*	**2%bf**	-	*	*2%*	*1%*	*1%*	-	-	-	*1%*	-
Not very important (2)	47	22	14	4	6	*	37	6	21	11	8	7	-	32	7
	3%	*3%*	*2%*	*2%*	*5%*	*1%*	*3%*	*4%*	*3%*	*2%*	*4%*	**9%him**	-	*2%*	**7%im**
Neither important nor unimportant (3)	162	43	61	42	14	2	104	16	37	68	48	8	1	104	9
	9%	*6%*	**10%a**	**23%abdfg**	**12%a**	*5%*	*8%*	*10%*	*5%*	**10%h**	**24%hikmn**	*10%*	*6%*	*7%*	*9%*
Important (4)	653	246	266	60	54	24	512	78	227	316	64	35	12	542	48
	38%	*33%*	**43%a**	*34%*	**45%a**	*48%*	*37%*	**46%a**	*30%*	**47%hjm**	*32%*	*42%*	*49%*	**38%h**	**44%h**
Very important (5)	843	434	279	69	40	21	714	61	458	268	73	32	12	726	44
	49%	**58%bcdg**	*45%*	*39%*	*34%*	*43%*	**52%bcdg**	*36%*	**61%ljkmn**	*40%*	*37%*	*39%*	*46%*	**51%jl**	*41%*
Don't know	15	5	3	2	2	2	8	4	6	4	4	-	-	11	-
	1%	*1%*	*	*1%*	*2%*	*4%*	*1%*	**2%f**	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important	57	27	16	6	9	*	43	9	25	18	8	7	-	42	7
	3%	*4%*	*3%*	*3%*	**7%bf**	*1%*	*3%*	*5%*	*3%*	*3%*	*4%*	**9%im**	-	*3%*	*7%*
NET Important / Very important	1497	680	545	128	94	44	1225	138	684	584	137	68	24	1268	91
	86%	**90%cdg**	**87%c**	*72%*	*79%*	*91%*	**89%cd**	*83%*	**91%jk**	**87%j**	*70%*	*82%*	*94%*	**89%j**	**85%j**
Mean	4.32	**4.44bcdg**	**4.30cd**	4.08	4.05	4.38	**4.38cdg**	4.15	**4.49ijkmn**	**4.24j**	4.05	4.12	4.40	**4.37ijk**	4.19
Std Dev.	0.80	0.78	0.76	0.90	0.94	0.62	0.77	0.87	0.76	0.78	0.89	0.91	0.61	0.78	0.86
Std Error	0.02	0.03	0.03	0.07	0.08	0.09	0.02	0.06	0.03	0.03	0.07	0.10	0.12	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Not at all important (1)	**11**	-	11	-	6	4	*	10	*	-	-	11	-
	1%	-	*1%*	-	*1%*	*	*	*1%*	*1%*	-	-	*1%*	-
Not very important (2)	**47**	6	41	-	16	30	1	44	3	-	-	47	-
	3%	*3%*	*3%*	-	*3%*	*3%*	*1%*	*3%*	*8%*	-	-	*3%*	-
Neither important nor unimportant (3)	**162**	14	146	2	39	109	13	158	4	-	-	162	-
	9%	*8%*	*10%*	*12%*	*6%*	**11%d**	**14%d**	*9%*	*11%*	-	-	*9%*	-
Important (4)	**653**	60	583	10	205	417	32	632	18	3	*	653	-
	38%	*33%*	*38%*	*50%*	*34%*	**41%d**	*33%*	*37%*	*47%*	*52%*	*100%*	*38%*	-
Very important (5)	**843**	98	738	7	335	461	48	831	10	3	-	843	-
	49%	*54%*	*48%*	*38%*	**55%e**	*45%*	*49%*	*49%*	*25%*	*48%*	-	*49%*	-
Don't know	**15**	5	11	-	5	8	2	12	3	-	-	15	-
	1%	*3%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*9%*	-	-	*1%*	-
NET Not at all important/ Not very important	**57**	6	52	-	22	33	2	54	3	-	-	57	-
	3%	*3%*	*3%*	-	*4%*	*3%*	*2%*	*3%*	*9%*	-	-	*3%*	-
NET Important / Very important	**1497**	159	1321	17	539	878	79	1463	28	6	*	1497	-
	86%	*87%*	*86%*	*88%*	*89%*	*85%*	*82%*	*87%*	*72%*	*100%*	*100%*	*86%*	-
Mean	**4.32**	4.41	4.31	4.26	**4.41e**	4.28	4.32	4.33	3.95	4.48	4.00	4.32	-
Std Dev.	**0.80**	0.77	0.81	0.68	0.81	0.79	0.81	0.80	0.93	0.55	-	0.80	-
Std Error	**0.02**	0.06	0.02	0.14	0.03	0.03	0.08	0.02	0.17	0.21	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Not at all important (1)	**11**	6	2	2	1	1	1	3	-	*	2	-	-	2	-	1	1
	1%	*1%*	*	*	*	*1%*	*1%*	*2%*	-	*	*1%*	-	-	*1%*	-	*	*
Not very important (2)	**47**	9	14	21	3	7	1	*	10	2	2	6	9	6	1	2	*
	3%	*2%*	**3%d**	**5%d**	*1%*	*5%*	*1%*	*	**7%gp**	*2%*	*1%*	*4%*	**6%gp**	*4%*	*1%*	*1%*	*
Neither important nor unimportant (3)	**162**	37	33	49	43	19	11	7	10	9	14	12	18	19	16	13	14
	9%	*9%*	*8%*	*11%*	*10%*	*13%*	*9%*	*5%*	*7%*	*7%*	*9%*	*9%*	*13%*	*12%*	*12%*	*8%*	*9%*
Important (4)	**653**	159	160	149	186	44	52	63	56	41	62	45	49	55	40	76	70
	38%	*38%*	*37%*	*34%*	*42%*	*29%*	*41%*	*43%*	*37%*	*33%*	*42%*	*33%*	*35%*	*35%*	*31%*	**49%eikn**	*44%*
Very important (5)	**843**	209	213	214	207	76	61	72	73	70	70	71	65	77	71	64	72
	49%	*49%*	*50%*	*49%*	*47%*	*51%*	*48%*	*49%*	*48%*	*56%*	*47%*	*52%*	*46%*	*49%*	*55%*	*41%*	*45%*
Don't know	**15**	3	5	3	4	2	*	1	2	2	-	3	*	-	1	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*2%*	-	*2%*	*	-	*1%*	*	*2%*
NET Not at all important/ Not very important	**57**	15	16	22	4	9	2	3	10	2	3	6	9	8	1	2	1
	3%	*3%*	**4%d**	**5%d**	*1%*	*6%*	*2%*	*2%*	**7%p**	*2%*	*2%*	*4%*	**6%p**	*5%*	*1%*	*1%*	*1%*
NET Important / Very important	**1497**	368	373	363	394	119	113	135	130	111	132	116	114	132	111	140	142
	86%	*87%*	*87%*	*83%*	*88%*	*80%*	*89%*	**92%el**	*85%*	*89%*	*89%*	*85%*	*81%*	*83%*	*86%*	*90%*	*88%*
Mean	**4.32**	4.33	4.35	4.27	4.35	4.26	4.35	4.38	4.28	4.46	4.32	4.35	4.21	4.26	4.42	4.30	4.35
Std Dev.	**0.80**	0.83	0.80	0.87	0.71	0.93	0.76	0.78	0.87	0.72	0.78	0.82	0.90	0.89	0.74	0.70	0.69
Std Error	**0.02**	0.04	0.04	0.04	0.03	0.08	0.07	0.06	0.07	0.06	0.07	0.07	0.08	0.07	0.07	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1702**	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	**945**	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Low cost	**1502**	-	1502	753	748	268	212	358	185	243	123	114	479	543	480	237	1327	170	1480
	87%	-	*87%*	*86%*	*88%*	*87%*	*82%*	**90%f**	*86%*	*87%*	*89%*	*86%*	*84%*	*89%*	*87%*	*87%*	*87%*	*83%*	*87%*
Free delivery	**1428**	-	1428	714	713	237	218	335	180	223	120	114	456	515	457	234	1253	172	1416
	82%	-	*82%*	*81%*	*84%*	*77%*	*84%*	*84%*	*84%*	*80%*	*87%*	*86%*	*80%*	*84%*	*83%*	*86%*	*82%*	*84%*	*83%*
Inclusion of insurance	**1129**	-	1129	592	535	216	190	301	132	162	66	63	405	433	291	129	967	158	1070
	65%	-	*65%*	*67%*	*63%*	**70%ijk**	**73%hijk**	**75%hijk**	*61%*	*58%*	*48%*	*47%*	**71%no**	**71%no**	*53%*	*47%*	*64%*	**77%p**	*63%*
Guarantee that the parcel will arrive on time	**1505**	-	1505	756	747	262	216	365	189	240	120	113	478	554	473	234	1330	171	1476
	87%	-	*87%*	*86%*	*88%*	*85%*	*84%*	**91%ef**	*88%*	*86%*	*87%*	*85%*	*84%*	**90%l**	*86%*	*86%*	*87%*	*84%*	*87%*
Ability to track the delivery	**1519**	-	1519	766	751	258	224	368	189	247	121	113	482	557	480	233	1329	185	1503
	88%	-	*88%*	*87%*	*88%*	*83%*	*87%*	**92%e**	*88%*	*89%*	*87%*	*85%*	*85%*	**91%l**	*87%*	*86%*	*87%*	*91%*	*88%*
Ability to choose an express or next day service	**1179**	-	1179	608	570	239	188	316	152	151	79	53	428	469	283	132	1000	174	1132
	68%	-	*68%*	*69%*	*67%*	**77%ijk**	**73%ijk**	**79%ijk**	**71%ik**	*54%*	*57%*	*40%*	**75%no**	**76%no**	*51%*	*49%*	*66%*	**85%p**	*67%*
Ability to select a specific date/time for delivery	**1265**	-	1265	636	628	233	204	342	151	172	88	74	437	493	334	162	1087	173	1179
	73%	-	*73%*	*72%*	*74%*	**75%ik**	**79%ijk**	**86%ehijk**	**71%k**	*62%*	*64%*	*56%*	**77%no**	**80%no**	*61%*	*60%*	*72%*	**85%p**	*69%*
Fast delivery	**1403**	-	1403	704	698	266	211	345	184	206	107	83	477	529	397	191	1221	178	1382
	81%	-	*81%*	*80%*	*82%*	**86%ik**	**82%k**	**86%ik**	**86%ik**	*74%*	*78%*	*63%*	**84%no**	**86%no**	*72%*	*70%*	*80%*	*87%*	*81%*
Convenient options for me to accept the delivery	**1490**	-	1490	729	759	254	215	355	198	236	118	114	469	553	468	232	1310	175	1470
	86%	-	*86%*	*83%*	**89%c**	*82%*	*83%*	*89%*	**92%ef**	*85%*	*85%*	*86%*	*83%*	**90%l**	*85%*	*85%*	*86%*	*86%*	*86%*
Guarantee that the parcel will arrive intact	**1601**	-	1601	795	804	265	228	371	205	269	136	128	493	576	532	263	1411	186	1585
	92%	-	*92%*	*91%*	**95%c**	*86%*	*88%*	**93%e**	**96%ef**	**97%ef**	**98%ef**	**96%e**	*87%*	**94%l**	**97%l**	**97%l**	*93%*	*91%*	*93%*
Ability to select an evening/weekend delivery	**1037**	-	1037	540	496	222	179	311	124	112	52	37	401	434	201	89	870	162	934
	60%	-	*60%*	*62%*	*58%*	**72%hijk**	**69%ijk**	**78%hijk**	**58%ijk**	*40%*	*38%*	*28%*	**71%no**	**71%no**	*37%*	*33%*	*57%*	**79%p**	*55%*
Proof of postage/ dispatch	**1443**	-	1443	717	723	242	213	345	183	225	117	117	455	528	459	234	1273	166	1429
	83%	-	*83%*	*82%*	*85%*	*78%*	*82%*	**87%e**	*85%*	*81%*	*85%*	*88%*	*80%*	**86%l**	*84%*	*86%*	*84%*	*81%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Guaranteed delivery to my door	**1556**	-	1556	780	774	258	220	361	202	261	132	121	479	563	514	253	1367	184	1549
	90%	-	*90%*	*89%*	*91%*	*84%*	*85%*	**90%e**	**94%ef**	**94%ef**	**95%ef**	*91%*	*84%*	**92%l**	**94%l**	**93%l**	*90%*	*90%*	*91%*
Availability of nearby collection points in case of failed delivery	**1249**	-	1249	624	622	237	203	327	151	166	84	81	440	478	331	165	1078	166	1202
	72%	-	*72%*	*71%*	*73%*	**77%ijk**	**78%ijk**	**82%hijk**	*70%*	*60%*	*61%*	*61%*	**77%no**	**78%no**	*60%*	*61%*	*71%*	**81%p**	*71%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473**	-	1473	742	729	258	219	345	187	229	116	119	477	532	464	235	1292	176	1446
	85%	-	*85%*	*85%*	*86%*	*83%*	*85%*	*86%*	*87%*	*82%*	*83%*	*90%*	*84%*	*87%*	*84%*	*87%*	*85%*	*86%*	*85%*
Option to reschedule if I am unable to take the delivery	**1496**	-	1496	744	750	267	216	364	183	233	120	114	483	546	467	234	1299	192	1467
	86%	-	*86%*	*85%*	*88%*	*86%*	*83%*	**91%fi**	*85%*	*84%*	*87%*	*86%*	*85%*	*89%*	*85%*	*86%*	*85%*	**94%p**	*86%*
Ability to provide a specific time slot or SMS notification of delivery time	**1293**	-	1293	646	645	237	207	327	160	193	90	79	444	487	362	169	1120	169	1244
	75%	-	*75%*	*74%*	*76%*	**77%k**	**80%ijk**	**82%ijk**	**75%k**	*69%*	*65%*	*60%*	**78%no**	**79%no**	*66%*	*62%*	*74%*	*82%*	*73%*
Proof and details of delivery receipt sent to me if someone else receives it	**1497**	-	1497	749	746	252	224	346	195	234	128	119	476	541	480	246	1306	186	1463
	86%	-	*86%*	*85%*	*88%*	*81%*	*87%*	*87%*	**91%e**	*84%*	**92%e**	*89%*	*84%*	*88%*	*87%*	*91%*	*86%*	*91%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 187

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Low cost	**1502**	400	521	296	286	921	581	1027	456	143	194	369	378	338	941	143	1298
	87%	*85%*	*88%*	*85%*	*89%*	*87%*	*87%*	*86%*	*88%*	*85%*	**91%m**	*87%*	*89%*	*83%*	*89%*	*85%*	*87%*
Free delivery	**1428**	389	487	294	258	876	552	978	428	128	183	345	348	340	876	128	1237
	82%	*83%*	*82%*	*85%*	*81%*	*82%*	*83%*	*82%*	*83%*	*76%*	*86%*	*81%*	*82%*	*84%*	*83%*	*76%*	*83%*
Inclusion of insurance	**1129**	322	358	235	214	680	449	830	283	115	135	248	272	297	656	115	964
	65%	**69%b**	*60%*	*68%*	*67%*	*64%*	*67%*	**70%h**	*55%*	*69%*	*64%*	*58%*	*64%*	**73%kln**	*62%*	*69%*	*65%*
Guarantee that the parcel will arrive on time	**1505**	404	529	296	276	934	572	1037	447	143	185	368	372	354	925	143	1295
	87%	*86%*	*89%*	*85%*	*86%*	*88%*	*86%*	*87%*	*86%*	*85%*	*87%*	*87%*	*88%*	*88%*	*87%*	*85%*	*87%*
Ability to track the delivery	**1519**	412	529	295	283	941	578	1051	445	140	187	365	372	366	925	140	1310
	88%	*88%*	*89%*	*85%*	*88%*	*88%*	*87%*	*88%*	*86%*	*84%*	*88%*	*86%*	*88%*	*90%*	*87%*	*84%*	*88%*
Ability to choose an express or next day service	**1179**	337	386	249	207	723	456	873	291	109	122	282	283	317	687	109	1020
	68%	*72%*	*65%*	*72%*	*65%*	*68%*	*68%*	**73%h**	*56%*	*65%*	*58%*	*66%*	*67%*	**78%ijkln**	*65%*	*65%*	*69%*
Ability to select a specific date/time for delivery	**1265**	357	439	238	231	796	469	931	320	111	142	307	306	328	755	111	1102
	73%	*76%*	*74%*	*69%*	*72%*	*75%*	*70%*	**78%h**	*62%*	*66%*	*67%*	*72%*	*72%*	**81%ijkln**	*71%*	*66%*	*74%*
Fast delivery	**1403**	373	494	282	254	867	536	994	388	132	177	340	344	328	861	132	1209
	81%	*80%*	*83%*	*81%*	*79%*	*82%*	*80%*	**84%h**	*75%*	*79%*	*83%*	*80%*	*81%*	*81%*	*81%*	*79%*	*81%*
Convenient options for me to accept the delivery	**1490**	406	511	300	273	917	573	1019	450	143	174	367	378	348	919	143	1286
	86%	*87%*	*86%*	*86%*	*85%*	*86%*	*86%*	*86%*	*87%*	*85%*	*82%*	*86%*	**89%j**	*86%*	*87%*	*85%*	*86%*
Guarantee that the parcel will arrive intact	**1601**	427	570	308	296	997	604	1090	489	157	195	390	394	374	979	157	1374
	92%	*91%*	**96%ac**	*89%*	*92%*	*94%*	*90%*	*92%*	*94%*	*94%*	*92%*	*92%*	*93%*	*92%*	*92%*	*94%*	*92%*
Ability to select an evening/weekend delivery	**1037**	287	353	204	193	640	397	798	223	101	99	245	253	280	597	101	893
	60%	*61%*	*59%*	*59%*	*60%*	*60%*	*59%*	**67%h**	*43%*	**60%j**	*47%*	*58%*	**60%j**	**69%jkln**	*56%*	*60%*	*60%*
Proof of postage/ dispatch	**1443**	388	485	296	273	873	570	982	442	139	180	347	345	344	872	139	1239
	83%	*83%*	*81%*	*85%*	*85%*	*82%*	*85%*	*82%*	*85%*	*83%*	*85%*	*82%*	*82%*	*85%*	*82%*	*83%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 187

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Guaranteed delivery to my door	**1556**	407	557	305	288	963	592	1055	478	150	192	381	380	358	954	150	1335
	90%	*87%*	**94%ac**	*88%*	*90%*	*91%*	*89%*	*89%*	*92%*	*90%*	*90%*	*90%*	*90%*	*89%*	*90%*	*90%*	*90%*
Availability of nearby collection points in case of failed delivery	**1249**	332	431	265	222	763	486	906	327	119	135	297	309	309	741	119	1070
	72%	*71%*	*72%*	*76%*	*69%*	*72%*	*73%*	**76%h**	*63%*	*71%*	*63%*	*70%*	*73%*	**76%j**	*70%*	*71%*	*72%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473**	395	522	288	267	917	556	1019	434	136	175	359	364	353	898	136	1271
	85%	*84%*	*88%*	*83%*	*83%*	*86%*	*83%*	*86%*	*84%*	*81%*	*83%*	*85%*	*86%*	*87%*	*85%*	*81%*	*85%*
Option to reschedule if I am unable to take the delivery	**1496**	414	514	296	272	928	568	1027	450	144	179	353	369	364	901	144	1287
	86%	*88%*	*86%*	*85%*	*85%*	*87%*	*85%*	*86%*	*87%*	*86%*	*84%*	*83%*	*87%*	**90%k**	*85%*	*86%*	*86%*
Ability to provide a specific time slot or SMS notification of delivery time	**1293**	365	451	245	232	816	477	928	346	111	141	311	324	325	776	111	1120
	75%	*78%*	*76%*	*70%*	*72%*	*77%*	*71%*	**78%h**	*67%*	*66%*	*67%*	*73%*	**77%ij**	**80%ijn**	*73%*	*66%*	**75%o**
Proof and details of delivery receipt sent to me if someone else receives it	**1497**	404	512	310	271	916	580	1018	456	134	183	377	356	358	916	134	1297
	86%	*86%*	*86%*	*89%*	*84%*	*86%*	*87%*	*86%*	*88%*	*80%*	*86%*	**89%ij**	*84%*	**88%ij**	*86%*	*80%*	**87%o**

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QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1702**	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	**945**	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Low cost	**1502**	1310	192	64	1271	121	70	40	73	179	113	117	146	99	240	194	110	13	108
	87%	***87%c***	*83%*	*75%*	*87%*	*85%*	*85%*	*85%*	***95%npr***	*86%*	*87%*	***91%p***	*89%*	*85%*	*85%*	***90%p***	*79%*	*77%*	*86%*
Free delivery	**1428**	1246	182	63	1208	115	66	38	70	177	94	96	137	98	231	198	108	12	103
	82%	*83%*	*78%*	*74%*	*83%*	*81%*	*81%*	*81%*	***90%jkp***	***85%j***	*73%*	*75%*	*84%*	*84%*	*82%*	***92%jknpr***	*77%*	*72%*	*82%*
Inclusion of insurance	**1129**	995	134	53	961	90	48	29	56	153	79	69	101	73	208	140	81	12	79
	65%	***66%b***	*58%*	*62%*	*66%*	*63%*	*59%*	*62%*	***73%k***	***74%kp***	*61%*	*54%*	*62%*	*63%*	***74%kp***	*65%*	*58%*	*69%*	*63%*
Guarantee that the parcel will arrive on time	**1505**	1314	192	75	1272	119	71	43	70	177	106	114	151	103	243	203	106	14	105
	87%	*88%*	*83%*	*88%*	*87%*	*84%*	*87%*	***92%e***	***90%p***	*85%*	*82%*	***89%p***	***92%jp***	*88%*	*86%*	***94%ijpr***	*76%*	*80%*	*84%*
Ability to track the delivery	**1519**	1322	196	75	1275	126	76	42	70	191	109	101	136	103	248	194	124	14	111
	88%	*88%*	*85%*	*89%*	*87%*	*88%*	*92%*	*91%*	***90%k***	***92%k***	*84%*	*79%*	*83%*	*89%*	*88%*	***90%k***	*88%*	*84%*	*89%*
Ability to choose an express or next day service	**1179**	1039	140	56	1005	88	55	31	58	141	76	76	106	75	223	155	95	12	76
	68%	***69%b***	*60%*	*65%*	*69%*	*62%*	*67%*	*66%*	***76%jkr***	*68%*	*59%*	*59%*	*65%*	*65%*	***79%jklmr***	*72%*	*68%*	*71%*	*60%*
Ability to select a specific date/time for delivery	**1265**	1117	148	55	1088	90	53	33	62	159	95	82	121	79	236	156	98	10	80
	73%	***74%b***	*64%*	*65%*	***75%ef***	*63%*	*65%*	*71%*	***80%kr***	***77%r***	*74%*	*64%*	*74%*	*68%*	***84%kmpr***	*72%*	*70%*	*60%*	*64%*
Fast delivery	**1403**	1222	181	74	1184	112	67	40	63	179	100	101	132	93	228	181	107	12	100
	81%	*82%*	*78%*	*87%*	*81%*	*79%*	*82%*	*86%*	*82%*	*86%*	*77%*	*78%*	*81%*	*80%*	*81%*	*84%*	*76%*	*72%*	*79%*
Convenient options for me to accept the delivery	**1490**	1295	195	74	1258	120	70	41	70	175	113	108	134	103	237	195	122	15	105
	86%	*86%*	*84%*	*87%*	*86%*	*84%*	*86%*	*89%*	*92%*	*84%*	*88%*	*84%*	*82%*	*89%*	*84%*	*91%*	*87%*	*88%*	*84%*
Guarantee that the parcel will arrive intact	**1601**	1388	213	80	1344	136	77	45	71	188	114	121	156	112	246	208	128	17	119
	92%	*93%*	*92%*	*94%*	*92%*	*95%*	*93%*	*96%*	*92%*	*91%*	*88%*	*94%*	*95%*	*96%*	*87%*	***96%jn***	*91%*	*98%*	*95%*
Ability to select an evening/weekend delivery	**1037**	921	116	52	900	66	43	28	54	137	75	65	93	67	211	127	72	8	58
	60%	***61%b***	*50%*	*61%*	***62%e***	*46%*	*52%*	***59%e***	***70%kpr***	***66%kr***	*58%*	*50%*	*57%*	*58%*	***75%jklmopr***	*59%*	*51%*	*45%*	*46%*

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Proof of postage/ dispatch	**1443**	1255	188	76	1219	116	67	41	67	175	103	107	130	102	233	186	115	13	103
	83%	*84%*	*81%*	*90%*	*83%*	*81%*	*82%*	*87%*	*88%*	*84%*	*79%*	*83%*	*79%*	*88%*	*83%*	*86%*	*82%*	*79%*	*82%*
Guaranteed delivery to my door	**1556**	1347	208	77	1307	128	76	44	70	182	114	114	144	107	243	206	127	14	114
	90%	*90%*	*90%*	*91%*	*90%*	*90%*	*93%*	**95%d**	*90%*	*88%*	*88%*	*89%*	*88%*	*92%*	*86%*	**95%n**	*91%*	*85%*	*91%*
Availability of nearby collection points in case of failed delivery	**1249**	1098	151	53	1056	97	57	39	66	153	101	84	100	84	227	155	85	12	85
	72%	**73%b**	*65%*	*63%*	*72%*	*68%*	*69%*	**83%def**	**86%iklopr**	*74%*	**78%lp**	*66%*	*61%*	*73%*	**81%klpr**	*72%*	*61%*	*71%*	*68%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473**	1274	198	70	1244	116	72	40	70	179	107	106	146	97	240	189	111	14	102
	85%	*85%*	*85%*	*83%*	*85%*	*82%*	*87%*	*86%*	**91%pr**	*86%*	*83%*	*82%*	*89%*	*84%*	*85%*	*87%*	*79%*	*81%*	*82%*
Option to reschedule if I am unable to take the delivery	**1496**	1315	181	66	1257	124	75	40	67	183	112	105	137	98	249	194	111	13	110
	86%	**88%bc**	*78%*	*78%*	*86%*	*87%*	*91%*	*85%*	*88%*	*88%*	*87%*	*82%*	*84%*	*85%*	*88%*	*90%*	*79%*	*77%*	*88%*
Ability to provide a specific time slot or SMS notification of delivery time	**1293**	1133	160	59	1096	102	57	37	64	157	99	90	110	91	231	157	97	11	91
	75%	*76%*	*69%*	*69%*	*75%*	*72%*	*70%*	*79%*	**83%l**	*76%*	*76%*	*70%*	*68%*	*78%*	**82%lp**	*73%*	*70%*	*66%*	*73%*
Proof and details of delivery receipt sent to me if someone else receives it	**1497**	1299	198	75	1269	116	70	41	68	177	113	111	134	104	251	196	115	13	103
	86%	*87%*	*85%*	*89%*	*87%*	*82%*	*85%*	*88%*	*88%*	*85%*	*87%*	*86%*	*82%*	*90%*	*89%*	*91%*	*82%*	*78%*	*82%*

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Low cost	1502	671	550	135	100	43	1220	143	690	576	139	76	21	1266	97
	87%	**89%c**	**88%c**	*76%*	*84%*	*88%*	**88%c**	*85%*	**92%ij**	**86%j**	*70%*	**91%j**	*83%*	**89%j**	**89%j**
Free delivery	1428	648	521	122	94	39	1169	133	650	558	136	62	21	1208	83
	82%	**86%c**	**83%c**	*68%*	*79%*	*80%*	**85%c**	*79%*	**86%jkn**	**83%j**	*69%*	*74%*	*85%*	**85%jk**	*77%*
Inclusion of insurance	1129	494	429	102	67	32	924	100	523	442	108	40	16	965	56
	65%	*65%*	**69%cd**	*57%*	*57%*	*66%*	*67%*	*59%*	**70%jkn**	**66%jkn**	*55%*	*48%*	*63%*	**68%jkn**	*52%*
Guarantee that the parcel will arrive on time	1505	681	562	124	94	39	1244	133	691	598	134	62	20	1290	81
	87%	**90%cdg**	**90%cdg**	*70%*	*79%*	*79%*	**90%cdg**	*79%*	**92%jkn**	**89%jkn**	*68%*	*75%*	*77%*	**90%jkn**	*75%*
Ability to track the delivery	1519	689	564	126	95	40	1253	136	690	594	151	66	17	1284	83
	88%	**91%cdg**	**90%cdg**	*71%*	*80%*	*83%*	**91%cdg**	*81%*	**92%jkn**	**88%jn**	*77%*	*80%*	*69%*	**90%jkn**	*77%*
Ability to choose an express or next day service	1179	521	454	92	77	34	975	112	546	469	104	44	16	1015	60
	68%	**69%c**	**73%c**	*52%*	*65%*	*70%*	**71%c**	**66%c**	**73%jkn**	**70%jkn**	*53%*	*53%*	*62%*	**71%jkn**	*55%*
Ability to select a specific date/time for delivery	1265	565	474	105	82	35	1039	117	588	502	108	53	13	1091	66
	73%	**75%c**	**76%c**	*59%*	*69%*	*71%*	**75%c**	*70%*	**78%jkn**	**75%jn**	*55%*	*64%*	*50%*	**77%jkn**	*61%*
Fast delivery	1403	628	527	113	88	42	1155	130	652	551	120	59	20	1203	79
	81%	**83%cd**	**84%cd**	*64%*	*74%*	*87%*	**84%cd**	**78%c**	**87%jkn**	**82%j**	*61%*	*72%*	*78%*	**84%jkn**	*73%*
Convenient options for me to accept the delivery	1490	665	557	131	93	40	1222	133	679	595	132	60	24	1274	84
	86%	**88%cdg**	**89%cdg**	*74%*	*78%*	*81%*	**89%cdg**	*79%*	**90%jkn**	**88%jkn**	*67%*	*72%*	*94%*	**89%jkn**	*77%*
Guarantee that the parcel will arrive intact	1601	725	594	134	104	39	1319	144	732	630	150	64	24	1363	88
	92%	**96%cdg**	**95%cdg**	*75%*	**88%c**	*81%*	**96%cdg**	*86%*	**97%ijkn**	**94%jkn**	*76%*	*77%*	*95%*	**96%jkn**	*82%*
Ability to select an evening/weekend delivery	1037	434	414	86	73	30	848	103	482	406	92	43	13	889	56
	60%	*57%*	**66%ac**	*48%*	*61%*	*61%*	**61%c**	*61%*	**64%j**	**60%j**	*47%*	*52%*	*51%*	**62%j**	*52%*

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Proof of postage/ dispatch	**1443**	650	547	116	83	42	1198	125	686	546	133	61	17	1232	78
	83%	**86%cdg**	**88%cdg**	*65%*	*70%*	*86%*	**87%cdg**	*75%*	**91%ijkmn**	**81%j**	*67%*	*74%*	*65%*	**86%ijkn**	*72%*
Guaranteed delivery to my door	**1556**	703	584	124	97	44	1287	140	725	605	145	62	18	1330	80
	90%	**93%cdg**	**93%cdg**	*70%*	*81%*	*90%*	**93%cdg**	**84%c**	**96%ijkmn**	**90%jkn**	*74%*	*75%*	*69%*	**93%ijkn**	*74%*
Availability of nearby collection points in case of failed delivery	**1249**	547	473	110	74	41	1020	114	560	506	112	57	13	1066	70
	72%	**72%c**	**76%cd**	*62%*	*62%*	*83%*	**74%cd**	*68%*	**74%j**	**75%j**	*57%*	*69%*	*51%*	**75%j**	*65%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473**	677	537	121	94	40	1213	135	686	573	132	61	20	1260	81
	85%	**90%cdg**	**86%c**	*68%*	*79%*	*82%*	**88%cdg**	**80%c**	**91%ijkn**	**85%jkn**	*67%*	*73%*	*79%*	**88%jkn**	*75%*
Option to reschedule if I am unable to take the delivery	**1496**	666	563	126	99	39	1228	138	680	589	138	70	19	1269	88
	86%	**88%c**	**90%cg**	*71%*	*83%*	*80%*	**89%cg**	*82%*	**90%jn**	**87%j**	*70%*	*84%*	*73%*	**89%j**	*82%*
Ability to provide a specific time slot or SMS notification of delivery time	**1293**	576	482	115	76	40	1058	116	589	505	125	57	17	1094	74
	75%	**76%cd**	**77%cd**	*64%*	*64%*	*82%*	**77%cd**	*69%*	**78%j**	**75%j**	*63%*	*69%*	*69%*	**77%j**	*69%*
Proof and details of delivery receipt sent to me if someone else receives it	**1497**	680	545	128	94	44	1225	138	684	584	137	68	24	1268	91
	86%	**90%cdg**	**87%c**	*72%*	*79%*	*91%*	**89%cd**	*83%*	**91%jk**	**87%j**	*70%*	*82%*	*94%*	**89%j**	**85%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Low cost	**1502**	157	1330	15	534	884	84	1470	30	2	*	1502	-
	87%	*86%*	*87%*	*80%*	*88%*	*86%*	*87%*	*87%*	*79%*	*36%*	*100%*	*87%*	-
Free delivery	**1428**	155	1256	17	505	838	85	1400	27	*	*	1428	-
	82%	*85%*	*82%*	*87%*	*83%*	*81%*	*88%*	*83%*	*70%*	*7%*	*100%*	*82%*	-
Inclusion of insurance	**1129**	153	960	16	450	612	67	1095	32	2	-	1129	-
	65%	**84%b**	*63%*	*85%*	**74%e**	*59%*	*69%*	*65%*	*83%*	*37%*	-	*65%*	-
Guarantee that the parcel will arrive on time	**1505**	165	1322	18	546	881	79	1471	30	4	-	1505	-
	87%	*90%*	*86%*	*94%*	**90%f**	*86%*	*81%*	*87%*	*79%*	*65%*	-	*87%*	-
Ability to track the delivery	**1519**	170	1331	17	543	891	84	1484	33	1	*	1519	-
	88%	*93%*	*87%*	*91%*	*90%*	*87%*	*87%*	*88%*	*86%*	*17%*	*100%*	*88%*	-
Ability to choose an express or next day service	**1179**	149	1016	15	452	650	77	1144	29	5	-	1179	-
	68%	**81%b**	*66%*	*76%*	**75%e**	*63%*	**79%e**	*68%*	*76%*	*97%*	-	*68%*	-
Ability to select a specific date/time for delivery	**1265**	152	1097	16	468	722	75	1234	30	1	-	1265	-
	73%	**83%b**	*72%*	*83%*	**77%e**	*70%*	*77%*	*73%*	*77%*	*17%*	-	*73%*	-
Fast delivery	**1403**	156	1229	18	508	811	83	1369	31	3	*	1403	-
	81%	*85%*	*80%*	*96%*	*84%*	*79%*	*86%*	*81%*	*81%*	*49%*	*100%*	*81%*	-
Convenient options for me to accept the delivery	**1490**	169	1304	17	536	872	81	1456	31	3	*	1490	-
	86%	*92%*	*85%*	*88%*	*89%*	*85%*	*84%*	*86%*	*81%*	*49%*	*100%*	*86%*	-
Guarantee that the parcel will arrive intact	**1601**	172	1413	16	564	952	85	1567	31	3	-	1601	-
	92%	*94%*	*92%*	*85%*	*93%*	*93%*	*87%*	*93%*	*81%*	*47%*	-	*92%*	-
Ability to select an evening/weekend delivery	**1037**	135	885	17	395	570	71	1001	33	3	-	1037	-
	60%	**74%b**	*58%*	*88%*	**65%e**	*55%*	**74%e**	*59%*	*85%*	*45%*	-	*60%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Proof of postage/ dispatch	**1443** *83%*	171 *94%b*	1255 *82%*	16 *85%*	523 *86%*	840 *82%*	80 *82%*	1405 *83%*	32 *82%*	6 *100%*	* *100%*	1443 *83%*	- -
Guaranteed delivery to my door	**1556** *90%*	170 *93%*	1370 *90%*	17 *87%*	552 *91%*	918 *89%*	86 *89%*	1522 *90%*	33 *84%*	1 *17%*	- -	1556 *90%*	- -
Availability of nearby collection points in case of failed delivery	**1249** *72%*	140 *76%*	1092 *71%*	16 *84%*	447 *74%*	731 *71%*	71 *74%*	1216 *72%*	30 *79%*	3 *47%*	* *100%*	1249 *72%*	- -
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473** *85%*	164 *90%*	1292 *84%*	16 *85%*	523 *86%*	867 *84%*	82 *85%*	1440 *85%*	31 *81%*	1 *17%*	* *100%*	1472 *85%*	- -
Option to reschedule if I am unable to take the delivery	**1496** *86%*	163 *89%*	1315 *86%*	18 *92%*	548 *90%e*	864 *84%*	84 *87%*	1458 *86%*	34 *88%*	4 *65%*	* *100%*	1496 *86%*	- -
Ability to provide a specific time slot or SMS notification of delivery time	**1293** *75%*	149 *81%*	1128 *74%*	16 *84%*	467 *77%*	742 *72%*	83 *86%e*	1254 *74%*	35 *90%*	4 *67%*	- -	1293 *75%*	- -
Proof and details of delivery receipt sent to me if someone else receives it	**1497** *86%*	159 *87%*	1321 *86%*	17 *88%*	539 *89%*	878 *85%*	79 *82%*	1463 *87%*	28 *72%*	6 *100%*	* *100%*	1497 *86%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 187

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Low cost	**1502**	371	361	373	397	133	112	127	126	111	124	120	108	145	117	135	145
	87%	*88%*	*85%*	*85%*	*89%*	*89%*	*88%*	*87%*	*83%*	*88%*	*84%*	*87%*	*77%*	**91%l**	**92%l**	*86%*	**90%l**
Free delivery	**1428**	351	362	341	373	124	102	125	130	105	128	117	102	122	118	119	137
	82%	*83%*	*85%*	*78%*	*84%*	*83%*	*80%*	**86%l**	*85%*	*84%*	**86%l**	*86%*	*73%*	*77%*	**92%lmo**	*76%*	**85%l**
Inclusion of insurance	**1129**	255	277	273	324	78	75	102	92	85	100	85	82	106	100	109	115
	65%	*60%*	*65%*	*62%*	**73%ac**	*52%*	*59%*	**70%e**	*61%*	*68%*	*67%*	*62%*	*58%*	*67%*	**78%efhkl**	**70%e**	**72%e**
Guarantee that the parcel will arrive on time	**1505**	372	362	377	393	132	109	132	134	102	125	118	113	146	117	135	141
	87%	*88%*	*85%*	*86%*	*88%*	*88%*	*85%*	*90%*	*88%*	*82%*	*84%*	*86%*	*80%*	**92%l**	*91%*	*87%*	*88%*
Ability to track the delivery	**1519**	374	373	378	394	126	115	133	136	110	127	124	117	136	113	131	150
	88%	*89%*	*87%*	*86%*	*89%*	*84%*	*90%*	*91%*	*89%*	*88%*	*86%*	*91%*	*83%*	*86%*	*88%*	*84%*	**93%l**
Ability to choose an express or next day service	**1179**	283	280	285	331	105	77	102	104	86	90	88	89	108	104	111	116
	68%	*67%*	*66%*	*65%*	**74%bc**	*70%*	*60%*	*70%*	*68%*	*68%*	*60%*	*64%*	*63%*	*68%*	**81%fjkl**	*71%*	*72%*
Ability to select a specific date/time for delivery	**1265**	298	307	315	345	101	87	109	102	100	105	101	96	118	103	118	124
	73%	*70%*	*72%*	*72%*	*77%*	*68%*	*68%*	*75%*	*67%*	*80%*	*71%*	*74%*	*68%*	*74%*	**81%h**	*76%*	*77%*
Fast delivery	**1403**	337	347	344	375	124	99	114	117	112	118	107	107	130	115	128	132
	81%	*80%*	*81%*	*79%*	*84%*	*83%*	*78%*	*78%*	*77%*	**90%hl**	*79%*	*78%*	*76%*	*82%*	**90%fghl**	*82%*	*82%*
Convenient options for me to accept the delivery	**1490**	368	357	368	398	122	114	131	119	120	118	117	109	142	119	141	138
	86%	*87%*	*84%*	*84%*	*89%*	*82%*	**90%hl**	**90%hl**	*78%*	**96%ehjklp**	*79%*	*86%*	*77%*	**89%l**	**93%hjl**	**90%hjl**	*86%*
Guarantee that the parcel will arrive intact	**1601**	395	399	400	407	141	120	134	142	117	141	129	122	149	117	144	145
	92%	*93%*	*94%*	*92%*	*91%*	*94%*	*94%*	*92%*	*93%*	*93%*	*95%*	*94%*	*86%*	*94%*	*91%*	*93%*	*90%*
Ability to select an evening/weekend delivery	**1037**	224	256	271	286	75	69	79	90	82	83	82	86	103	79	96	112
	60%	*53%*	*60%*	*62%*	**64%a**	*50%*	*54%*	*54%*	*59%*	*66%*	*56%*	*60%*	*61%*	*65%*	*62%*	*61%*	**69%efg**
Proof of postage/ dispatch	**1443**	356	346	356	385	128	106	123	124	111	111	111	106	138	114	131	140
	83%	*84%*	*81%*	*81%*	*86%*	*86%*	*83%*	*84%*	*81%*	**89%jl**	*74%*	*81%*	*75%*	*87%*	**89%jl**	*84%*	**87%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 187

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Guaranteed delivery to my door	**1556** *90%*	386 *91%*	372 *87%*	386 *88%*	412 **93%b**	135 *90%*	116 *91%*	134 *92%*	131 *86%*	114 *91%*	127 *85%*	121 *88%*	120 *85%*	145 *91%*	123 **96%hjl**	141 *91%*	148 *92%*
Availability of nearby collection points in case of failed delivery	**1249** *72%*	283 *67%*	302 *71%*	315 *72%*	349 **78%a**	98 *66%*	87 *68%*	98 *67%*	106 *69%*	92 *74%*	104 *70%*	92 *67%*	95 *67%*	128 **81%e**	107 **84%efghjkl**	115 *74%*	126 *78%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1473** *85%*	353 *83%*	362 *85%*	366 *84%*	393 *88%*	128 *86%*	99 *78%*	126 *86%*	123 *81%*	108 *86%*	130 *88%*	123 **90%l**	107 *76%*	135 *85%*	119 **93%hl**	132 *85%*	142 **88%l**
Option to reschedule if I am unable to take the delivery	**1496** *86%*	360 *85%*	374 *88%*	370 *85%*	392 *88%*	117 *78%*	114 *90%*	129 *89%*	137 **90%e**	113 **91%e**	123 *83%*	116 *85%*	112 *80%*	141 *89%*	120 **94%ejl**	132 *84%*	140 *87%*
Ability to provide a specific time slot or SMS notification of delivery time	**1293** *75%*	304 *72%*	318 *75%*	312 *71%*	358 **81%ac**	104 *70%*	97 *76%*	102 *70%*	114 *74%*	95 *76%*	110 *74%*	98 *72%*	97 *69%*	117 *74%*	106 *83%*	117 *75%*	135 **84%egl**
Proof and details of delivery receipt sent to me if someone else receives it	**1497** *86%*	368 *87%*	373 *87%*	363 *83%*	394 *88%*	119 *80%*	113 *89%*	135 **92%el**	130 *85%*	111 *89%*	132 *89%*	116 *85%*	114 *81%*	132 *83%*	111 *86%*	140 *90%*	142 *88%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Low cost	40	-	40	25	15	8	10	10	4	1	4	3	18	15	8	7	32	8	38
	2%	-	2%	3%	2%	2%	4%i	3%	2%	*	3%	2%	3%	2%	1%	2%	2%	4%	2%
Free delivery	67	-	67	37	30	18	13	10	3	11	10	2	32	13	22	11	58	8	57
	4%	-	4%	4%	3%	6%	5%	2%	1%	4%	7%	1%	6%m	2%	4%	4%	4%	4%	3%
Inclusion of insurance	166	-	166	69	96	30	15	39	19	28	22	13	45	58	62	35	153	12	169
	10%	-	10%	8%	11%	10%	6%	10%	9%	10%	16%f	9%	8%	9%	11%	13%	10%	6%	10%
Guarantee that the parcel will arrive on time	47	-	47	25	22	11	10	6	5	4	5	6	21	10	16	11	42	5	47
	3%	-	3%	3%	3%	3%	4%	1%	2%	2%	4%	5%	4%	2%	3%	4%	3%	2%	3%
Ability to track the delivery	48	-	48	27	21	13	10	4	8	5	5	3	24	12	13	8	44	4	39
	3%	-	3%	3%	2%	4%g	4%	1%	4%	2%	4%	2%	4%	2%	2%	3%	3%	2%	2%
Ability to choose an express or next day service	192	-	192	83	109	16	17	21	26	54	27	31	33	47	112	58	184	7	205
	11%	-	11%	9%	13%	5%	6%	5%	12%eg	19%efg	19%efg	23%efg	6%	8%	20%lm	21%lm	12%q	4%	12%
Ability to select a specific date/time for delivery	165	-	165	72	93	23	21	20	26	34	21	20	44	46	75	42	150	13	182
	10%	-	10%	8%	11%	7%	8%	5%	12%g	12%g	15%g	15%g	8%	8%	14%lm	15%lm	10%	6%	11%
Fast delivery	78	-	78	44	34	12	15	10	8	16	6	11	27	19	32	17	73	5	70
	5%	-	5%	5%	4%	4%	6%	3%	4%	6%	4%	8%g	5%	3%	6%	6%	5%	2%	4%
Convenient options for me to accept the delivery	58	-	58	38	20	12	13	9	4	5	6	9	24	13	21	16	44	14	55
	3%	-	3%	4%	2%	4%	5%	2%	2%	2%	5%	7%	4%	2%	4%	6%m	3%	7%p	3%
Guarantee that the parcel will arrive intact	20	-	20	15	6	10	3	1	3	-	2	1	13	4	3	3	15	5	20
	1%	-	1%	2%	1%	3%g	1%	*	1%	-	2%	1%	2%	1%	1%	1%	1%	2%	1%
Ability to select an evening/weekend delivery	271	-	271	119	152	33	23	30	40	70	30	44	56	70	144	74	256	15	308
	16%	-	16%	14%	18%	11%	9%	8%	19%fg	25%efg	22%efg	33%efgh	10%	11%	26%lm	27%lm	17%q	7%	18%
Proof of postage/ dispatch	65	-	65	41	23	13	8	13	11	9	7	4	21	23	21	11	54	11	60
	4%	-	4%	5%	3%	4%	3%	3%	5%	3%	5%	3%	4%	4%	4%	4%	4%	5%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Guaranteed delivery to my door	**47**	-	47	23	24	17	9	12	2	2	5	1	26	14	7	6	37	10	40
	3%	-	*3%*	*3%*	*3%*	**5%hl**	*4%*	*3%*	*1%*	*1%*	*3%*	*1%*	**5%n**	*2%*	*1%*	*2%*	*2%*	*5%*	*2%*
Availability of nearby collection points in case of failed delivery	**194**	-	194	100	93	27	17	26	28	45	28	22	44	54	95	50	184	10	187
	11%	-	*11%*	*11%*	*11%*	*9%*	*7%*	*7%*	**13%g**	**16%efg**	**20%efg**	**17%fg**	*8%*	*9%*	**17%lm**	**19%lm**	**12%q**	*5%*	*11%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**71**	-	71	41	30	16	12	8	7	15	9	4	28	15	27	13	64	7	76
	4%	-	*4%*	*5%*	*4%*	*5%*	*5%*	*2%*	*3%*	*5%*	*6%*	*3%*	*5%*	*2%*	*5%*	*5%*	*4%*	*3%*	*4%*
Option to reschedule if I am unable to take the delivery	**54**	-	54	30	24	11	9	6	8	11	5	4	20	14	20	8	47	7	52
	3%	-	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*4%*	*4%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*
Ability to provide a specific time slot or SMS notification of delivery time	**152**	-	152	77	76	21	16	24	27	31	17	15	38	52	63	32	139	13	155
	9%	-	*9%*	*9%*	*9%*	*7%*	*6%*	*6%*	**13%g**	*11%*	*13%*	*11%*	*7%*	*8%*	**11%l**	*12%*	*9%*	*6%*	*9%*
Proof and details of delivery receipt sent to me if someone else receives it	**57**	-	57	34	24	16	5	14	7	8	2	5	22	20	15	8	51	7	60
	3%	-	*3%*	*4%*	*3%*	*5%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 188

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1702	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	945	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Low cost	40	13	13	11	3	26	14	31	9	2	4	9	14	11	27	2	38
	2%	3%	2%	3%	1%	2%	2%	3%	2%	1%	2%	2%	3%	3%	3%	1%	3%
Free delivery	67	13	24	16	14	37	30	44	22	12	10	17	16	10	42	12	52
	4%	3%	4%	5%	4%	3%	4%	4%	4%	7%	4%	4%	4%	2%	4%	7%	4%
Inclusion of insurance	166	39	66	25	35	105	60	94	69	20	24	50	38	27	112	20	141
	10%	8%	11%	7%	11%	10%	9%	8%	13%g	12%	11%	12%	9%	7%	11%	12%	9%
Guarantee that the parcel will arrive on time	47	21	9	10	6	30	17	30	15	5	4	7	8	20	19	5	41
	3%	5%b	1%	3%	2%	3%	3%	3%	3%	3%	2%	2%	2%	5%n	2%	3%	3%
Ability to track the delivery	48	14	10	10	14	24	24	28	20	6	6	8	8	15	22	6	38
	3%	3%	2%	3%	4%	2%	4%	2%	4%	4%	3%	2%	2%	4%	2%	4%	3%
Ability to choose an express or next day service	192	50	67	35	40	117	75	97	91	22	35	49	45	30	129	22	160
	11%	11%	11%	10%	12%	11%	11%	8%	18%g	13%	16%m	11%	11%	7%	12%	13%	11%
Ability to select a specific date/time for delivery	165	36	58	34	37	95	71	82	83	25	22	30	45	37	97	25	136
	10%	8%	10%	10%	11%	9%	11%	7%	16%g	15%k	10%	7%	11%	9%	9%	15%	9%
Fast delivery	78	33	25	8	11	58	20	52	25	13	6	14	24	19	43	13	62
	5%	7%c	4%	2%	4%	5%	3%	4%	5%	8%	3%	3%	6%	5%	4%	8%	4%
Convenient options for me to accept the delivery	58	20	22	12	4	41	17	38	19	4	14	10	12	16	36	4	53
	3%	4%	4%	4%	1%	4%	3%	3%	4%	2%	6%	2%	3%	4%	3%	2%	4%
Guarantee that the parcel will arrive intact	20	7	-	6	8	7	14	12	9	*	2	4	4	9	11	*	19
	1%	1%b	-	2%b	2%b	1%	2%e	1%	2%	*	1%	1%	1%	2%	1%	*	1%
Ability to select an evening/weekend delivery	271	73	82	67	49	155	116	145	125	33	44	69	59	50	173	33	227
	16%	16%	14%	19%	15%	15%	17%	12%	24%g	19%	21%m	16%	14%	12%	16%	19%	15%
Proof of postage/ dispatch	65	16	25	12	12	41	24	43	21	6	9	17	12	20	38	6	58
	4%	3%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	3%	5%	4%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	1731	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Guaranteed delivery to my door	47 3%	15 3%	15 2%	6 2%	12 4%	30 3%	18 3%	34 3%	12 2%	2 1%	13 6%l	11 3%	9 2%	12 3%	33 3%	2 1%	45 3%
Availability of nearby collection points in case of failed delivery	194 11%	62 13%	64 11%	31 9%	37 12%	126 12%	68 10%	118 10%	74 14%g	15 9%	42 20%lklmn	37 9%	46 11%	48 12%	126 12%	15 9%	175 12%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	71 4%	29 6%	19 3%	9 3%	14 4%	48 5%	23 3%	42 4%	27 5%	13 8%klm	10 5%	12 3%	10 2%	21 5%	32 3%	13 8%p	55 4%
Option to reschedule if I am unable to take the delivery	54 3%	13 3%	20 3%	10 3%	11 3%	33 3%	21 3%	36 3%	17 3%	8 5%m	8 4%m	16 4%m	15 4%m	3 1%	39 4%m	8 5%	42 3%
Ability to provide a specific time slot or SMS notification of delivery time	152 9%	34 7%	47 8%	39 11%	32 10%	81 8%	72 11%	90 8%	62 12%g	22 13%l	28 13%lm	41 10%	29 7%	27 7%	98 9%	22 13%	127 9%
Proof and details of delivery receipt sent to me if someone else receives it	57 3%	23 5%	14 2%	8 2%	12 4%	37 3%	20 3%	43 4%	14 3%	10 6%	13 6%	9 2%	14 3%	11 3%	36 3%	10 6%	47 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 188

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1702**	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	**945**	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Low cost	**40**	37	3	1	32	5	2	1	1	2	-	-	4	-	11	2	12	-	5
	2%	*2%*	*1%*	*1%*	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	-	-	*2%*	-	*4%*	*1%*	**8%ljkmo**	-	**4%jk**
Free delivery	**67**	61	6	3	56	7	2	1	2	6	1	9	5	5	17	3	8	3	4
	4%	*4%*	*3%*	*4%*	*4%*	*5%*	*3%*	*3%*	*3%*	*3%*	*1%*	**7%j**	*3%*	*5%*	*6%*	*1%*	*6%*	*20%*	*3%*
Inclusion of insurance	**166**	133	33	8	136	16	11	3	5	14	19	17	18	9	20	19	16	3	13
	10%	*9%*	**14%a**	*9%*	*9%*	*11%*	*13%*	*6%*	*7%*	*7%*	*14%*	*13%*	*11%*	*8%*	*7%*	*9%*	*11%*	*16%*	*10%*
Guarantee that the parcel will arrive on time	**47**	42	5	1	35	6	5	1	3	3	2	2	2	2	12	4	6	1	5
	3%	*3%*	*2%*	*1%*	*2%*	*4%*	**6%d**	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*4%*	*2%*	*5%*	*7%*	*4%*
Ability to track the delivery	**48**	43	5	3	41	5	*	1	3	-	-	5	8	2	13	7	4	1	5
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*	*3%*	**4%lj**	-	-	**4%l**	**5%l**	*2%*	**5%l**	*3%*	*3%*	*4%*	**4%l**
Ability to choose an express or next day service	**192**	158	34	9	153	23	11	5	9	17	13	25	16	17	17	19	22	2	20
	11%	*11%*	*15%*	*10%*	*11%*	*16%*	*13%*	*11%*	*11%*	*8%*	*10%*	**19%lno**	*10%*	**15%n**	*6%*	*9%*	**16%n**	*14%*	**16%ln**
Ability to select a specific date/time for delivery	**165**	134	31	8	132	21	9	4	7	9	8	17	22	7	23	23	17	4	17
	10%	*9%*	*13%*	*9%*	*9%*	**15%d**	*11%*	*8%*	*9%*	*4%*	*6%*	**13%l**	**13%l**	*6%*	*8%*	*11%*	**12%l**	*25%*	**13%l**
Fast delivery	**78**	70	8	1	63	8	5	2	4	3	6	5	8	6	11	9	11	1	7
	5%	*5%*	*4%*	*1%*	*4%*	*6%*	*6%*	*4%*	*5%*	*1%*	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*	**8%l**	*4%*	*6%*
Convenient options for me to accept the delivery	**58**	52	6	1	46	8	2	2	2	9	-	2	4	1	19	7	2	1	7
	3%	*3%*	*3%*	*2%*	*3%*	*6%*	*2%*	*5%*	*3%*	*4%*	-	*2%*	*2%*	*1%*	**7%j**	*3%*	*2%*	*7%*	**6%j**
Guarantee that the parcel will arrive intact	**20**	18	3	*	19	1	1	*	2	-	2	2	2	-	8	-	2	-	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	**2%lo**	-	*2%*	*1%*	*1%*	-	*3%*	-	*1%*	-	*1%*
Ability to select an evening/weekend delivery	**271**	221	50	10	218	31	16	6	13	17	19	29	24	25	23	40	27	4	27
	16%	*15%*	**21%a**	*11%*	*15%*	**22%dg**	*19%*	*12%*	*17%*	*8%*	*15%*	**22%ln**	*15%*	**22%ln**	*8%*	**19%ln**	**20%ln**	*24%*	**22%ln**

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Proof of postage/ dispatch	**65**	57	8	4	55	7	2	1	4	3	4	4	11	3	12	8	7	*	6
	4%	*4%*	*3%*	*4%*	*4%*	*5%*	*2%*	*2%*	*5%*	*1%*	*3%*	*3%*	*7%*	*3%*	*4%*	*4%*	*5%*	*2%*	*5%*
Guaranteed delivery to my door	**47**	42	5	2	38	6	3	1	2	5	-	7	2	-	13	5	5	2	4
	3%	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	-	*5%*	*1%*	-	*4%*	*2%*	*3%*	*10%*	*3%*
Availability of nearby collection points in case of failed delivery	**194**	157	36	12	164	18	9	3	3	13	8	22	29	15	23	30	21	1	16
	11%	*11%*	*16%*	*15%*	*11%*	*12%*	*11%*	*6%*	*4%*	*6%*	*6%*	***17%hij***	***18%hijn***	*13%*	*8%*	***14%h***	***15%h***	*7%*	***13%h***
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**71**	60	11	3	60	6	3	2	3	5	6	7	5	3	14	11	7	-	6
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*3%*	*2%*	*5%*	*5%*	*3%*	*2%*	*5%*	*5%*	*5%*	-	*5%*
Option to reschedule if I am unable to take the delivery	**54**	44	11	2	45	7	2	1	4	4	1	10	7	1	10	2	6	1	6
	3%	*3%*	*5%*	*2%*	*3%*	*5%*	*2%*	*2%*	***6%o***	*2%*	*1%*	***7%o***	*4%*	*1%*	*4%*	*1%*	*4%*	*6%*	*5%*
Ability to provide a specific time slot or SMS notification of delivery time	**152**	132	21	5	123	15	10	3	6	8	10	15	15	11	22	17	20	3	12
	9%	*9%*	*9%*	*6%*	*8%*	*11%*	*13%*	*6%*	*7%*	*4%*	*8%*	***12%l***	*9%*	*10%*	*8%*	*8%*	***14%l***	*21%*	*10%*
Proof and details of delivery receipt sent to me if someone else receives it	**57**	51	6	3	47	7	3	1	2	8	4	4	3	2	13	1	8	1	5
	3%	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*5%*	*1%*	***6%o***	*8%*	*4%*

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Low cost	40	18	7	4	7	4	26	10	8	20	9	3	*	28	3
	2%	2%	1%	2%	6%bf	8%	2%	6%abf	1%	3%	4%h	4%	*	2%	3%
Free delivery	67	28	12	10	9	7	40	17	22	23	15	3	4	45	6
	4%	4%	2%	6%b	8%bf	15%	3%	10%abf	3%	3%	8%hm	3%	15%	3%	6%
Inclusion of insurance	166	84	39	19	19	5	123	23	65	63	16	16	4	129	21
	10%	11%b	6%	11%	16%bf	10%	9%	14%b	9%	9%	8%	20%hijm	16%	9%	19%hijm
Guarantee that the parcel will arrive on time	47	15	11	9	10	3	25	13	8	17	14	8	-	25	8
	3%	2%	2%	5%	8%abf	7%	2%	8%abf	1%	3%	7%him	10%him	-	2%	7%him
Ability to track the delivery	48	21	12	8	7	-	33	7	18	15	9	6	-	33	6
	3%	3%	2%	4%	6%b	-	2%	4%	2%	2%	4%	8%him	-	2%	6%
Ability to choose an express or next day service	192	103	56	15	14	3	160	17	76	70	23	19	3	146	23
	11%	14%b	9%	8%	12%	5%	12%	10%	10%	10%	11%	24%him	13%	10%	21%him
Ability to select a specific date/time for delivery	165	86	42	12	20	5	128	25	69	54	26	9	7	123	16
	10%	11%b	7%	7%	17%bcf	11%	9%	15%b	9%	8%	13%	11%	29%	9%	15%
Fast delivery	78	39	20	8	10	1	59	11	29	29	12	8	-	58	8
	5%	5%	3%	4%	9%b	1%	4%	7%	4%	4%	6%	10%	-	4%	7%
Convenient options for me to accept the delivery	58	25	18	4	4	7	43	11	15	23	13	7	*	38	7
	3%	3%	3%	2%	3%	15%	3%	7%	2%	3%	6%hm	8%hm	1%	3%	7%h
Guarantee that the parcel will arrive intact	20	9	3	1	3	4	12	7	*	8	7	5	-	9	5
	1%	1%	1%	1%	3%	8%	1%	4%abf	*	1%h	4%hm	5%him	-	1%	4%hm
Ability to select an evening/weekend delivery	271	151	69	22	22	7	220	28	127	85	27	20	11	212	32
	16%	20%b	11%	12%	18%	14%	16%b	17%	17%	13%	14%	24%i	45%	15%	29%hijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Proof of postage/ dispatch	**65**	28	21	3	9	4	49	13	20	30	7	6	2	50	8
	4%	*4%*	*3%*	*2%*	*7%*	*8%*	*4%*	**8%f**	*3%*	*5%*	*3%*	*7%*	*7%*	*4%*	*7%*
Guaranteed delivery to my door	**47**	15	11	8	10	4	25	14	7	25	5	7	4	31	11
	3%	*2%*	*2%*	*4%*	**8%abf**	*9%*	*2%*	**8%abf**	*1%*	**4%h**	*3%*	**8%hm**	*15%*	*2%*	**10%hijm**
Availability of nearby collection points in case of failed delivery	**194**	107	58	11	13	4	166	17	85	56	31	16	6	141	22
	11%	**14%bc**	*9%*	*6%*	*11%*	*9%*	*12%*	*10%*	*11%*	*8%*	**16%l**	**19%im**	*24%*	*10%*	**20%him**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**71**	30	19	9	9	4	49	13	19	20	18	9	5	39	14
	4%	*4%*	*3%*	*5%*	**8%b**	*9%*	*4%*	**8%bf**	*3%*	*3%*	**9%him**	**11%him**	*20%*	*3%*	**13%him**
Option to reschedule if I am unable to take the delivery	**54**	30	8	8	6	2	38	8	21	20	7	3	2	42	5
	3%	**4%b**	*1%*	*4%*	**5%b**	*5%*	*3%*	**5%b**	*3%*	*3%*	*4%*	*4%*	*9%*	*3%*	*5%*
Ability to provide a specific time slot or SMS notification of delivery time	**152**	87	32	15	14	5	118	19	76	48	11	12	5	124	17
	9%	**11%b**	*5%*	*8%*	**12%b**	*10%*	**9%b**	**11%b**	*10%*	*7%*	*6%*	*15%*	*18%*	*9%*	**16%ij**
Proof and details of delivery receipt sent to me if someone else receives it	**57**	27	16	6	9	*	43	9	25	18	8	7	-	42	7
	3%	*4%*	*3%*	*3%*	**7%bf**	*1%*	*3%*	*5%*	*3%*	*3%*	*4%*	**9%im**	-	*3%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Low cost	**40**	1	39	1	8	32	-	37	3	-	-	40	-
	2%	*	*3%*	*4%*	*1%*	*3%*	-	*2%*	*8%*	-	-	*2%*	-
Free delivery	**67**	8	58	-	24	41	2	58	7	2	-	67	-
	4%	*5%*	*4%*	-	*4%*	*4%*	*2%*	*3%*	*17%*	*32%*	-	*4%*	-
Inclusion of insurance	**166**	8	158	*	46	109	10	163	2	-	-	166	-
	10%	*4%*	**10%a**	*	*8%*	*11%*	*10%*	*10%*	*6%*	-	-	*10%*	-
Guarantee that the parcel will arrive on time	**47**	5	41	1	14	31	2	42	3	2	-	47	-
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*8%*	*32%*	-	*3%*	-
Ability to track the delivery	**48**	2	46	-	10	36	2	45	3	-	-	48	-
	3%	*1%*	*3%*	-	*2%*	*4%*	*2%*	*3%*	*9%*	-	-	*3%*	-
Ability to choose an express or next day service	**192**	12	180	1	51	135	7	188	4	-	-	192	-
	11%	*6%*	*12%*	*3%*	*8%*	**13%d**	*7%*	*11%*	*9%*	-	-	*11%*	-
Ability to select a specific date/time for delivery	**165**	12	153	1	48	109	9	159	6	-	-	165	-
	10%	*6%*	*10%*	*5%*	*8%*	*11%*	*9%*	*9%*	*17%*	-	-	*10%*	-
Fast delivery	**78**	8	70	1	18	57	3	74	3	-	-	78	-
	5%	*4%*	*5%*	*3%*	*3%*	*6%*	*3%*	*4%*	*9%*	-	-	*5%*	-
Convenient options for me to accept the delivery	**58**	1	57	1	15	37	6	52	4	3	-	58	-
	3%	*1%*	*4%*	*3%*	*2%*	*4%*	*6%*	*3%*	*9%*	*51%*	-	*3%*	-
Guarantee that the parcel will arrive intact	**20**	1	19	1	7	13	*	17	*	3	-	20	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*1%*	*51%*	-	*1%*	-
Ability to select an evening/weekend delivery	**271**	17	253	*	89	179	3	267	4	-	-	271	-
	16%	*9%*	*17%*	*2%*	**15%f**	**17%f**	*3%*	*16%*	*9%*	-	-	*16%*	-

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Proof of postage/ dispatch	**65**	2	61	2	17	48	*	64	1	-	-	65	-
	4%	*1%*	*4%*	*8%*	*3%*	*5%*	*	*4%*	*2%*	-	-	*4%*	-
Guaranteed delivery to my door	**47**	2	44	1	11	32	5	46	1	-	-	47	-
	3%	*1%*	*3%*	*4%*	*2%*	*3%*	*5%*	*3%*	*3%*	-	-	*3%*	-
Availability of nearby collection points in case of failed delivery	**194**	21	173	*	72	115	8	188	3	3	-	194	-
	11%	*11%*	*11%*	*1%*	*12%*	*11%*	*8%*	*11%*	*8%*	*51%*	-	*11%*	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**71**	4	67	-	25	45	2	63	5	3	-	71	-
	4%	*2%*	*4%*	-	*4%*	*4%*	*2%*	*4%*	*12%*	*51%*	-	*4%*	-
Option to reschedule if I am unable to take the delivery	**54**	4	50	-	14	38	2	52	2	-	-	54	-
	3%	*2%*	*3%*	-	*2%*	*4%*	*2%*	*3%*	*4%*	-	-	*3%*	-
Ability to provide a specific time slot or SMS notification of delivery time	**152**	15	137	-	49	103	1	149	2	2	-	152	-
	9%	*8%*	*9%*	-	*8%*	***10%f***	*1%*	*9%*	*4%*	*32%*	-	*9%*	-
Proof and details of delivery receipt sent to me if someone else receives it	**57**	6	52	-	22	33	2	54	3	-	-	57	-
	3%	*3%*	*3%*	-	*4%*	*3%*	*2%*	*3%*	*9%*	-	-	*3%*	-

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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Low cost	**40**	10	7	15	9	*	4	6	1	*	6	3	9	2	*	6	3
	2%	*2%*	*2%*	*3%*	*2%*	*	*3%*	*4%*	*	*	*4%*	*2%*	**7%ehin**	*1%*	*	*4%*	*2%*
Free delivery	**67**	12	18	21	15	2	3	7	4	5	9	*	11	10	3	6	6
	4%	*3%*	*4%*	*5%*	*3%*	*1%*	*2%*	*5%*	*3%*	*4%*	*6%*	*	**8%k**	**6%k**	*2%*	*4%*	*4%*
Inclusion of insurance	**166**	42	52	42	29	24	12	7	21	7	24	14	11	17	6	10	13
	10%	*10%*	**12%d**	*10%*	*6%*	**16%gno**	*9%*	*5%*	**14%gn**	*6%*	**16%gno**	*10%*	*8%*	*11%*	*4%*	*6%*	*8%*
Guarantee that the parcel will arrive on time	**47**	9	12	11	15	3	1	4	8	1	3	4	4	3	1	9	5
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*5%*	*	*2%*	*3%*	*3%*	*2%*	*1%*	*6%*	*3%*
Ability to track the delivery	**48**	9	14	15	10	4	2	3	5	2	8	5	5	5	1	7	2
	3%	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*5%*	*4%*	*4%*	*3%*	*1%*	*4%*	*1%*
Ability to choose an express or next day service	**192**	50	64	42	36	13	20	17	25	16	23	13	14	15	9	11	16
	11%	*12%*	**15%d**	*10%*	*8%*	*8%*	*16%*	*12%*	*16%*	*12%*	*16%*	*9%*	*10%*	*9%*	*7%*	*7%*	*10%*
Ability to select a specific date/time for delivery	**165**	40	53	41	31	15	14	11	15	16	22	11	20	11	4	13	14
	10%	*10%*	**12%d**	*9%*	*7%*	*10%*	*11%*	*8%*	*10%*	**13%n**	**15%n**	*8%*	**14%n**	*7%*	*3%*	*8%*	*9%*
Fast delivery	**78**	14	23	22	19	4	5	4	14	3	6	5	12	6	1	6	12
	5%	*3%*	*5%*	*5%*	*4%*	*3%*	*4%*	*3%*	**9%n**	*3%*	*4%*	*3%*	**8%n**	*4%*	*1%*	*4%*	*7%*
Convenient options for me to accept the delivery	**58**	14	16	19	9	7	1	6	9	*	6	5	9	5	1	2	6
	3%	*3%*	*4%*	*4%*	*2%*	*5%*	*1%*	*4%*	*6%*	*	*4%*	*4%*	*6%*	*3%*	*1%*	*1%*	*4%*
Guarantee that the parcel will arrive intact	**20**	4	5	5	6	1	2	*	3	1	1	-	3	2	2	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*1%*	-	*2%*	*2%*	*1%*	-	*3%*
Ability to select an evening/weekend delivery	**271**	74	74	67	55	30	24	21	28	18	28	16	29	22	14	21	21
	16%	*18%*	*17%*	*15%*	*12%*	*20%*	*19%*	*14%*	*18%*	*14%*	*19%*	*12%*	*20%*	*14%*	*11%*	*13%*	*13%*
Proof of postage/ dispatch	**65**	8	25	14	19	-	3	5	10	4	11	6	6	2	3	10	6
	4%	*2%*	**6%a**	*3%*	*4%*	-	*2%*	*3%*	**7%e**	*3%*	**7%e**	*4%*	*4%*	*1%*	*2%*	**6%e**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 188

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Guaranteed delivery to my door	**47**	10	14	15	8	4	2	4	6	-	8	9	4	2	*	*	7
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*-*	**5%o**	**6%ino**	*3%*	*2%*	*	*	*4%*
Availability of nearby collection points in case of failed delivery	**194**	53	51	48	42	18	16	19	20	11	21	14	19	15	13	15	14
	11%	*12%*	*12%*	*11%*	*9%*	*12%*	*12%*	*13%*	*13%*	*8%*	*14%*	*10%*	*13%*	*9%*	*10%*	*9%*	*9%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**71**	21	16	21	13	7	7	7	11	1	5	*	11	10	1	2	10
	4%	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*5%*	**7%lko**	*	*3%*	*	**8%lkno**	**6%k**	*1%*	*1%*	**6%lk**
Option to reschedule if I am unable to take the delivery	**54**	13	18	14	9	7	4	3	5	*	13	4	7	2	1	2	6
	3%	*3%*	*4%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*	**9%imno**	*3%*	*5%*	*1%*	*1%*	*1%*	*4%*
Ability to provide a specific time slot or SMS notification of delivery time	**152**	32	51	34	35	13	9	10	19	18	14	10	10	14	5	17	12
	9%	*8%*	*12%*	*8%*	*8%*	*9%*	*7%*	*7%*	**13%n**	**14%n**	*9%*	*7%*	*7%*	*9%*	*4%*	*11%*	*8%*
Proof and details of delivery receipt sent to me if someone else receives it	**57**	15	16	22	4	9	2	3	10	2	3	6	9	8	1	2	1
	3%	*3%*	**4%d**	**5%d**	*1%*	*6%*	*2%*	*2%*	**7%p**	*2%*	*2%*	*4%*	**6%p**	*5%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1702	-	1702	791	907	283	242	369	204	329	164	111	525	573	604	275	1576	120	1702
Weighted Base	1731	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Effective Base	945	-	945	485	458	170	143	231	106	172	62	68	314	335	297	130	854	92	1702
Low cost	4.30	-	4.30	4.25	4.36c	4.27	4.28	4.33	4.38ejk	4.30	4.26	4.25	4.27	4.35lno	4.27	4.25	4.31	4.26	4.29
Free delivery	4.25	-	4.25	4.21	4.29c	4.15	4.28e	4.31ei	4.35ei	4.17	4.25	4.25	4.21	4.32ln	4.21	4.25	4.25	4.30	4.25
Inclusion of insurance	3.82	-	3.82	3.89d	3.74	3.90ijk	3.97ijk	4.02ijk	3.84jk	3.63	3.43	3.48	3.93no	3.96no	3.54	3.45	3.78	4.12p	3.77
Guarantee that the parcel will arrive on time	4.31	-	4.31	4.29	4.33	4.39ik	4.24	4.48fijk	4.34k	4.21	4.19	4.04	4.32no	4.43no	4.16	4.12	4.30	4.37	4.31
Ability to track the delivery	4.32	-	4.32	4.29	4.36	4.34	4.27	4.45fik	4.38	4.25	4.26	4.15	4.31	4.42no	4.23	4.21	4.31	4.45	4.33
Ability to choose an express or next day service	3.90	-	3.90	3.93	3.88	4.19hijk	4.07ijk	4.20hijk	3.92ijk	3.53k	3.48	3.19	4.14no	4.10no	3.43	3.34	3.84	4.31p	3.83
Ability to select a specific date/time for delivery	3.95	-	3.95	3.95	3.96	4.11ijk	4.04ijk	4.24fhijk	3.87k	3.70	3.71	3.49	4.08no	4.11no	3.65	3.60	3.92	4.21p	3.88
Fast delivery	4.18	-	4.18	4.17	4.19	4.38ijk	4.22ik	4.33ijk	4.25ijk	3.99k	4.00k	3.65	4.30no	4.31no	3.91	3.83	4.15	4.34p	4.18
Convenient options for me to accept the delivery	4.28	-	4.28	4.21	4.35c	4.25	4.21	4.42efijk	4.35	4.24	4.20	4.12	4.23	4.39lno	4.20	4.16	4.27	4.32	4.26
Guarantee that the parcel will arrive intact	4.54	-	4.54	4.49	4.60c	4.44	4.46	4.52	4.64e	4.62ef	4.71efg	4.53	4.45	4.56	4.62l	4.62l	4.55	4.47	4.57
Ability to select an evening/weekend delivery	3.69	-	3.69	3.72	3.67	4.02hijk	4.01hijk	4.10hijk	3.55ijk	3.24k	3.15	2.88	4.01no	3.91no	3.13	3.02	3.63	4.16p	3.58
Proof of postage/ dispatch	4.22	-	4.22	4.18	4.27	4.21	4.25	4.33i	4.23	4.12	4.19	4.13	4.23	4.29n	4.14	4.16	4.22	4.27	4.23
Guaranteed delivery to my door	4.44	-	4.44	4.43	4.46	4.30	4.34	4.48e	4.56efk	4.51ef	4.59ef	4.36	4.32	4.51l	4.50l	4.48	4.44	4.47	4.45

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1731**	-**	1731	877	850	309	259	399	214	278	139*	133*	568	614	549	271	1520	204*	1702
Availability of nearby collection points in case of failed delivery	**3.91**	-	3.91	3.90	3.93	**4.07ijk**	**4.08ijk**	**4.11ijk**	**3.91j**	3.65	3.51	3.61	**4.07no**	**4.04no**	3.61	3.56	3.87	**4.21p**	3.89
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	-	4.26	4.20	**4.33c**	4.29	4.26	4.28	4.34	4.16	4.25	4.27	4.28	4.30	4.21	4.26	4.26	4.32	4.26
Option to reschedule if I am unable to take the delivery	**4.29**	-	4.29	4.26	4.32	**4.35ik**	4.31	**4.41ik**	4.27	4.16	4.22	4.11	**4.33no**	**4.36no**	4.16	4.16	4.27	4.43	4.27
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	-	3.98	3.97	4.00	**4.09ik**	**4.10ijk**	**4.17ijk**	3.96	3.75	3.81	3.65	**4.10no**	**4.10no**	3.74	3.73	3.96	4.15	3.94
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	-	4.32	4.27	4.38	4.27	4.34	4.39	4.36	4.25	4.42	4.25	4.30	4.38	4.29	4.33	4.30	**4.50p**	4.32

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1702**	513	550	309	330	1063	639	997	681	182	199	414	439	350	1052	183	1434
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Effective Base	**945**	244	314	194	197	558	390	598	349	103	121	222	239	204	581	104	797
Low cost	**4.30**	4.30	4.29	4.29	4.34	4.29	4.31	4.29	4.32	4.34	**4.39km**	4.27	4.32	4.27	4.32	4.34	4.30
Free delivery	**4.25**	**4.32c**	4.24	4.19	4.24	4.27	4.21	4.26	4.23	4.14	**4.29i**	4.22	4.25	**4.26i**	4.25	4.14	**4.26o**
Inclusion of insurance	**3.82**	**3.91b**	3.73	3.88	3.79	3.81	3.83	**3.92h**	3.58	3.83	3.78	3.67	3.77	**4.04jkln**	3.73	3.83	3.82
Guarantee that the parcel will arrive on time	**4.31**	4.32	4.32	4.32	4.27	4.32	4.29	**4.35h**	4.20	4.27	4.28	4.30	4.31	4.33	4.30	4.27	4.31
Ability to track the delivery	**4.32**	4.36	4.33	4.27	4.31	4.34	4.29	4.34	4.27	4.21	4.31	4.30	4.33	4.38	4.32	4.21	4.33
Ability to choose an express or next day service	**3.90**	3.99	3.82	3.96	3.86	3.89	3.91	**4.04h**	3.58	3.90	3.68	3.83	3.85	**4.17ijkln**	3.81	3.90	3.91
Ability to select a specific date/time for delivery	**3.95**	4.05	3.95	3.90	3.89	3.99	3.89	**4.08h**	3.67	3.82	3.82	3.95	3.92	**4.10ijn**	3.91	3.82	3.97
Fast delivery	**4.18**	4.18	4.14	4.25	4.16	4.16	4.21	**4.25h**	4.00	4.06	4.23	4.17	4.15	4.22	4.17	4.06	4.19
Convenient options for me to accept the delivery	**4.28**	4.31	4.27	4.26	4.27	4.29	4.26	4.31	4.21	4.26	4.14	4.30	**4.32j**	4.31	4.28	4.26	4.28
Guarantee that the parcel will arrive intact	**4.54**	4.55	**4.59c**	4.44	4.54	4.57	4.49	4.52	4.60	4.62	4.56	4.52	4.54	4.52	4.54	4.62	4.53
Ability to select an evening/weekend delivery	**3.69**	3.74	3.69	3.69	3.65	3.71	3.67	**3.88h**	3.27	3.64	3.42	3.59	**3.72j**	**3.94ijkln**	3.61	3.64	3.70
Proof of postage/ dispatch	**4.22**	4.27	4.15	4.26	4.27	4.20	4.26	4.23	4.20	4.24	4.16	4.17	4.22	4.28	4.18	4.24	4.21
Guaranteed delivery to my door	**4.44**	4.41	4.49	4.43	4.42	4.46	4.42	4.44	4.45	4.41	4.39	4.43	4.45	4.47	4.43	4.41	4.45

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Table 189

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1731**	468	595	347	320	1064	668	1190	518	167	212	425	422	405	1060	168	1488
Availability of nearby collection points in case of failed delivery	**3.91**	3.89	3.89	3.99	3.90	3.89	3.94	**3.99h**	3.71	3.92	3.66	3.86	**3.95j**	**4.00j**	3.85	3.92	3.90
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	4.21	4.32	4.26	4.24	4.27	4.25	4.28	4.22	4.17	4.21	4.26	4.35	4.23	4.28	4.17	4.27
Option to reschedule if I am unable to take the delivery	**4.29**	4.37	4.26	4.27	4.25	4.31	4.26	**4.32h**	4.21	4.21	4.13	4.23	**4.33j**	**4.39jkn**	4.25	4.21	4.29
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	4.08	3.99	3.89	3.93	4.03	3.91	**4.06h**	3.80	3.85	3.79	3.92	3.98	**4.16ijkln**	3.92	3.85	3.99
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.35	4.31	4.35	4.29	4.33	4.32	4.32	4.32	4.20	4.23	4.37	4.31	4.36	4.32	4.20	4.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1702**	1122	580	272	858	341	283	220	94	111	83	86	103	69	127	97	88	41	300
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Effective Base	**945**	796	155	61	719	155	108	147	87	103	74	76	82	62	116	87	74	18	137
Low cost	**4.30**	4.31	4.26	4.24	4.32	4.20	4.26	4.21	**4.49klpr**	**4.34p**	**4.36p**	**4.30p**	**4.30p**	**4.34p**	**4.29p**	**4.42klnpr**	4.06	4.03	4.22
Free delivery	**4.25**	4.26	4.21	4.16	4.26	4.18	4.27	4.22	**4.43jkp**	**4.31jkp**	4.15	4.11	4.23	4.24	**4.24p**	**4.44ijklmnpr**	4.10	3.96	4.22
Inclusion of insurance	**3.82**	**3.85b**	3.61	3.80	3.84	3.70	3.68	3.81	**4.03kpr**	**4.01kpr**	3.74	3.55	3.73	3.78	**4.06jklopr**	3.80	3.63	3.67	3.71
Guarantee that the parcel will arrive on time	**4.31**	4.32	4.24	4.43	**4.32e**	4.18	4.35	**4.36e**	**4.43pr**	**4.37p**	4.28	4.27	**4.43pr**	**4.37p**	**4.29p**	**4.39pr**	4.02	4.07	4.19
Ability to track the delivery	**4.32**	4.33	4.27	4.47	4.33	4.23	4.41	4.35	**4.40k**	**4.46jkpr**	4.26	4.10	4.30	**4.38k**	**4.36k**	**4.35k**	4.25	4.18	4.24
Ability to choose an express or next day service	**3.90**	**3.93b**	3.71	3.94	**3.93e**	3.69	3.83	3.77	**4.06kr**	**4.02kr**	3.87	3.53	3.80	3.74	**4.25jklmpr**	**3.97kr**	3.77	3.73	3.68
Ability to select a specific date/time for delivery	**3.95**	**3.98b**	3.76	3.87	**3.98e**	3.76	3.83	3.95	**4.12kpr**	**4.13kpr**	4.01	3.73	3.92	3.95	**4.11kpr**	3.93	3.81	3.54	3.79
Fast delivery	**4.18**	4.19	4.11	**4.39b**	4.19	4.06	4.20	4.23	**4.31kp**	**4.39jkmpr**	4.11	3.99	4.17	4.13	**4.26k**	4.18	4.00	3.93	4.08
Convenient options for me to accept the delivery	**4.28**	4.29	4.20	4.38	4.29	4.23	4.26	4.23	4.40	4.28	**4.43kp**	4.19	4.27	4.41	4.21	4.35	4.19	4.13	4.24
Guarantee that the parcel will arrive intact	**4.54**	4.53	4.60	4.71	4.53	4.55	**4.69d**	4.64	**4.61n**	**4.59n**	4.53	4.53	**4.62n**	**4.58n**	4.34	**4.58n**	4.56	4.39	**4.57n**
Ability to select an evening/weekend delivery	**3.69**	**3.73b**	3.44	**3.83b**	**3.74e**	3.36	3.50	**3.72e**	**3.91kpr**	**3.94kmopr**	**3.79kr**	3.34	3.64	3.56	**4.08klmopr**	3.56	3.50	3.15	3.39
Proof of postage/ dispatch	**4.22**	4.23	4.18	4.37	4.23	4.16	4.26	4.27	4.33	4.27	4.22	4.15	4.22	4.27	4.22	4.27	4.10	4.10	4.16
Guaranteed delivery to my door	**4.44**	4.45	4.38	4.45	4.45	4.34	4.50	**4.52e**	4.46	4.47	4.48	4.37	4.46	4.42	4.42	4.50	4.44	4.03	4.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1731**	1499	232	85*	1460	143	82	47	77*	208	129*	128*	164*	116*	282	216*	140*	17**	126
Availability of nearby collection points in case of failed delivery	**3.91**	**3.94b**	3.72	3.79	3.92	3.86	3.86	4.07	**4.28iklmopr**	**4.02lp**	**4.15klopr**	3.74	3.72	3.90	**4.10klop**	3.76	3.63	3.82	3.86
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	4.26	4.28	4.35	4.27	4.21	4.32	4.29	4.39	4.32	4.21	4.15	4.34	4.30	4.25	4.24	4.21	4.17	4.22
Option to reschedule if I am unable to take the delivery	**4.29**	**4.32b**	4.09	4.31	4.30	4.21	4.34	4.20	**4.36k**	**4.35k**	**4.42kp**	4.07	4.31	4.28	4.32	**4.35k**	4.15	3.95	4.25
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	4.00	3.87	4.02	4.00	3.88	3.86	4.02	**4.22klopr**	**4.15klp**	**4.08p**	3.81	3.87	4.00	**4.13kp**	3.94	3.76	3.55	3.92
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.33	4.31	4.48	4.33	4.25	4.28	4.36	4.37	4.36	4.42	4.24	4.32	4.33	4.32	4.39	4.21	4.04	4.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1702	709	620	170	142	54	1329	196	729	690	173	80	27	1419	107
Weighted Base	1731	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Effective Base	945	408	335	94	81	30	742	110	411	362	106	51	15	773	66
Low cost	4.30	4.40bcdfg	4.27cdg	4.15	4.09	4.23	4.34bcdg	4.13	4.45ijlmn	4.21j	3.99	4.34j	4.23	4.34ij	4.32j
Free delivery	4.25	4.35bcdeg	4.24cdeg	4.04	4.05	4.05	4.30bcdeg	4.05	4.36ijkmn	4.21j	3.98	4.20j	4.24	4.29ij	4.21j
Inclusion of insurance	3.82	3.84	3.87d	3.68	3.60	3.88	3.85d	3.68	3.94ijkn	3.77k	3.69	3.47	3.69	3.86kn	3.53
Guarantee that the parcel will arrive on time	4.31	4.39cdg	4.34cdg	4.06	4.02	4.25	4.37cdg	4.09	4.46ijkmn	4.28jkn	3.96	4.01	4.28	4.37ijkn	4.07
Ability to track the delivery	4.32	4.40cdg	4.33c	4.09	4.17	4.23	4.37cdg	4.19	4.46ijkn	4.28j	4.06	4.10	4.05	4.38ijkn	4.09
Ability to choose an express or next day service	3.90	3.93c	3.95c	3.68	3.78	4.12	3.94c	3.88	4.04ijkn	3.85k	3.70	3.53	4.03	3.95jkn	3.64
Ability to select a specific date/time for delivery	3.95	4.03cdg	3.97c	3.76	3.76	3.85	4.00cdg	3.78	4.09ijkn	3.95jn	3.64	3.73	3.40	4.02jkn	3.65
Fast delivery	4.18	4.23cdg	4.22cd	3.92	3.90	4.41	4.23cdg	4.04	4.34ijkn	4.14j	3.81	3.94	4.17	4.24ijkn	3.99
Convenient options for me to accept the delivery	4.28	4.38cdg	4.27cdg	4.09	4.03	4.10	4.33cdg	4.05	4.43ijkmn	4.24j	3.88	4.08	4.43	4.34ijk	4.16
Guarantee that the parcel will arrive intact	4.54	4.66bcdg	4.55cdg	4.23	4.39	4.22	4.61cdg	4.34	4.73ijkmn	4.48jkn	4.17	4.16	4.69	4.61ijkn	4.28
Ability to select an evening/weekend delivery	3.69	3.67	3.78	3.56	3.60	3.84	3.72	3.67	3.81jkn	3.68n	3.53	3.39	2.94	3.75kn	3.28
Proof of postage/ dispatch	4.22	4.32cdg	4.25cdg	3.89	3.95	4.33	4.29cdg	4.06	4.42ijkmn	4.14j	3.90	4.02	3.83	4.29ijkn	3.97
Guaranteed delivery to my door	4.44	4.60bcdg	4.43cdg	4.08	4.11	4.26	4.53bcdg	4.15	4.67ijkmn	4.35jkn	4.12	4.05	4.04	4.52ijkn	4.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 189

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1731**	755	625	178*	119*	49**	1380	168	752	673	197	83*	25**	1425	108*
Availability of nearby collection points in case of failed delivery	**3.91**	3.94	3.92	3.79	3.74	4.27	3.93	3.89	**4.01jn**	**3.95jn**	3.55	3.74	3.40	**3.98jn**	3.66
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	**4.38bcdg**	**4.24cdg**	4.02	4.03	4.11	**4.32cdg**	4.06	**4.46ijkmn**	**4.21jkn**	3.87	3.88	3.95	**4.34ijkn**	3.90
Option to reschedule if I am unable to take the delivery	**4.29**	**4.38cdg**	**4.29c**	3.96	4.16	4.26	**4.34cd**	4.19	**4.44ijkmn**	**4.24j**	3.97	4.18	4.07	**4.34ij**	4.16
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	**4.04cd**	**4.02cd**	3.81	3.71	4.09	**4.03cdg**	3.82	**4.10ijkn**	3.93	3.84	3.77	3.87	4.02	3.80
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	**4.44bcdg**	**4.30cd**	4.08	4.05	4.38	**4.38cdg**	4.15	**4.49ijkmn**	**4.24j**	4.05	4.12	4.40	**4.37ijk**	4.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1702**	172	1505	25	607	995	100	1662	32	7	1	1701	-
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Effective Base	**945**	101	832	12	344	545	58	921	21	3	1	945	-
Low cost	**4.30**	4.33	4.30	4.13	**4.37e**	4.26	4.27	**4.31h**	4.01	4.50	4.00	**4.30h**	-
Free delivery	**4.25**	4.27	4.25	4.45	**4.29e**	4.21	**4.42e**	**4.27h**	3.76	2.59	4.00	**4.25h**	-
Inclusion of insurance	**3.82**	**4.24b**	3.76	4.33	**4.04e**	3.68	3.91	3.81	4.03	4.82	3.00	3.82	-
Guarantee that the parcel will arrive on time	**4.31**	4.43	4.29	4.40	**4.42e**	4.25	4.26	4.32	3.97	3.97	3.00	4.31	-
Ability to track the delivery	**4.32**	**4.47b**	4.31	4.34	**4.44e**	4.26	4.32	4.33	4.19	3.67	5.00	4.32	-
Ability to choose an express or next day service	**3.90**	**4.25b**	3.86	4.06	**4.08e**	3.78	**4.11e**	3.90	3.90	4.92	3.00	3.90	-
Ability to select a specific date/time for delivery	**3.95**	**4.18b**	3.92	4.31	**4.06e**	3.89	3.99	3.96	3.76	3.61	3.00	3.95	-
Fast delivery	**4.18**	**4.34b**	4.15	4.44	**4.31e**	4.09	4.29	4.18	3.99	4.78	4.00	4.18	-
Convenient options for me to accept the delivery	**4.28**	**4.46b**	4.26	4.37	**4.39ef**	4.24	4.07	4.29	3.96	2.92	4.00	4.28	-
Guarantee that the parcel will arrive intact	**4.54**	4.60	4.54	4.51	4.58	4.53	4.41	4.56	4.15	2.90	3.00	4.54	-
Ability to select an evening/weekend delivery	**3.69**	**4.04b**	3.64	4.36	**3.81e**	3.59	**4.06e**	3.69	4.03	3.58	3.00	3.69	-
Proof of postage/ dispatch	**4.22**	**4.49b**	4.19	4.09	**4.35e**	4.16	4.17	4.22	4.11	4.99	5.00	4.22	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1731**	183	1529	19**	606	1029	97*	1687	39**	6**	***	1731	-**
Guaranteed delivery to my door	**4.44**	**4.59b**	4.43	4.22	**4.53ef**	4.41	4.30	4.45	4.00	3.67	3.00	4.44	-
Availability of nearby collection points in case of failed delivery	**3.91**	4.06	3.89	4.29	3.98	3.88	3.91	3.92	4.01	2.58	4.00	3.91	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	4.42	4.24	4.36	4.34	4.23	4.21	4.28	3.98	2.80	4.00	4.26	-
Option to reschedule if I am unable to take the delivery	**4.29**	4.38	4.28	4.33	**4.40e**	4.23	4.24	4.29	4.13	4.29	4.00	4.29	-
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	**4.23b**	3.95	4.34	**4.08e**	3.91	4.17	3.98	4.28	3.99	3.00	3.99	-
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.41	4.31	4.26	**4.41e**	4.28	4.32	4.33	3.95	4.48	4.00	4.32	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 189

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1702**	430	421	414	437	148	128	154	153	130	138	136	129	149	130	145	162
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Effective Base	**945**	238	238	214	260	79	77	83	88	70	80	67	72	74	78	81	103
Low cost	**4.30**	4.30	4.30	4.25	**4.35c**	**4.38fjlo**	4.21	**4.30l**	**4.30l**	**4.44fghjlmo**	4.18	**4.33jl**	4.13	**4.39jl**	**4.48fghjklmop**	4.25	**4.34jl**
Free delivery	**4.25**	4.24	**4.36acd**	4.17	4.24	**4.32flmo**	4.17	**4.24lmo**	**4.42fglmop**	**4.34flmo**	**4.31lmo**	**4.41fglmop**	4.03	4.09	**4.41fglmop**	4.08	**4.25lmo**
Inclusion of insurance	**3.82**	3.77	3.76	3.74	**4.00abc**	3.56	3.79	**3.95e**	3.72	3.85	3.73	3.72	3.77	3.73	**4.11efhjklm**	**3.94e**	**3.98e**
Guarantee that the parcel will arrive on time	**4.31**	4.31	4.32	4.28	4.33	4.32	4.28	4.33	4.34	4.40	4.23	4.21	4.23	4.37	4.43	4.23	4.35
Ability to track the delivery	**4.32**	4.35	4.32	4.26	4.36	4.28	4.40	4.37	4.38	4.36	4.24	4.27	4.22	4.30	4.40	4.19	**4.48jklo**
Ability to choose an express or next day service	**3.90**	3.87	3.80	3.87	**4.07abc**	3.94	3.72	3.93	3.80	3.89	3.73	3.80	3.85	3.94	**4.19fhjkl**	**4.08fj**	3.95
Ability to select a specific date/time for delivery	**3.95**	3.92	3.86	3.95	**4.08b**	3.90	3.82	4.02	3.88	3.95	3.77	4.04	3.84	3.98	**4.21efhjl**	3.99	4.06
Fast delivery	**4.18**	4.14	4.17	4.10	**4.30ac**	4.21	4.05	4.13	4.07	**4.40fghjkl**	4.07	4.10	4.01	4.18	**4.45efghjklmo**	4.18	4.30
Convenient options for me to accept the delivery	**4.28**	4.25	4.24	4.23	**4.39abc**	4.16	4.31	4.30	4.12	**4.50ehjkl**	4.16	4.23	4.08	4.36	**4.51ehjkl**	**4.35l**	4.33
Guarantee that the parcel will arrive intact	**4.54**	4.56	4.59	4.48	4.54	4.65	4.52	4.49	4.57	4.60	4.60	4.50	4.43	4.51	4.51	4.57	4.52
Ability to select an evening/weekend delivery	**3.69**	3.55	3.66	3.71	**3.85a**	3.49	3.54	3.63	3.59	3.85	3.56	3.71	3.69	3.73	3.82	3.84	**3.87e**
Proof of postage/ dispatch	**4.22**	4.22	4.15	4.21	**4.32b**	4.25	4.18	4.22	4.15	4.29	4.03	4.11	4.16	**4.33j**	**4.36j**	4.27	**4.33j**
Guaranteed delivery to my door	**4.44**	4.46	4.42	4.36	**4.53c**	4.44	4.39	4.54	4.41	**4.58jl**	4.29	4.34	4.31	4.42	**4.68efhjklmp**	4.52	4.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**1731**	423	426	437	445	149*	127*	146*	153*	125*	149*	137*	141*	159*	128*	156*	161
Availability of nearby collection points in case of failed delivery	**3.91**	3.77	3.92	3.88	**4.07a**	3.82	3.76	3.72	3.91	4.01	3.87	3.74	3.86	4.02	**4.09g**	3.97	**4.15efgk**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.26**	4.18	4.28	4.26	**4.34a**	4.24	4.10	4.18	4.19	**4.43fi**	4.24	**4.44fi**	4.08	4.26	**4.49fghijp**	4.34	4.23
Option to reschedule if I am unable to take the delivery	**4.29**	4.27	4.27	4.29	4.33	4.21	4.28	4.33	**4.39j**	4.35	4.08	4.26	4.18	**4.40j**	**4.48ejlo**	4.25	4.28
Ability to provide a specific time slot or SMS notification of delivery time	**3.98**	3.94	3.88	3.97	**4.14ab**	3.98	3.98	3.87	3.89	3.90	3.84	3.92	3.92	4.05	**4.24ghijkl**	4.01	**4.19ghj**
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.33	4.35	4.27	4.35	4.26	4.35	4.38	4.28	4.46	4.32	4.35	4.21	4.26	4.42	4.30	4.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Open everything on the same day it was received	**4276**	-	4276	2057	2206	503	473	786	596	840	582	496	976	1382	1918	1078	3905	351	4371
	83%	-	*83%*	*82%*	*84%*	*73%*	*72%*	*77%*	**83%efg**	**91%efgh**	**92%efgh**	**95%efgh**	*73%*	**80%l**	**92%lm**	**93%lm**	**84%q**	*73%*	*85%*
Open only the things that look important on the same day	**425**	-	425	234	192	76	95	129	49	35	24	16	172	178	76	40	354	57	380
	8%	-	*8%*	*9%*	*7%*	**11%hijk**	**15%hijk**	**13%hijk**	**7%ik**	*4%*	*4%*	*3%*	**13%no**	**10%no**	*4%*	*3%*	*8%*	**12%p**	*7%*
Open only parcels on the same day	**180**	-	180	101	79	51	38	44	28	13	4	1	89	72	18	5	147	33	148
	3%	-	*3%*	*4%*	*3%*	**7%ghijk**	**6%ijk**	**4%ijk**	**4%ijk**	*1%*	*1%*	*	**7%mno**	**4%no**	*1%*	*	*3%*	**7%p**	*3%*
Put things I've received aside until I have time to open them	**136**	-	136	57	79	16	20	27	29	20	19	4	36	57	44	24	110	24	130
	3%	-	*3%*	*2%*	*3%*	*2%*	**3%k**	*3%*	**4%k**	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	**5%p**	*3%*
Don't know	**139**	-	139	64	75	40	27	29	17	14	5	7	67	45	26	12	119	16	127
	3%	-	*3%*	*3%*	*3%*	**6%ghijk**	**4%ijk**	**3%j**	*2%*	*1%*	*1%*	*1%*	**5%mno**	**3%no**	*1%*	*1%*	*3%*	*3%*	*2%*
NET: Open at least some post on the same day	**4881**	-	4881	2391	2476	631	606	959	673	889	610	514	1237	1632	2012	1124	4405	440	4899
	95%	-	*95%*	*95%*	*94%*	*92%*	*93%*	*94%*	*94%*	**96%ef**	**96%e**	**98%efgh**	*92%*	*94%*	**97%lm**	**97%lm**	**95%q**	*92%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Open everything on the same day it was received	**4276**	846	1483	900	1047	2330	1947	2447	1771	517	580	1151	1010	708	2741	524	3506
	83%	*82%*	*85%*	*81%*	*83%*	*84%*	*82%*	*80%*	**88%g**	*82%*	*84%*	*83%*	*84%*	*81%*	*84%*	*82%*	*83%*
Open only the things that look important on the same day	**425**	110	124	102	89	235	190	312	108	60	48	101	93	102	242	61	347
	8%	**11%bd**	*7%*	*9%*	*7%*	*8%*	*8%*	**10%h**	*5%*	*10%*	*7%*	*7%*	*8%*	**12%jkln**	*7%*	*10%*	*8%*
Open only parcels on the same day	**180**	37	57	44	41	94	85	133	46	22	23	55	44	27	121	22	149
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	**4%h**	*2%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*
Put things I've received aside until I have time to open them	**136**	31	51	31	23	82	54	93	41	10	26	42	22	21	91	10	112
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
Don't know	**139**	14	36	31	58	49	89	82	38	20	17	31	38	11	87	20	98
	3%	*1%*	*2%*	*3%*	**5%ab**	*2%*	**4%e**	*3%*	*2%*	*3%*	*2%*	*2%*	**3%m**	*1%*	*3%*	*3%*	*2%*
NET: Open at least some post on the same day	**4881**	994	1665	1046	1177	2659	2223	2892	1926	599	650	1307	1147	837	3104	607	4002
	95%	*96%*	*95%*	*94%*	*94%*	*95%*	*94%*	*94%*	**96%g**	*95%*	*94%*	*95%*	*95%*	*96%*	*95%*	*95%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 190

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Open everything on the same day it was received	**4276** *83%*	3631 *82%*	645 **88%a** *85%*	214 *85%*	3553 *82%*	379 *86%*	220 **88%d** *85%*	124 *85%*	176 **85%i** *85%*	434 *77%*	368 **87%in** *84%*	312 *84%*	371 *82%*	402 **84%i** *80%*	539 *80%*	577 *82%*	374 **85%l** *85%*	62 **92%ilno** *96%*	316 **85%i** *85%*
Open only the things that look important on the same day	**425** *8%*	390 **9%bc** *9%*	35 *5%*	9 *4%*	368 *9%*	30 *7%*	15 *6%*	12 *8%*	15 *7%*	71 **13%hjklqr** *16%*	28 *7%*	25 *7%*	32 *7%*	36 *8%*	68 *10%*	57 *8%*	35 *8%*	2 *3%*	28 *8%*
Open only parcels on the same day	**180** *3%*	166 **4%b** *4%*	14 *2%*	7 *3%*	159 *4%*	12 *3%*	6 *2%*	3 *2%*	7 *3%*	22 *4%*	10 *2%*	15 *4%*	24 **5%p** *5%*	14 *3%*	36 **5%p** *5%*	25 *4%*	8 *2%*	1 *1%*	11 *3%*
Put things I've received aside until I have time to open them	**136** *3%*	118 *3%*	18 *2%*	9 *4%*	115 *3%*	13 *3%*	6 *2%*	3 *2%*	4 *2%*	14 *2%*	10 *2%*	8 *2%*	11 *2%*	11 *2%*	19 *3%*	25 *4%*	12 *3%*	1 *2%*	11 *3%*
Don't know	**139** *3%*	115 *3%*	23 *3%*	12 *5%*	124 *3%*	7 *2%*	4 *1%*	3 *2%*	6 *3%*	22 *4%*	7 *2%*	13 *4%*	16 *3%*	13 *3%*	16 *2%*	19 *3%*	12 *3%*	2 *2%*	6 *2%*
NET: Open at least some post on the same day	**4881** *95%*	4187 *95%*	694 *94%*	230 *92%*	4080 *94%*	421 *95%*	241 *96%*	140 *96%*	197 *95%*	527 *94%*	406 *96%*	351 *94%*	427 *94%*	452 *95%*	643 *95%*	660 *94%*	416 *94%*	65 *96%*	356 *95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Open everything on the same day it was received	**4276**	1723	1646	530	261	100	3369	361	1732	1652	584	206	78	3384	284
	83%	**89%bcdefg**	**83%cdg**	*73%*	*76%*	*80%*	**86%cdg**	*77%*	**88%ijk**	**83%j**	*71%*	**81%j**	**91%j**	**86%j**	**84%j**
Open only the things that look important on the same day	**425**	132	190	60	31	9	322	40	144	172	79	22	4	317	25
	8%	*7%*	**10%a**	*8%*	*9%*	*7%*	*8%*	*9%*	*7%*	*9%*	*10%*	*9%*	*4%*	*8%*	*7%*
Open only parcels on the same day	**180**	30	55	56	25	8	85	33	31	65	59	19	1	97	21
	3%	*2%*	**3%a**	**8%abf**	**7%abf**	**6%af**	*2%*	**7%abf**	*2%*	**3%h**	**7%him**	**8%him**	*1%*	*2%*	**6%hm**
Put things I've received aside until I have time to open them	**136**	49	52	16	13	6	101	19	47	56	31	1	*	104	1
	3%	*2%*	*3%*	*2%*	*4%*	*5%*	*3%*	*4%*	*2%*	**3%n**	**4%kn**	*	*	**3%n**	*
Don't know	**139**	12	33	62	11	2	44	13	15	34	64	6	2	49	9
	3%	*1%*	**2%a**	**9%abdefg**	**3%af**	*2%*	*1%*	**3%af**	*1%*	**2%h**	**8%hikmn**	**3%h**	*2%*	*1%*	**3%h**
NET: Open at least some post on the same day	**4881**	1885	1891	647	318	116	3776	434	1907	1889	722	246	83	3797	330
	95%	**97%cdg**	**96%c**	*89%*	*93%*	*94%*	**96%cdg**	*93%*	**97%j**	**95%j**	*88%*	**97%j**	*97%*	**96%j**	**97%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Open everything on the same day it was received	**4276** *83%*	319 *83%*	3883 *83%*	74 *74%*	1290 **84%f**	2783 **84%f**	203 *65%*	4231 **84%h**	21 *32%*	14 *54%*	5 *48%*	4266 **83%h**	6 *19%*
Open only the things that look important on the same day	**425** *8%*	34 *9%*	382 *8%*	9 *9%*	143 *9%*	250 *8%*	32 *10%*	406 *8%*	14 **21%gk**	5 *20%*	- -	425 *8%*	- -
Open only parcels on the same day	**180** *3%*	10 *3%*	163 *3%*	7 *7%*	39 *3%*	119 *4%*	21 **7%de**	145 *3%*	24 **37%gk**	6 *24%*	- -	175 *3%*	5 *16%*
Put things I've received aside until I have time to open them	**136** *3%*	9 *2%*	125 *3%*	2 *2%*	42 *3%*	83 *3%*	11 *4%*	133 *3%*	3 *4%*	1 *3%*	- -	136 *3%*	- -
Don't know	**139** *3%*	12 *3%*	119 *3%*	8 **8%b**	21 *1%*	75 *2%*	43 **14%de**	110 *2%*	4 *6%*	- -	5 *52%*	114 *2%*	19 *65%*
NET: Open at least some post on the same day	**4881** *95%*	363 *95%*	4428 *95%*	90 *90%*	1473 **96%f**	3152 **95%f**	256 *83%*	4783 *95%*	58 *90%*	25 *97%*	5 *48%*	4866 *95%*	10 *35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 190

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Open everything on the same day it was received	**4276** *83%*	1103 *86%b*	1047 *81%*	1064 *82%*	1063 *82%*	368 *87%hijp*	367 *84%*	368 *86%h*	339 *79%*	353 *85%*	354 *79%*	368 *85%*	330 *80%*	366 *83%*	359 *83%*	386 *84%*	318 *80%*
Open only the things that look important on the same day	**425** *8%*	75 *6%*	116 *9%a*	109 *8%*	126 *10%a*	22 *5%*	25 *6%*	28 *7%*	38 *9%*	35 *9%*	43 *10%*	27 *6%*	51 *12%efgk*	31 *7%*	39 *9%*	40 *9%*	47 *12%efgk*
Open only parcels on the same day	**180** *3%*	30 *2%*	51 *4%*	54 *4%*	44 *3%*	11 *3%*	5 *1%*	14 *3%*	22 *5%fn*	8 *2%*	21 *5%fn*	20 *5%f*	17 *4%*	17 *4%*	7 *2%*	14 *3%*	24 *6%fin*
Put things I've received aside until I have time to open them	**136** *3%*	46 *4%*	35 *3%*	26 *2%*	29 *2%*	14 *3%*	24 *6%gjklo*	8 *2%*	22 *5%jlo*	6 *1%*	7 *2%*	7 *2%*	6 *2%*	12 *3%*	12 *3%*	8 *2%*	10 *2%*
Don't know	**139** *3%*	30 *2%*	43 *3%*	38 *3%*	28 *2%*	6 *2%*	13 *3%p*	10 *2%p*	9 *2%p*	13 *3%p*	21 *5%ep*	10 *2%p*	10 *2%p*	18 *4%p*	14 *3%p*	13 *3%p*	1 *
NET: Open at least some post on the same day	**4881** *95%*	1208 *94%*	1214 *94%*	1226 *95%*	1233 *96%*	401 *95%*	397 *91%*	410 *96%f*	399 *93%*	397 *96%*	418 *94%*	415 *96%f*	398 *96%f*	413 *93%*	405 *94%*	440 *95%*	389 *97%fhjm*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**658**	-	658	324	334	127	125	170	78	78	59	21	252	248	158	80	571	78	658
Weighted Base	**741**	-**	741	391	350	143*	153*	200	107*	69*	48**	22**	296	307	138*	69*	611	114*	658
Effective Base	**394**	-	394	208	186	81	82	113	50	38	21	13	163	161	71	33	334	56	658
As soon as possible - likely the following day	**297**	-	297	143	154	29	58	87	43	36	31	13	87	130	80	44	254	39	277
	40%	-	*40%*	*37%*	*44%*	*20%*	**38%e**	**44%e**	**40%e**	**52%e**	*65%*	*61%*	*29%*	**42%l**	**58%lm**	**64%lm**	*42%*	*34%*	*42%*
Within a few days of receiving them	**345**	-	345	189	156	83	79	91	48	25	14	5	162	139	44	19	272	62	288
	47%	-	*47%*	*48%*	*45%*	**58%l**	*51%*	*45%*	*45%*	*36%*	*29%*	*25%*	**55%no**	*45%*	*32%*	*28%*	*45%*	*55%*	*44%*
At the end of the week/ within the week	**60**	-	60	35	25	16	9	13	15	6	3	-	24	28	8	3	54	6	54
	8%	-	*8%*	*9%*	*7%*	*11%*	*6%*	*7%*	*14%*	*8%*	*5%*	-	*8%*	*9%*	*6%*	*4%*	*9%*	*5%*	*8%*
At least a week later	**21**	-	21	14	7	9	5	4	1	2	*	-	14	5	2	*	18	3	19
	3%	-	*3%*	*4%*	*2%*	*6%*	*3%*	*2%*	*1%*	*2%*	*1%*	-	*5%*	*2%*	*1%*	*1%*	*3%*	*3%*	*3%*
Don't know	**18**	-	18	10	7	6	2	5	-	1	-	3	9	5	4	3	12	3	20
	2%	-	*2%*	*3%*	*2%*	*5%*	*1%*	*2%*	-	*2%*	-	*14%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**658**	177	191	140	150	368	290	404	245	87	94	167	154	111	415	88	531
Weighted Base	**741**	178*	233	177*	153*	411	330	538	195	92*	97*	198*	159*	150*	454	93*	607
Effective Base	**394**	97	119	88	92	216	179	263	134	56	56	99	90	75	243	57	319
As soon as possible - likely the following day	**297**	61	86	82	68	147	150	205	89	43	45	85	56	57	185	43	243
	40%	*34%*	*37%*	*46%*	*44%*	*36%*	*45%*	*38%*	*46%*	*46%*	*46%*	*43%*	*35%*	*38%*	*41%*	*46%*	*40%*
Within a few days of receiving them	**345**	99	114	62	69	214	131	262	79	42	38	83	82	74	203	43	280
	47%	**56%c**	**49%c**	*35%*	*45%*	**52%f**	*40%*	*49%*	*41%*	*46%*	*40%*	*42%*	*51%*	*50%*	*45%*	*46%*	*46%*
At the end of the week/ within the week	**60**	12	17	22	9	29	32	45	15	5	4	18	13	14	35	5	49
	8%	*7%*	*7%*	*13%*	*6%*	*7%*	*10%*	*8%*	*7%*	*5%*	*4%*	*9%*	*8%*	*9%*	*8%*	*5%*	*8%*
At least a week later	**21**	4	9	6	3	12	9	16	5	*	2	11	7	1	20	*	21
	3%	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*	*2%*	*5%*	*5%*	*1%*	*4%*	*	*3%*
Don't know	**18**	3	6	4	4	9	9	10	7	2	8	2	2	3	11	2	14
	2%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	**8%kln**	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	658	480	178	81	367	121	88	82	31	58	31	33	42	36	53	48	35	10	111
Weighted Base	741	674	67*	25**	641	55*	27*	19*	25**	107*	48**	48**	67*	61*	123*	107*	55*	4**	51*
Effective Base	394	348	51	19	311	65	47	38	28	54	24	30	35	34	47	44	32	5	60
As soon as possible - likely the following day	297 40%	269 40%	28 42%	7 26%	251 39%	24 44%	13 48%	9 47%	7 28%	51 48%no	23 48%	15 31%	29 44%	38 62%no	35 29%	27 25%	26 47%	2 60%	22 43%
Within a few days of receiving them	345 47%	316 47%	29 43%	12 47%	304 47%	23 42%	10 39%	8 42%	12 46%	41 38%	20 41%	22 46%	29 44%	21 34%	70 57%m	64 59%lm	26 47%	2 40%	21 42%
At the end of the week/ within the week	60 8%	55 8%	5 7%	4 16%	52 8%	5 10%	2 6%	1 6%	4 16%	11 10%	1 3%	8 16%	4 6%	- -	10 8%	12 11%	2 4%	- -	5 10%m
At least a week later	21 3%	20 3%	1 2%	1 3%	19 3%	2 4%	* 1%	* 1%	1 4%	4 4%	- -	2 3%	2 3%	1 1%	5 4%	3 3%	1 2%	- -	2 4%
Don't know	18 2%	14 2%	3 5%	2 7%	15 2%	* *	2 6%	1 5%	2 7%	- -	4 8%	2 3%	2 3%	2 3%	2 2%	2 1%	- -	- -	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**658**	191	255	123	63	20	446	83	220	244	139	38	11	464	49
Weighted Base	**741**	210	297	133*	70*	22**	507	92*	223	294	169*	42**	5**	517	47**
Effective Base	**394**	116	148	76	38	14	263	52	125	149	88	26	3	274	29
As soon as possible - likely the following day	**297** *40%*	99 *47%cdg*	127 *43%g*	41 *31%*	19 *27%*	6 *26%*	226 *45%cdg*	24 *27%*	107 *48%j*	119 *40%*	53 *31%*	14 *33%*	* *7%*	225 *44%j*	14 *30%*
Within a few days of receiving them	**345** *47%*	92 *44%*	147 *50%*	64 *48%*	30 *43%*	10 *46%*	240 *47%*	40 *43%*	97 *43%*	145 *49%*	81 *48%*	16 *39%*	4 *70%*	242 *47%*	20 *42%*
At the end of the week/ within the week	**60** *8%*	9 *4%*	13 *4%*	20 *15%abf*	15 *21%abf*	3 *11%*	23 *4%*	17 *19%abf*	10 *5%*	24 *8%*	17 *10%*	9 *21%*	1 *14%*	34 *7%*	10 *20%*
At least a week later	**21** *3%*	4 *2%*	3 *1%*	4 *3%*	6 *9%abf*	3 *15%*	7 *1%*	10 *11%abf*	4 *2%*	3 *1%*	13 *8%him*	1 *3%*	* *9%*	7 *1%*	2 *3%*
Don't know	**18** *2%*	6 *3%*	6 *2%*	4 *3%*	* *	* *2%*	12 *2%*	1 *1%*	5 *2%*	3 *1%*	6 *4%*	2 *5%*	- -	8 *2%*	2 *4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**658**	51	588	19	219	386	53	612	30	12	-	654	4
Weighted Base	**741**	53*	670	18**	224	452	65*	684	40**	12**	-**	737	5**
Effective Base	**394**	38	349	10	122	239	34	361	23	7	-	391	4
As soon as possible - likely the following day	**297**	26	267	4	100	185	12	290	6	2	-	297	-
	40%	*50%*	*40%*	*21%*	**44%f**	**41%f**	*19%*	*42%*	*14%*	*16%*	-	*40%*	-
Within a few days of receiving them	**345**	23	309	12	100	206	39	309	24	9	-	342	2
	47%	*44%*	*46%*	*68%*	*45%*	*45%*	*61%*	*45%*	*60%*	*74%*	-	*46%*	*53%*
At the end of the week/ within the week	**60**	3	56	1	11	39	10	50	9	-	-	60	1
	8%	*5%*	*8%*	*8%*	*5%*	*9%*	**16%d**	*7%*	*23%*	-	-	*8%*	*13%*
At least a week later	**21**	1	20	*	6	13	3	19	1	1	-	21	-
	3%	*1%*	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*	*2%*	*10%*	-	*3%*	-
Don't know	**18**	-	17	*	8	10	-	16	-	-	-	16	2
	2%	-	*3%*	*1%*	*3%*	*2%*	-	*2%*	-	-	-	*2%*	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 191

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**658**	141	176	154	187	50	46	45	68	56	52	44	57	53	56	52	79
Weighted Base	**741**	151*	203	188*	199	47**	54**	51*	81*	50**	72*	54**	74*	60*	58*	61*	80*
Effective Base	**394**	81	103	92	121	28	24	31	39	29	36	26	35	31	36	35	49
As soon as possible - likely the following day	**297**	65	86	64	83	18	31	16	30	22	33	23	20	21	26	23	34
	40%	*43%*	*43%*	*34%*	*41%*	*38%*	*58%*	*31%*	*37%*	*45%*	*47%*	*42%*	*27%*	*36%*	*45%*	*38%*	*42%*
Within a few days of receiving them	**345**	66	88	106	86	22	21	22	35	25	27	20	53	32	28	29	30
	47%	*43%*	*43%*	*56%*	*43%*	*47%*	*40%*	*44%*	*43%*	*51%*	*38%*	*37%*	**71%ghjop**	*54%*	*48%*	*47%*	*37%*
At the end of the week/ within the week	**60**	15	18	10	18	4	*	11	8	2	8	5	1	4	1	5	12
	8%	*10%*	*9%*	*5%*	*9%*	*9%*	*	**21%ln**	*10%*	*3%*	*12%*	*9%*	*1%*	*6%*	*1%*	*8%*	**15%ln**
At least a week later	**21**	3	8	4	6	1	1	2	8	*	-	4	-	-	*	3	2
	3%	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*4%*	*10%*	*	-	*7%*	-	-	*1%*	*6%*	*3%*
Don't know	**18**	2	3	6	7	2	*	-	-	-	3	3	1	2	3	1	3
	2%	*1%*	*1%*	*3%*	*4%*	*4%*	*	-	-	-	*4%*	*5%*	*1%*	*4%*	*5%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more (5)	88	-	88	50	38	29	20	27	9	1	1	-	49	36	2	1	74	13	65
	3%	-	3%	4%	3%	8%hijk	6%ijk	6%ijk	3%ik	*	*	-	7%no	5%no	*	*	3%	6%	3%
Slightly more (4)	144	-	144	89	55	53	18	28	27	8	1	8	71	55	17	10	120	24	128
	6%	-	6%	7%d	4%	14%fgijk	6%ij	6%ij	8%ijk	2%	*	3%	10%no	7%no	2%	2%	5%	10%p	5%
No change (3)	1400	-	1400	702	694	185	184	273	170	270	174	144	369	443	588	318	1263	123	1346
	54%	-	54%	54%	53%	50%	56%	57%	52%	54%	55%	52%	53%	55%	54%	53%	54%	52%	52%
Slightly less (2)	493	-	493	226	267	52	66	84	58	101	57	76	118	142	233	132	452	37	539
	19%	-	19%	18%	20%	14%	20%	18%	18%	20%	18%	27%egh	17%	18%	21%	22%	19%	16%	21%
Much less (1)	452	-	452	219	232	41	36	61	63	117	86	50	77	124	252	135	414	33	479
	17%	-	17%	17%	18%	11%	11%	13%	19%ef	23%efg	27%efg	18%	11%	15%	23%lm	23%lm	18%	14%	19%
Don't know	24	-	24	6	19	12	6	4	-	2	-	-	19	4	2	-	19	4	25
	1%	-	1%	*	1%	3%hijk	2%	1%	-	*	-	-	3%mno	1%	*	-	1%	2%	1%
NET Much/Slightly more	231	-	231	138	93	82	39	56	36	8	3	8	120	91	19	11	194	37	193
	9%	-	9%	11%d	7%	22%fghijk	12%ijk	12%ijk	11%ijk	2%	1%	3%	17%mno	11%no	2%	2%	8%	16%p	7%
NET Much/Slightly less	945	-	945	446	499	93	102	145	121	217	142	125	195	265	485	268	866	71	1018
	36%	-	36%	34%	38%	25%	31%	30%	37%e	44%efg	45%efg	45%efg	28%	33%	44%lm	45%lm	37%	30%	39%
Mean	2.58	-	2.58	2.63	2.53	2.93ghijk	2.76ijk	2.74ijk	2.58ij	2.35	2.30	2.40	2.85mno	2.67no	2.34	2.34	2.56	2.77p	2.52
Std Dev.	0.95	-	0.95	0.97	0.93	1.03	0.95	0.96	0.98	0.86	0.88	0.81	1.00	0.97	0.85	0.85	0.95	1.01	0.94
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.06	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	88	34	22	21	10	56	31	78	10	5	7	11	21	39	40	5	79
		3%	**6%bd**	*2%*	*4%*	*2%*	*4%*	*3%*	**5%h**	*1%*	*2%*	*2%*	*2%*	*3%*	**10%ijkln**	*2%*	*2%*	*4%*
Slightly more	(4)	144	39	38	40	27	77	67	111	31	10	20	38	32	34	90	11	125
		6%	*7%*	*4%*	**8%b**	*4%*	*5%*	*6%*	**7%h**	*3%*	*3%*	*6%*	*5%*	*5%*	**8%l**	*5%*	*3%*	*6%*
No change	(3)	1400	227	520	278	375	748	653	811	574	179	190	385	342	192	916	182	1122
		54%	*43%*	**56%a**	**53%a**	**60%a**	*51%*	**57%e**	*52%*	*57%*	*57%*	*53%*	*56%*	*54%*	*47%*	*54%*	*57%*	*53%*
Slightly less	(2)	493	109	199	87	99	308	186	312	171	49	62	156	117	70	334	50	415
		19%	*21%*	**21%d**	*17%*	*16%*	**21%f**	*16%*	*20%*	*17%*	*15%*	*17%*	*23%*	*18%*	*17%*	*20%*	*16%*	*20%*
Much less	(1)	452	114	136	95	107	251	201	229	212	68	78	102	115	70	295	68	372
		17%	**22%b**	*15%*	*18%*	*17%*	*17%*	*18%*	*15%*	**21%g**	**22%k**	**22%k**	*15%*	*18%*	*17%*	*17%*	*21%*	*17%*
Don't know		24	4	11	1	8	15	10	12	7	4	2	*	6	4	8	4	13
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%k**	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
NET Much/Slightly more		231	73	60	61	37	133	98	189	41	16	27	49	54	72	130	16	204
		9%	**14%bd**	*7%*	**12%bd**	*6%*	*9%*	*9%*	**12%h**	*4%*	*5%*	*8%*	*7%*	*8%*	**18%ijkln**	*8%*	*5%*	**10%o**
NET Much/Slightly less		945	223	335	181	206	558	387	541	383	117	140	258	231	140	629	118	787
		36%	**42%d**	*36%*	*35%*	*33%*	*38%*	*34%*	*35%*	*38%*	*37%*	*39%*	*37%*	*37%*	*34%*	*37%*	*37%*	*37%*
Mean		2.58	2.56	2.58	2.63	2.57	2.57	2.60	**2.67h**	2.45	2.47	2.49	2.57	2.57	**2.76ijkln**	2.55	2.48	2.59
Std Dev.		0.95	1.11	0.88	1.00	0.88	0.97	0.94	0.98	0.89	0.93	0.96	0.87	0.96	1.13	0.92	0.92	0.97
Std Error		0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.03	0.04	0.06	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**88**	82	5	4	78	4	4	2	2	17	7	3	3	10	17	16	3	*	4
		3%	*4%*	*1%*	*4%*	*4%*	*2%*	*3%*	*3%*	*2%*	*6%*	*3%*	*2%*	*1%*	*4%*	*5%*	*5%*	*1%*	*1%*	*2%*
Slightly more	(4)	**144**	129	15	7	117	18	5	3	6	11	8	9	16	9	30	16	12	3	15
		6%	*6%*	*4%*	*6%*	*5%*	*8%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*7%*	*4%*	*9%*	*5%*	*5%*	*8%*	*8%*
No change	(3)	**1400**	1222	179	57	1186	111	66	37	60	168	113	93	122	143	180	195	112	22	90
		54%	**55%b**	*48%*	*47%*	*55%*	*50%*	*53%*	*48%*	*53%*	**59%r**	*52%*	*48%*	*55%*	**59%r**	*53%*	*57%*	*52%*	*64%*	*47%*
Slightly less	(2)	**493**	394	99	32	409	41	25	17	24	50	46	46	37	46	54	61	46	4	38
		19%	*18%*	**27%a**	**27%a**	*19%*	*18%*	*20%*	*23%*	*21%*	*17%*	*21%*	*24%*	*16%*	*19%*	*16%*	*18%*	*21%*	*11%*	*20%*
Much less	(1)	**452**	379	73	17	365	47	24	16	20	35	43	38	42	36	55	53	42	6	41
		17%	*17%*	*19%*	*14%*	*17%*	*21%*	*19%*	*21%*	*18%*	*12%*	*20%*	*20%*	*19%*	*15%*	*16%*	*15%*	*19%*	*17%*	**22%l**
Don't know		**24**	20	4	3	20	3	1	1	1	6	-	3	2	-	3	3	2	*	3
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*2%*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*
NET Much/Slightly more		**231**	211	20	12	194	22	9	5	8	28	15	12	19	18	47	32	14	3	19
		9%	**9%b**	*5%*	*10%*	*9%*	*10%*	*7%*	*7%*	*7%*	*10%*	*7%*	*6%*	*9%*	*8%*	*14%*	*9%*	*7%*	*9%*	*10%*
NET Much/Slightly less		**945**	773	172	49	775	88	49	33	44	84	89	84	79	82	109	114	88	9	79
		36%	*35%*	**46%a**	*41%*	*36%*	*39%*	*39%*	**44%d**	*39%*	*30%*	*41%*	**44%l**	*35%*	*34%*	*32%*	*33%*	*41%*	*27%*	**41%l**
Mean		**2.58**	**2.61b**	2.41	2.58	2.60	2.51	2.52	2.45	2.52	**2.73jkpr**	2.49	2.43	2.55	2.63	**2.70k**	2.65	2.47	2.65	2.48
Std Dev.		**0.95**	0.96	0.89	0.94	0.95	0.98	0.96	0.96	0.92	0.94	0.96	0.92	0.93	0.92	1.01	0.96	0.91	0.89	0.99
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.08	0.08	0.08	0.08	0.09	0.08	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	88	64	16	5	3	-	80	3	56	24	5	-	1	80	1
		3%	7%bcdfg	2%	1%	2%	-	4%bc	1%	6%ijkn	2%	1%	-	2%	4%j	1%
Slightly more	(4)	144	45	79	7	12	*	124	12	46	79	13	4	1	125	5
		6%	5%	8%ac	2%	6%c	1%	6%c	5%	5%	8%hj	3%	3%	3%	6%j	3%
No change	(3)	1400	527	483	271	79	23	1010	102	496	542	261	64	18	1038	82
		54%	55%dg	50%	68%abdefg	42%	41%	52%dg	42%	52%	54%	61%hikmn	48%	41%	53%	46%
Slightly less	(2)	493	158	203	71	51	9	361	60	166	205	84	30	8	371	37
		19%	16%	21%	18%	27%acf	15%	19%	24%a	17%	20%	20%	22%	17%	19%	21%
Much less	(1)	452	167	180	42	39	24	347	63	189	156	55	35	17	345	52
		17%	17%c	19%c	11%	21%c	43%abcdf	18%c	26%abcf	20%j	15%	13%	26%ijm	38%	18%	29%hijm
Don't know		24	4	7	2	4	-	11	4	3	6	7	-	-	9	-
		1%	*	1%	1%	2%	-	1%	1%	*	1%	2%hm	-	-	*	-
NET Much/Slightly more		231	110	94	12	14	*	204	15	102	103	18	4	2	205	6
		9%	11%c	10%c	3%	8%	1%	11%c	6%	11%jkn	10%jkn	4%	3%	5%	10%jkn	4%
NET Much/Slightly less		945	325	383	113	90	33	708	123	355	361	140	64	24	717	89
		36%	34%	40%ac	28%	48%acf	58%abcf	37%c	50%abcf	37%	36%	33%	49%hijm	55%	36%	50%hijm
Mean		2.58	2.67bdeg	2.53eg	2.65deg	2.39e	2.00	2.60deg	2.30	2.60kn	2.61kn	2.59kn	2.28	2.14	2.60kn	2.25
Std Dev.		0.95	1.03	0.94	0.74	0.94	0.94	0.99	0.95	1.04	0.92	0.80	0.89	1.04	0.98	0.93
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	88	22	62	3	36	44	7	87	-	*	*	87	-
		3%	12%b	3%	8%	5%e	3%	5%	3%	-	*	2%	3%	-
Slightly more	(4)	144	13	129	2	46	88	10	135	7	2	-	144	-
		6%	7%	5%	4%	6%	5%	6%	5%	23%	15%	-	6%	-
No change	(3)	1400	90	1296	14	379	934	87	1376	9	4	5	1389	7
		54%	49%	55%	34%	50%	55%	58%	54%	30%	31%	96%	54%	51%
Slightly less	(2)	493	19	459	15	143	333	17	477	10	6	-	493	-
		19%	10%	19%a	36%	19%	20%	11%	19%	33%	47%	-	19%	-
Much less	(1)	452	40	407	6	149	283	21	448	3	1	*	452	1
		17%	21%	17%	15%	20%	17%	14%	18%	10%	6%	2%	17%	4%
Don't know		24	1	23	1	4	12	9	17	1	-	-	18	6
		1%	*	1%	2%	*	1%	6%de	1%	4%	-	-	1%	45%
NET Much/Slightly more		231	35	190	5	82	132	17	222	7	2	*	231	-
		9%	19%b	8%	13%	11%	8%	11%	9%	23%	15%	2%	9%	-
NET Much/Slightly less		945	59	866	20	292	616	38	925	13	7	*	945	1
		36%	32%	36%	51%	39%f	36%f	25%	36%	43%	53%	2%	37%	4%
Mean		2.58	2.78b	2.57	2.55	2.57	2.57	2.76	2.58	2.69	2.57	3.01	2.58	2.86
Std Dev.		0.95	1.22	0.93	1.09	1.03	0.92	0.96	0.96	0.96	0.87	0.44	0.96	0.55
Std Error		0.02	0.09	0.02	0.17	0.04	0.02	0.08	0.02	0.20	0.20	0.20	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**88**	20	8	34	25	11	-	9	-	8	-	11	-	24	-	25	-
		3%	*2%*	*2%*	*4%*	**5%ab**	*3%*	-	*2%*	-	*2%*	-	*2%*	-	**5%l**	-	**5%l**	-
Slightly more	(4)	**144**	47	26	37	33	21	-	27	-	26	-	15	-	22	-	33	-
		6%	*6%*	*6%*	*4%*	*7%*	*5%*	-	*6%*	-	*6%*	-	*3%*	-	*5%*	-	*7%*	-
No change	(3)	**1400**	449	215	491	246	202	-	247	-	215	-	244	-	247	-	246	-
		54%	*53%*	*52%*	*56%*	*53%*	*48%*	-	**58%e**	-	*52%*	-	*56%*	-	*56%*	-	*53%*	-
Slightly less	(2)	**493**	160	94	155	84	88	-	72	-	94	-	80	-	75	-	84	-
		19%	*19%*	*23%*	*18%*	*18%*	*21%*	-	*17%*	-	*23%*	-	*18%*	-	*17%*	-	*18%*	-
Much less	(1)	**452**	162	69	152	70	93	-	69	-	69	-	79	-	73	-	70	-
		17%	*19%*	*17%*	*17%*	*15%*	*22%*	-	*16%*	-	*17%*	-	*18%*	-	*16%*	-	*15%*	-
Don't know		**24**	11	4	6	3	7	-	5	-	4	-	4	-	2	-	3	-
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-
NET Much/Slightly more		**231**	68	34	72	58	32	-	36	-	34	-	25	-	46	-	58	-
		9%	*8%*	*8%*	*8%*	**13%a**	*8%*	-	*8%*	-	*8%*	-	*6%*	-	*10%*	-	**13%k**	-
NET Much/Slightly less		**945**	322	163	307	154	180	-	141	-	163	-	159	-	148	-	154	-
		36%	*38%*	*39%*	*35%*	*33%*	**43%gmo**	-	*33%*	-	*39%*	-	*37%*	-	*33%*	-	*33%*	-
Mean		**2.58**	2.53	2.54	2.60	**2.69a**	2.45	-	2.61	-	2.54	-	2.53	-	**2.66e**	-	**2.69e**	-
Std Dev.		**0.95**	0.95	0.91	0.96	0.99	0.98	-	0.91	-	0.91	-	0.91	-	0.99	-	0.99	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.05	-	0.04	-	0.04	-	0.04	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**75**	-	75	45	30	14	10	24	9	6	4	8	24	33	17	11	66	9	63
		3%	-	*3%*	*3%*	*2%*	*4%*	*3%*	**5%j**	*3%*	*1%*	*1%*	*3%*	*3%*	**4%n**	*2%*	*2%*	*3%*	*4%*	*2%*
Slightly more	(4)	**293**	-	293	166	126	58	37	45	47	37	24	44	95	92	106	69	256	35	304
		11%	-	*11%*	*13%*	*10%*	**16%gjl**	*11%*	*9%*	**14%l**	*8%*	*8%*	**15%gjl**	*13%*	*11%*	*10%*	*12%*	*11%*	*15%*	*12%*
No change	(3)	**1498**	-	1498	758	736	189	199	275	179	295	199	161	388	455	655	360	1359	123	1398
		58%	-	*58%*	*59%*	*56%*	*51%*	*60%*	*58%*	*55%*	*59%*	**62%e**	*58%*	*55%*	*57%*	*60%*	*60%*	*58%*	*52%*	*54%*
Slightly less	(2)	**412**	-	412	177	235	45	57	69	53	89	56	44	102	121	189	100	376	33	481
		16%	-	*16%*	*14%*	**18%c**	*12%*	*17%*	*14%*	*16%*	*18%*	*18%*	*16%*	*15%*	*15%*	*17%*	*17%*	*16%*	*14%*	*19%*
Much less	(1)	**296**	-	296	138	158	57	23	55	38	68	34	21	81	94	122	54	260	34	307
		11%	-	*11%*	*11%*	*12%*	**15%fk**	*7%*	*12%*	*12%*	**14%f**	*11%*	*7%*	*11%*	*12%*	*11%*	*9%*	*11%*	*14%*	*12%*
Don't know		**27**	-	27	8	19	10	4	9	*	2	2	*	14	9	4	2	24	2	29
		1%	-	*1%*	*1%*	*1%*	**3%hl**	*1%*	*2%*	*	*	*1%*	*	**2%n**	*1%*	*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		**368**	-	368	211	156	72	47	69	56	43	28	52	119	125	123	80	322	44	367
		14%	-	*14%*	**16%d**	*12%*	**19%ijl**	*14%*	**14%l**	**17%ijl**	*9%*	*9%*	**19%ijl**	**17%n**	**16%n**	*11%*	*13%*	*14%*	*19%*	*14%*
NET Much/Slightly less		**709**	-	709	315	393	102	81	124	91	156	90	65	183	215	311	154	637	67	788
		27%	-	*27%*	*24%*	**30%c**	*27%*	*24%*	*26%*	*28%*	*31%*	*28%*	*23%*	*26%*	*27%*	*28%*	*26%*	*27%*	*28%*	*31%*
Mean		**2.78**	-	2.78	**2.85d**	2.72	2.80	**2.86l**	**2.82l**	2.81	2.65	2.71	**2.91ij**	2.83	2.81	2.73	2.80	2.78	2.80	2.74
Std Dev.		**0.90**	-	0.90	0.90	0.89	1.01	0.83	0.94	0.92	0.85	0.80	0.85	0.93	0.93	0.84	0.83	0.89	0.99	0.91
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	75	29	22	17	7	51	24	55	19	7	9	11	15	30	34	7	65
		3%	5%bd	2%	3%	1%	3%	2%	4%	2%	2%	2%	2%	2%	7%ijkln	2%	2%	3%
Slightly more	(4)	293	97	95	48	53	191	102	195	96	20	36	85	59	61	181	20	245
		11%	18%bcd	10%	9%	9%	13%f	9%	13%	10%	6%	10%	12%l	9%	15%l	11%	6%	12%o
No change	(3)	1498	254	541	313	390	795	703	851	623	193	187	408	381	220	976	197	1214
		58%	48%	58%a	60%a	62%a	55%	61%e	55%	62%g	61%	52%	59%	60%	54%	58%	61%	57%
Slightly less	(2)	412	75	164	79	94	239	173	246	161	57	78	107	93	52	277	57	336
		16%	14%	18%	15%	15%	16%	15%	16%	16%	18%	22%lm	15%	15%	13%	16%	18%	16%
Much less	(1)	296	70	94	61	71	164	132	195	99	37	47	78	79	41	204	37	249
		11%	13%	10%	12%	11%	11%	12%	13%	10%	12%	13%	11%	12%	10%	12%	11%	12%
Don't know		27	4	10	3	10	13	13	11	8	3	3	4	6	3	12	3	17
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more		368	125	117	65	60	242	126	250	115	28	45	96	74	91	214	28	310
		14%	24%bcd	13%	13%	10%	17%f	11%	16%h	11%	9%	12%	14%	12%	22%ijkln	13%	9%	15%o
NET Much/Slightly less		709	145	259	140	165	404	305	442	259	93	125	185	171	94	481	93	585
		27%	27%	28%	27%	26%	28%	27%	28%	26%	29%	35%km	27%	27%	23%	29%	29%	28%
Mean		2.78	2.88d	2.77	2.77	2.73	2.81	2.75	2.79	2.78	2.70	2.67	2.77	2.74	2.97ijkln	2.74	2.70	2.78
Std Dev.		0.90	1.03	0.86	0.89	0.82	0.93	0.85	0.94	0.83	0.85	0.92	0.86	0.88	0.99	0.88	0.84	0.91
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**75**	61	14	5	61	7	6	1	2	11	6	4	3	5	15	9	5	*	7
		3%	*3%*	*4%*	*4%*	*3%*	*3%*	*5%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*
Slightly more	(4)	**293**	248	45	16	235	30	16	12	8	36	20	22	29	17	43	34	26	3	27
		11%	*11%*	*12%*	*13%*	*11%*	*13%*	*13%*	*16%*	*7%*	*13%*	*9%*	*11%*	*13%*	*7%*	*13%*	*10%*	*12%*	*8%*	**14%m**
No change	(3)	**1498**	1290	208	67	1281	117	64	36	72	159	123	108	121	167	191	228	112	20	97
		58%	*58%*	*55%*	*55%*	**59%fg**	*52%*	*51%*	*47%*	**64%r**	*56%*	*57%*	*56%*	*54%*	**69%iklnpr**	*56%*	**66%pr**	*52%*	*58%*	*51%*
Slightly less	(2)	**412**	341	71	21	332	40	23	18	18	50	37	38	32	43	39	30	44	8	31
		16%	*15%*	*19%*	*17%*	*15%*	*18%*	*18%*	**24%d**	*16%*	**18%o**	**17%o**	**20%o**	*15%*	**18%o**	*12%*	*9%*	**20%o**	**24%no**	**16%o**
Much less	(1)	**296**	263	34	10	244	29	15	8	12	21	30	18	32	11	48	43	28	3	26
		11%	*12%*	*9%*	*8%*	*11%*	*13%*	*12%*	*11%*	**11%m**	*8%*	**14%m**	*9%*	**14%m**	*5%*	**14%m**	**13%m**	**13%m**	*9%*	**14%m**
Don't know		**27**	23	3	3	22	2	3	*	1	8	-	2	5	-	3	-	2	*	2
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	**3%o**	-	*1%*	*2%*	-	*1%*	-	*1%*	*	*1%*
NET Much/Slightly more		**368**	309	59	21	296	37	22	13	10	47	26	27	32	22	57	44	31	3	34
		14%	*14%*	*16%*	*17%*	*14%*	*16%*	*17%*	*17%*	*9%*	*17%*	*12%*	*14%*	*15%*	*9%*	*17%*	*13%*	*14%*	*8%*	**18%hm**
NET Much/Slightly less		**709**	604	105	31	576	69	38	26	30	72	68	56	64	54	87	73	72	11	58
		27%	*27%*	*28%*	*25%*	*26%*	*31%*	*30%*	**35%d**	*26%*	*25%*	*31%*	*29%*	*29%*	*22%*	*26%*	*21%*	**33%o**	*33%*	*30%*
Mean		**2.78**	2.77	2.82	2.87	2.78	2.76	2.80	2.73	2.74	2.87	2.70	2.78	2.72	2.84	2.81	2.82	2.70	2.68	2.77
Std Dev.		**0.90**	0.90	0.89	0.90	0.89	0.95	0.97	0.92	0.83	0.87	0.92	0.86	0.93	0.70	0.98	0.87	0.92	0.79	0.98
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.07	0.07	0.08	0.07	0.08	0.06	0.08	0.07	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	75	54	16	1	2	1	71	3	47	17	6	4	1	64	5
		3%	**6%bcdg**	*2%*	*	*1%*	*2%*	**4%bc**	*1%*	**5%jl**	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*
Slightly more	(4)	293	124	118	25	20	2	242	23	109	143	28	7	5	251	12
		11%	**13%c**	**12%c**	*6%*	*11%*	*4%*	**13%c**	*9%*	**11%j**	**14%jkn**	*7%*	*5%*	*10%*	**13%jk**	*7%*
No change	(3)	1498	556	533	276	88	27	1089	115	555	560	280	60	26	1115	86
		58%	**58%dg**	*55%*	**69%abdefg**	*47%*	*48%*	**56%g**	*47%*	**58%k**	*55%*	**66%hikmn**	*45%*	*58%*	**57%k**	*48%*
Slightly less	(2)	412	140	171	52	43	6	311	50	138	176	57	35	4	314	39
		16%	*15%*	*18%*	*13%*	**23%ac**	*11%*	*16%*	*20%*	*14%*	*17%*	*13%*	**26%hjm**	*9%*	*16%*	**22%j**
Much less	(1)	296	89	120	39	29	19	209	48	104	110	46	26	9	215	35
		11%	*9%*	*12%*	*10%*	**15%a**	**34%abcdf**	*11%*	**20%abcf**	*11%*	*11%*	*11%*	**20%hijm**	*20%*	*11%*	**20%hijm**
Don't know		27	2	9	5	5	*	10	5	3	7	9	1	-	10	1
		1%	*	*1%*	**1%a**	**2%af**	*	*1%*	**2%af**	*	*1%*	**2%hm**	*1%*	-	*1%*	*1%*
NET Much/Slightly more		368	178	135	26	23	3	313	26	155	160	34	11	6	315	17
		14%	**18%cg**	**14%c**	*7%*	*12%*	*6%*	**16%c**	*11%*	**16%j**	**16%j**	*8%*	*8%*	*13%*	**16%j**	*9%*
NET Much/Slightly less		709	230	290	91	72	25	520	98	243	286	103	61	13	529	74
		27%	*24%*	**30%ac**	*23%*	**39%acf**	**45%acf**	*27%*	**40%abcf**	*25%*	*28%*	*24%*	**46%hijm**	*29%*	*27%*	**42%hijm**
Mean		2.78	**2.91bcdeg**	**2.73eg**	**2.74eg**	2.58	2.29	**2.82deg**	2.51	**2.85kn**	**2.78kn**	**2.74kn**	2.45	2.66	**2.81kn**	2.50
Std Dev.		0.90	0.93	0.89	0.73	0.93	1.05	0.92	0.96	0.93	0.88	0.80	0.96	1.01	0.91	0.98
Std Error		0.02	0.03	0.03	0.04	0.06	0.14	0.02	0.06	0.03	0.03	0.04	0.08	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	75	14	57	3	27	42	6	75	-	-	-	75	-
		3%	8%b	2%	8%	4%	3%	4%	3%	-	-	-	3%	-
Slightly more	(4)	293	36	256	1	104	174	15	285	7	1	-	293	-
		11%	20%b	11%	2%	14%	10%	10%	11%	23%	10%	-	11%	-
No change	(3)	1498	88	1384	26	385	1007	106	1470	10	7	5	1486	7
		58%	48%	58%a	64%	51%	59%d	70%d	58%	32%	56%	98%	58%	51%
Slightly less	(2)	412	24	381	7	152	249	11	403	6	3	-	412	-
		16%	13%	16%	18%	20%ef	15%	8%	16%	21%	26%	-	16%	-
Much less	(1)	296	21	273	2	83	207	7	290	5	1	*	296	1
		11%	11%	12%	5%	11%	12%f	4%	11%	16%	8%	2%	11%	4%
Don't know		27	2	24	1	5	15	7	19	2	-	-	21	6
		1%	1%	1%	2%	1%	1%	5%de	1%	7%	-	-	1%	45%
NET Much/Slightly more		368	51	313	4	130	216	21	360	7	1	-	368	-
		14%	27%b	13%	10%	17%e	13%	14%	14%	23%	10%	-	14%	-
NET Much/Slightly less		709	45	655	9	235	456	18	693	11	4	*	708	1
		27%	24%	28%	23%	31%f	27%f	12%	27%	38%	34%	2%	27%	4%
Mean		2.78	3.00b	2.76	2.91	2.79	2.76	3.02de	2.78	2.66	2.68	2.97	2.78	2.86
Std Dev.		0.90	1.05	0.88	0.87	0.94	0.89	0.73	0.90	1.05	0.80	0.28	0.90	0.55
Std Error		0.02	0.08	0.02	0.14	0.03	0.02	0.06	0.02	0.22	0.19	0.13	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**75**	15	8	26	26	8	-	7	-	8	-	14	-	12	-	26	-
		3%	*2%*	*2%*	*3%*	**6%ab**	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*3%*	-	**6%egi**	-
Slightly more	(4)	**293**	96	48	83	66	42	-	54	-	48	-	34	-	49	-	66	-
		11%	*11%*	*11%*	*10%*	*14%*	*10%*	-	*13%*	-	*11%*	-	*8%*	-	*11%*	-	**14%k**	-
No change	(3)	**1498**	477	246	515	260	241	-	236	-	246	-	254	-	261	-	260	-
		58%	*56%*	*59%*	*59%*	*56%*	*57%*	-	*55%*	-	*59%*	-	*59%*	-	*59%*	-	*56%*	-
Slightly less	(2)	**412**	144	63	142	63	60	-	84	-	63	-	69	-	73	-	63	-
		16%	*17%*	*15%*	*16%*	*14%*	*14%*	-	*20%*	-	*15%*	-	*16%*	-	*17%*	-	*14%*	-
Much less	(1)	**296**	104	47	105	41	59	-	44	-	47	-	61	-	43	-	41	-
		11%	*12%*	*11%*	*12%*	*9%*	*14%*	-	*10%*	-	*11%*	-	*14%*	-	*10%*	-	*9%*	-
Don't know		**27**	13	5	4	5	10	-	3	-	5	-	1	-	3	-	5	-
		1%	*2%*	*1%*	*	*1%*	**2%k**	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**368**	111	56	110	92	50	-	61	-	56	-	48	-	62	-	92	-
		14%	*13%*	*13%*	*13%*	**20%ac**	*12%*	-	*14%*	-	*13%*	-	*11%*	-	*14%*	-	**20%ek**	-
NET Much/Slightly less		**709**	248	109	247	104	120	-	128	-	109	-	130	-	117	-	104	-
		27%	*29%*	*26%*	*28%*	*23%*	*28%*	-	*30%*	-	*26%*	-	*30%*	-	*26%*	-	*23%*	-
Mean		**2.78**	2.73	2.78	2.75	**2.94abc**	2.71	-	2.75	-	2.78	-	2.70	-	2.80	-	**2.94egik**	-
Std Dev.		**0.90**	0.88	0.87	0.90	0.93	0.91	-	0.86	-	0.87	-	0.92	-	0.87	-	0.93	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 194

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	122	-	122	80	42	17	22	31	13	14	5	20	39	44	39	24	110	12	113
		5%	-	*5%*	**6%d**	*3%*	*5%*	**7%j**	**6%j**	*4%*	*3%*	*1%*	**7%ij**	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*
Slightly more	(4)	415	-	415	219	195	86	29	53	43	73	77	54	115	96	204	131	369	42	379
		16%	-	*16%*	*17%*	*15%*	**23%fghi**	*9%*	*11%*	*13%*	*15%*	**24%fghi**	**19%fg**	*16%*	*12%*	**19%m**	**22%m**	*16%*	*18%*	*15%*
No change	(3)	1407	-	1407	710	695	172	204	279	176	269	162	144	376	455	575	306	1279	112	1352
		54%	-	*54%*	*55%*	*53%*	*46%*	**62%ej**	**59%e**	*54%*	*54%*	*51%*	*52%*	*53%*	*57%*	*53%*	*51%*	*55%*	*48%*	*52%*
Slightly less	(2)	332	-	332	157	175	46	40	57	45	66	38	39	86	103	144	78	305	28	389
		13%	-	*13%*	*12%*	*13%*	*12%*	*12%*	*12%*	*14%*	*13%*	*12%*	*14%*	*12%*	*13%*	*13%*	*13%*	*13%*	*12%*	*15%*
Much less	(1)	264	-	264	114	149	40	30	44	43	64	29	15	69	87	107	43	222	40	288
		10%	-	*10%*	*9%*	*11%*	*11%*	*9%*	*9%*	**13%k**	**13%k**	*9%*	*5%*	*10%*	*11%*	*10%*	*7%*	*9%*	**17%p**	*11%*
Don't know		60	-	60	12	48	12	5	12	6	11	8	6	17	18	25	14	57	3	61
		2%	-	*2%*	*1%*	**4%c**	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
NET Much/Slightly more		538	-	538	299	238	103	51	84	57	87	82	74	154	141	243	155	479	53	492
		21%	-	*21%*	**23%d**	*18%*	**28%fghi**	*15%*	*18%*	*17%*	*18%*	**26%f**	**27%fghi**	*22%*	*17%*	*22%*	**26%m**	*20%*	*23%*	*19%*
NET Much/Slightly less		596	-	596	272	324	85	70	101	89	130	67	54	155	190	251	121	527	68	677
		23%	-	*23%*	*21%*	*25%*	*23%*	*21%*	*21%*	*27%*	*26%*	*21%*	*19%*	*22%*	*24%*	*23%*	*20%*	*22%*	*29%*	*26%*
Mean		2.92	-	2.92	**2.99d**	2.85	2.99	2.92	2.93	2.81	2.81	2.97	**3.09hi**	2.95	2.88	2.93	**3.03m**	2.93	2.82	2.86
Std Dev.		0.95	-	0.95	0.95	0.94	1.00	0.92	0.94	0.97	0.95	0.89	0.92	0.96	0.95	0.93	0.91	0.93	1.08	0.96
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.06	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	122	48	30	24	20	78	44	86	36	16	16	28	16	39	59	16	101
		5%	9%bcd	3%	5%	3%	5%	4%	6%	4%	5%	5%	4%	2%	10%kln	4%	5%	5%
Slightly more	(4)	415	125	133	76	81	258	157	248	155	49	53	105	88	93	247	49	342
		16%	24%bcd	14%	15%	13%	18%f	14%	16%	15%	16%	15%	15%	14%	23%jkln	15%	15%	16%
No change	(3)	1407	244	521	293	349	765	642	833	558	163	181	374	372	209	927	167	1152
		54%	46%	56%a	56%a	56%a	53%	56%	54%	56%	51%	51%	54%	59%	51%	55%	52%	54%
Slightly less	(2)	332	59	114	67	92	173	159	188	141	41	57	93	85	39	235	41	277
		13%	11%	12%	13%	15%	12%	14%	12%	14%	13%	16%	13%	13%	10%	14%	13%	13%
Much less	(1)	264	44	103	58	58	147	117	176	85	32	45	81	61	25	188	32	220
		10%	8%	11%	11%	9%	10%	10%	11%	8%	10%	13%m	12%m	10%	6%	11%m	10%	10%
Don't know		60	7	24	4	25	32	28	21	31	16	6	11	12	2	28	16	34
		2%	1%	3%	1%	4%c	2%	2%	1%	3%g	5%jklmn	2%	2%	2%	1%	2%	5%p	2%
NET Much/Slightly more		538	173	164	100	101	337	201	335	190	65	69	133	104	132	306	65	443
		21%	33%bcd	18%	19%	16%	23%f	18%	22%	19%	21%	19%	19%	16%	32%ijkln	18%	20%	21%
NET Much/Slightly less		596	103	217	125	151	320	276	365	225	72	103	174	145	64	422	73	498
		23%	20%	23%	24%	24%	22%	24%	23%	22%	23%	29%m	25%m	23%m	16%	25%m	23%	23%
Mean		2.92	3.14bcd	2.86	2.88	2.85	2.96	2.87	2.92	2.91	2.93	2.82	2.86	2.86	3.20ijkln	2.85	2.93	2.92
Std Dev.		0.95	1.02	0.92	0.95	0.89	0.97	0.92	0.98	0.89	0.97	0.99	0.96	0.87	0.96	0.93	0.96	0.95
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	122	103	19	3	102	13	4	2	8	13	13	13	8	10	18	14	4	*	13
		5%	5%	5%	3%	5%	6%	3%	3%	7%p	5%	6%	7%	4%	4%	5%	4%	2%	1%	7%p
Slightly more	(4)	415	340	76	29	332	51	17	15	16	51	35	28	30	31	57	40	44	4	48
		16%	15%	20%	24%a	15%	23%df	14%	20%	14%	18%	16%	14%	13%	13%	17%	12%	20%	10%	25%hklmoq
No change	(3)	1407	1224	183	52	1192	113	67	35	59	155	105	102	116	147	188	207	112	23	91
		54%	55%c	49%	43%	55%g	50%	54%	46%	52%	54%	49%	53%	52%	60%r	56%	60%r	52%	66%r	48%
Slightly less	(2)	332	281	51	16	271	24	23	14	17	32	29	28	27	32	33	43	30	5	19
		13%	13%	14%	13%	12%	11%	19%de	18%de	15%	11%	14%	14%	12%	13%	10%	12%	14%	15%	10%
Much less	(1)	264	230	34	15	230	15	10	9	11	27	26	19	36	21	36	32	21	1	14
		10%	10%	9%	12%	11%	7%	8%	12%	9%	9%	12%	10%	16%r	9%	11%	9%	10%	4%	7%
Don't know		60	49	11	6	48	8	3	1	3	9	8	2	7	2	6	8	5	1	6
		2%	2%	3%	5%	2%	3%	3%	1%	2%	3%	4%	1%	3%	1%	2%	2%	2%	3%	3%
NET Much/Slightly more		538	443	95	32	434	65	21	17	24	64	48	41	38	41	75	54	49	4	61
		21%	20%	25%	26%	20%	29%df	17%	23%	21%	22%	22%	21%	17%	17%	22%	16%	22%	12%	32%hklmoq
NET Much/Slightly less		596	511	86	31	501	39	34	23	27	59	56	47	63	54	69	75	51	6	33
		23%	23%	23%	26%	23%	17%	27%e	30%de	24%	21%	26%	25%	28%r	22%	20%	22%	24%	19%	17%
Mean		2.92	2.91	2.98	2.91	2.91	3.11dfg	2.85	2.84	2.95	2.97	2.90	2.93	2.75	2.90	2.96	2.89	2.91	2.90	3.15jlmop
Std Dev.		0.95	0.94	0.97	1.01	0.95	0.93	0.88	0.99	0.99	0.94	1.03	0.99	1.01	0.88	0.96	0.88	0.91	0.70	0.96
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.09	0.08	0.09	0.09	0.08	0.07	0.08	0.07	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	122	68	33	10	9	1	102	10	59	43	9	12	*	102	12
		5%	**7%bc**	*3%*	*3%*	*5%*	*2%*	*5%*	*4%*	**6%j**	*4%*	*2%*	**9%j**	*	**5%j**	**7%j**
Slightly more	(4)	415	167	167	42	31	7	334	38	156	180	49	13	15	337	28
		16%	**17%c**	**17%c**	*11%*	*16%*	*12%*	**17%c**	*16%*	*16%*	**18%j**	*12%*	*10%*	*34%*	**17%j**	*16%*
No change	(3)	1407	517	512	248	86	26	1030	112	512	525	274	63	17	1036	80
		54%	*54%*	*53%*	**62%abdfg**	*46%*	*47%*	*53%*	*46%*	*53%*	*52%*	**64%hikmn**	*48%*	*37%*	*53%*	*45%*
Slightly less	(2)	332	100	135	60	30	7	235	37	100	147	53	25	6	247	31
		13%	*10%*	*14%*	*15%*	*16%*	*12%*	*12%*	*15%*	*10%*	**14%h**	*13%*	**19%h**	*14%*	*13%*	**17%h**
Much less	(1)	264	100	94	31	23	15	193	38	120	92	29	18	5	212	23
		10%	*10%*	*10%*	*8%*	*12%*	**27%abcdf**	*10%*	**15%bcf**	**13%j**	*9%*	*7%*	*14%*	*11%*	*11%*	*13%*
Don't know		60	12	26	7	9	-	38	9	10	27	12	3	1	36	4
		2%	*1%*	*3%*	*2%*	**5%a**	-	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*
NET Much/Slightly more		538	236	200	53	40	8	436	48	215	223	58	25	15	438	40
		21%	**24%c**	**21%c**	*13%*	*21%*	*14%*	**23%c**	*20%*	**23%j**	**22%j**	*14%*	*19%*	*34%*	**22%j**	**22%j**
NET Much/Slightly less		596	200	229	91	53	22	428	75	219	239	83	43	11	459	54
		23%	*21%*	*24%*	*23%*	*28%*	**39%abcf**	*22%*	**31%af**	*23%*	*24%*	*19%*	**32%j**	*25%*	*23%*	**30%j**
Mean		2.92	**3.01ceg**	**2.91e**	**2.85e**	2.85	2.51	**2.96eg**	2.77	2.93	2.93	2.89	2.81	2.98	2.93	2.85
Std Dev.		0.95	0.99	0.92	0.82	1.02	1.08	0.96	1.04	1.01	0.94	0.78	1.08	1.00	0.97	1.06
Std Error		0.02	0.03	0.03	0.04	0.07	0.14	0.02	0.06	0.03	0.03	0.04	0.10	0.16	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**122**	28	93	1	48	67	6	122	-	1	-	122	-
		5%	***15%b***	*4%*	*3%*	*6%*	*4%*	*4%*	*5%*	-	*4%*	-	*5%*	-
Slightly more	(4)	**415**	34	381	*	144	255	17	405	8	3	-	415	-
		16%	*18%*	*16%*	*	*19%*	*15%*	*11%*	*16%*	*26%*	*21%*	-	*16%*	-
No change	(3)	**1407**	86	1295	26	370	952	86	1380	10	6	4	1396	7
		54%	*47%*	*55%*	*63%*	*49%*	***56%d***	*57%*	*54%*	*34%*	*51%*	*74%*	*54%*	*55%*
Slightly less	(2)	**332**	12	319	1	92	219	20	323	7	1	1	331	-
		13%	*6%*	***13%a***	*3%*	*12%*	*13%*	*13%*	*13%*	*25%*	*9%*	*23%*	*13%*	-
Much less	(1)	**264**	21	235	8	81	172	11	259	4	2	*	264	-
		10%	*11%*	*10%*	*21%*	*11%*	*10%*	*7%*	*10%*	*12%*	*15%*	*4%*	*10%*	-
Don't know		**60**	4	52	4	20	29	12	53	1	-	-	54	6
		2%	*2%*	*2%*	*10%*	*3%*	*2%*	***8%de***	*2%*	*3%*	-	-	*2%*	*45%*
NET Much/Slightly more		**538**	62	474	1	193	322	23	527	8	3	-	538	-
		21%	***33%b***	*20%*	*3%*	***25%ef***	*19%*	*15%*	*21%*	*26%*	*25%*	-	*21%*	-
NET Much/Slightly less		**596**	33	554	9	173	392	31	581	11	3	1	595	-
		23%	*18%*	*23%*	*23%*	*23%*	*23%*	*21%*	*23%*	*37%*	*24%*	*26%*	*23%*	-
Mean		**2.92**	***3.20b***	2.90	2.57	2.98	2.89	2.91	2.92	2.77	2.90	2.70	2.92	3.00
Std Dev.		**0.95**	1.14	0.93	0.95	1.01	0.92	0.87	0.95	1.00	1.08	0.60	0.95	0.00
Std Error		**0.02**	0.09	0.02	0.15	0.04	0.02	0.07	0.02	0.20	0.25	0.27	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 194

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**122**	24	18	49	32	11	-	13	-	18	-	23	-	26	-	32	-
		5%	*3%*	*4%*	**6%a**	**7%a**	*3%*	-	*3%*	-	*4%*	-	*5%*	-	*6%*	-	**7%e**	-
Slightly more	(4)	**415**	141	61	134	80	61	-	79	-	61	-	54	-	80	-	80	-
		16%	*17%*	*15%*	*15%*	*17%*	*15%*	-	*18%*	-	*15%*	-	*12%*	-	*18%*	-	*17%*	-
No change	(3)	**1407**	453	229	481	244	226	-	228	-	229	-	244	-	237	-	244	-
		54%	*53%*	*55%*	*55%*	*53%*	*54%*	-	*53%*	-	*55%*	-	*56%*	-	*53%*	-	*53%*	-
Slightly less	(2)	**332**	102	55	119	56	47	-	55	-	55	-	58	-	60	-	56	-
		13%	*12%*	*13%*	*14%*	*12%*	*11%*	-	*13%*	-	*13%*	-	*13%*	-	*14%*	-	*12%*	-
Much less	(1)	**264**	104	41	83	36	65	-	40	-	41	-	53	-	31	-	36	-
		10%	*12%*	*10%*	*9%*	*8%*	**15%gmo**	-	*9%*	-	*10%*	-	*12%*	-	*7%*	-	*8%*	-
Don't know		**60**	25	12	10	13	12	-	13	-	12	-	1	-	9	-	13	-
		2%	*3%*	*3%*	*1%*	*3%*	**3%k**	-	**3%k**	-	**3%k**	-	*	-	*2%*	-	**3%k**	-
NET Much/Slightly more		**538**	164	79	182	112	72	-	92	-	79	-	77	-	106	-	112	-
		21%	*19%*	*19%*	*21%*	*24%*	*17%*	-	*22%*	-	*19%*	-	*18%*	-	*24%*	-	*24%*	-
NET Much/Slightly less		**596**	207	96	202	91	111	-	95	-	96	-	111	-	91	-	91	-
		23%	*24%*	*23%*	*23%*	*20%*	*26%*	-	*22%*	-	*23%*	-	*26%*	-	*21%*	-	*20%*	-
Mean		**2.92**	2.85	2.90	2.94	**3.04a**	2.77	-	2.93	-	2.90	-	2.85	-	**3.02e**	-	**3.04ek**	-
Std Dev.		**0.95**	0.95	0.93	0.95	0.95	0.97	-	0.91	-	0.93	-	0.97	-	0.92	-	0.95	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.04	-	0.05	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	60	-	60	43	16	11	14	29	4	-	-	2	25	33	2	2	58	2	45
		2%	-	2%	3%d	1%	3%ij	4%ijk	6%hijk	1%	-	-	1%	4%no	4%no	*	*	2%	1%	2%
Slightly more	(4)	182	-	182	107	74	72	39	49	13	4	1	4	111	63	8	4	140	42	151
		7%	-	7%	8%	6%	19%fghijk	12%hijk	10%hijk	4%ij	1%	*	1%	16%mno	8%no	1%	1%	6%	18%p	6%
No change	(3)	1594	-	1594	801	791	175	181	283	183	351	212	209	356	466	772	421	1455	124	1534
		61%	-	61%	62%	61%	47%	55%	59%e	56%	71%efgh	67%ef	75%efgh	51%	58%l	71%lm	71%lm	62%q	53%	59%
Slightly less	(2)	429	-	429	185	244	63	49	63	60	87	69	37	112	124	193	106	404	20	471
		16%	-	16%	14%	19%c	17%	15%	13%	18%	17%	22%g	13%	16%	15%	18%	18%	17%q	8%	18%
Much less	(1)	307	-	307	145	161	39	43	49	61	53	36	26	81	110	116	62	260	45	354
		12%	-	12%	11%	12%	10%	13%	10%	19%egik	11%	11%	9%	12%	14%	11%	10%	11%	19%p	14%
Don't know		29	-	29	11	18	12	6	4	5	2	-	-	18	8	2	-	25	3	27
		1%	-	1%	1%	1%	3%gijk	2%	1%	1%	*	-	-	3%no	1%	*	-	1%	1%	1%
NET Much/Slightly more		242	-	242	150	90	84	52	78	18	4	1	5	136	96	10	6	198	44	196
		9%	-	9%	12%d	7%	22%hijk	16%hijk	16%hijk	5%ij	1%	*	2%	19%mno	12%no	1%	1%	8%	19%p	8%
NET Much/Slightly less		736	-	736	330	405	102	91	112	122	140	105	63	193	234	309	169	664	65	825
		28%	-	28%	26%	31%c	27%	28%	24%	37%egik	28%	33%g	23%	27%	29%	28%	28%	28%	28%	32%
Mean		2.71	-	2.71	2.78d	2.64	2.87hij	2.79hij	2.89hijk	2.50	2.62	2.56	2.70h	2.83no	2.73n	2.62	2.63	2.71	2.73	2.63
Std Dev.		0.85	-	0.85	0.88	0.82	0.96	0.96	0.94	0.89	0.68	0.69	0.68	0.96	0.94	0.69	0.69	0.84	1.00	0.86
Std Error		0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	60	34	12	11	4	46	14	57	3	4	6	12	6	34	23	4	56
		2%	6%bcd	1%	2%	1%	3%f	1%	4%h	*	1%	2%	2%	1%	8%ijkln	1%	1%	3%
Slightly more	(4)	182	59	56	37	31	115	67	152	29	15	17	37	58	44	112	15	160
		7%	11%bd	6%	7%	5%	8%	6%	10%h	3%	5%	5%	5%	9%k	11%ijkn	7%	5%	8%
No change	(3)	1594	286	575	324	409	861	733	901	667	195	210	456	374	246	1040	198	1301
		61%	54%	62%a	62%	65%a	59%	64%	58%	66%g	62%	58%	66%	59%	60%	62%	62%	61%
Slightly less	(2)	429	88	161	88	92	249	180	256	168	52	67	109	113	53	289	52	350
		16%	17%	17%	17%	15%	17%	16%	16%	17%	16%	19%	16%	18%	13%	17%	16%	16%
Much less	(1)	307	59	114	56	78	173	134	173	129	44	55	79	77	24	211	45	242
		12%	11%	12%	11%	12%	12%	12%	11%	13%	14%m	15%m	11%m	12%m	6%	13%m	14%	11%
Don't know		29	3	8	6	12	11	18	15	8	7	4	*	4	7	9	7	16
		1%	1%	1%	1%	2%	1%	2%	1%	1%	2%kn	1%k	*	1%	2%k	1%	2%p	1%
NET Much/Slightly more		242	93	68	47	34	161	82	209	32	18	23	48	64	78	135	18	217
		9%	18%bcd	7%	9%	5%	11%f	7%	13%h	3%	6%	6%	7%	10%	19%ijkln	8%	6%	10%
NET Much/Slightly less		736	147	275	144	170	422	315	429	297	96	122	188	190	77	501	97	592
		28%	28%	30%	28%	27%	29%	27%	28%	30%	30%m	34%m	27%m	30%m	19%	30%m	30%	28%
Mean		2.71	2.85bd	2.66	2.72	2.66	2.73	2.69	2.78h	2.61	2.62	2.58	2.70	2.68	3.02ijkln	2.67	2.62	2.73
Std Dev.		0.85	0.98	0.82	0.83	0.79	0.89	0.81	0.90	0.76	0.83	0.86	0.80	0.84	0.90	0.83	0.83	0.86
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	60	54	6	5	51	3	3	2	3	7	4	1	3	3	27	3	-	1	3
		2%	2%	2%	4%	2%	1%	2%	3%	3%p	2%	2%	1%	1%	1%	8%ijklmopr	1%	-	2%p	1%
Slightly more	(4)	182	171	11	3	164	10	4	4	7	26	14	12	17	4	41	24	18	2	8
		7%	8%b	3%	2%	8%	4%	3%	6%	7%m	9%m	6%	6%	8%m	2%	12%mr	7%m	8%m	5%	4%
No change	(3)	1594	1348	245	72	1348	127	81	37	66	181	143	130	132	170	179	222	125	23	105
		61%	61%	65%	59%	62%g	57%	65%g	48%	58%	63%	66%n	67%nr	59%	70%hnr	53%	65%	58%	66%	55%
Slightly less	(2)	429	359	70	22	339	52	23	15	21	33	38	27	41	37	39	61	42	7	45
		16%	16%	19%	19%	16%	23%d	18%	20%	18%	11%	17%	14%	19%	15%	12%	18%	20%	22%	24%kn
Much less	(1)	307	268	39	17	248	30	13	16	15	33	17	20	26	28	48	32	29	2	28
		12%	12%	10%	14%	11%	13%	10%	22%def	13%	12%	8%	10%	12%	12%	14%	9%	13%	5%	15%
Don't know		29	25	4	3	25	2	2	1	1	6	1	3	4	1	5	1	2	*	2
		1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	2%	*	1%	*	1%	*	1%
NET Much/Slightly more		242	226	16	7	215	13	7	7	11	33	18	13	20	8	67	27	18	2	11
		9%	10%b	4%	6%	10%	6%	6%	9%	9%m	11%m	8%	7%	9%	3%	20%hjklmopr	8%	8%	7%	6%
NET Much/Slightly less		736	627	109	39	587	82	36	32	36	66	55	46	67	65	87	93	71	9	73
		28%	28%	29%	32%	27%	37%d	28%	42%def	32%	23%	25%	24%	30%	27%	26%	27%	33%	27%	38%jkmno
Mean		2.71	2.72	2.66	2.63	2.74eg	2.57	2.69g	2.48	2.67	2.79r	2.77r	2.73	2.68	2.66	2.88pr	2.72r	2.62	2.76	2.54
Std Dev.		0.85	0.87	0.77	0.89	0.85	0.83	0.80	1.00	0.90	0.86	0.76	0.75	0.83	0.76	1.06	0.77	0.82	0.72	0.85
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.08	0.07	0.06	0.07	0.07	0.06	0.09	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	60	43	9	3	4	-	53	4	37	16	4	3	-	53	3
		2%	4%bc	1%	1%	2%	-	3%b	2%	4%jl	2%	1%	2%	-	3%	2%
Slightly more	(4)	182	64	81	18	10	9	145	19	57	89	23	8	5	146	13
		7%	7%	8%	5%	6%	15%c	8%	8%	6%	9%	5%	6%	11%	7%	7%
No change	(3)	1594	615	583	266	82	28	1198	110	595	604	290	57	30	1199	87
		61%	64%dg	60%dg	67%dg	44%	50%	62%dg	45%	62%kn	60%kn	68%lkmn	43%	66%	61%kn	49%
Slightly less	(2)	429	150	173	60	44	2	323	46	146	194	51	33	3	340	36
		16%	16%	18%e	15%	24%ace	3%	17%e	19%e	15%	19%j	12%	25%hj	6%	17%j	20%j
Much less	(1)	307	88	115	45	42	17	203	59	116	103	50	30	8	220	38
		12%	9%	12%	11%	22%abcf	31%abcf	11%	24%abcf	12%	10%	12%	23%hijm	17%	11%	21%hijm
Don't know		29	4	6	6	5	*	10	5	5	6	8	1	-	11	1
		1%	*	1%	1%	2%af	*	1%	2%f	1%	1%	2%m	1%	-	1%	1%
NET Much/Slightly more		242	108	90	21	14	9	198	23	93	106	27	11	5	199	16
		9%	11%c	9%	5%	8%	15%c	10%c	9%	10%	10%	6%	8%	11%	10%	9%
NET Much/Slightly less		736	238	288	105	86	19	526	105	262	298	101	63	10	560	73
		28%	25%	30%	26%	46%abcf	34%	27%	43%abcf	27%	29%	24%	48%hijm	23%	28%	41%hijm
Mean		2.71	2.82bcdeg	2.68dg	2.68dg	2.40	2.51	2.75dg	2.43	2.74kn	2.72kn	2.71kn	2.40	2.70	2.73kn	2.47
Std Dev.		0.85	0.86	0.83	0.77	0.97	1.09	0.85	1.00	0.89	0.83	0.78	0.98	0.89	0.86	0.96
Std Error		0.02	0.03	0.03	0.04	0.07	0.14	0.02	0.06	0.03	0.03	0.04	0.09	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**60**	22	34	4	22	31	7	60	*	-	-	60	-
		2%	***12%b***	*1%*	*11%*	*3%*	*2%*	*4%*	*2%*	*2%*	-	-	*2%*	-
Slightly more	(4)	**182**	19	161	3	68	99	16	165	16	*	1	181	-
		7%	*10%*	*7%*	*6%*	***9%e***	*6%*	*10%*	*6%*	*55%*	*	*23%*	*7%*	-
No change	(3)	**1594**	95	1477	22	406	1102	86	1569	7	6	4	1583	7
		61%	*51%*	***62%a***	*55%*	*54%*	***65%d***	*57%*	*62%*	*24%*	*50%*	*74%*	*61%*	*55%*
Slightly less	(2)	**429**	23	400	6	145	258	26	423	4	3	-	429	-
		16%	*13%*	*17%*	*14%*	*19%*	*15%*	*17%*	*17%*	*12%*	*24%*	-	*17%*	-
Much less	(1)	**307**	25	278	4	108	190	9	303	1	3	*	307	-
		12%	*14%*	*12%*	*11%*	***14%f***	*11%*	*6%*	*12%*	*4%*	*26%*	*4%*	*12%*	-
Don't know		**29**	2	26	1	7	14	8	22	1	-	-	23	6
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	***5%de***	*1%*	*3%*	-	-	*1%*	*45%*
NET Much/Slightly more		**242**	40	195	7	90	130	22	225	17	*	1	241	-
		9%	***22%b***	*8%*	*17%*	***12%e***	*8%*	***15%e***	*9%*	*56%*	*	*23%*	*9%*	-
NET Much/Slightly less		**736**	48	678	10	253	448	35	725	5	6	*	736	-
		28%	*26%*	*29%*	*25%*	***33%e***	*26%*	*23%*	*29%*	*16%*	*50%*	*4%*	*29%*	-
Mean		**2.71**	**2.94b**	2.69	2.92	2.67	2.72	**2.89d**	2.70	3.39	2.25	3.15	2.71	3.00
Std Dev.		**0.85**	1.12	0.82	1.06	0.93	0.81	0.85	0.85	0.90	0.88	0.67	0.85	0.00
Std Error		**0.02**	0.09	0.02	0.17	0.03	0.02	0.07	0.02	0.18	0.21	0.30	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**60**	18	6	21	15	6	-	12	-	6	-	3	-	18	-	15	-
		2%	*2%*	*1%*	*2%*	*3%*	*1%*	-	*3%*	-	*1%*	-	*1%*	-	***4%k***	-	*3%*	-
Slightly more	(4)	**182**	57	28	52	46	28	-	29	-	28	-	24	-	28	-	46	-
		7%	*7%*	*7%*	*6%*	*10%*	*7%*	-	*7%*	-	*7%*	-	*6%*	-	*6%*	-	*10%*	-
No change	(3)	**1594**	507	257	558	271	248	-	259	-	257	-	279	-	279	-	271	-
		61%	*60%*	*62%*	*64%*	*59%*	*59%*	-	*60%*	-	*62%*	-	*64%*	-	*63%*	-	*59%*	-
Slightly less	(2)	**429**	154	68	135	73	80	-	74	-	68	-	65	-	70	-	73	-
		16%	*18%*	*16%*	*15%*	*16%*	*19%*	-	*17%*	-	*16%*	-	*15%*	-	*16%*	-	*16%*	-
Much less	(1)	**307**	102	50	101	53	53	-	49	-	50	-	60	-	42	-	53	-
		12%	*12%*	*12%*	*12%*	*12%*	*13%*	-	*12%*	-	*12%*	-	*14%*	-	*9%*	-	*12%*	-
Don't know		**29**	11	7	8	3	6	-	5	-	7	-	2	-	6	-	3	-
		1%	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**242**	75	33	74	61	34	-	41	-	33	-	28	-	46	-	61	-
		9%	*9%*	*8%*	*8%*	***13%c***	*8%*	-	*10%*	-	*8%*	-	*6%*	-	*10%*	-	***13%k***	-
NET Much/Slightly less		**736**	256	118	236	126	133	-	123	-	118	-	124	-	112	-	126	-
		28%	*30%*	*29%*	*27%*	*27%*	*31%*	-	*29%*	-	*29%*	-	*29%*	-	*25%*	-	*27%*	-
Mean		**2.71**	2.68	2.68	2.72	2.77	2.65	-	2.72	-	2.68	-	2.64	-	2.80	-	2.77	-
Std Dev.		**0.85**	0.85	0.82	0.84	0.90	0.84	-	0.87	-	0.82	-	0.82	-	0.86	-	0.90	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more (5)	66	-	66	46	20	22	10	28	5	2	-	-	31	33	2	-	52	14	44
	3%	-	3%	4%d	2%	6%hijk	3%ijk	6%hijk	1%	*	-	-	4%no	4%no	*	-	2%	6%p	2%
Slightly more (4)	151	-	151	90	60	51	26	40	19	4	5	6	78	59	15	11	121	30	129
	6%	-	6%	7%	5%	14%hijk	8%ijk	8%ijk	6%l	1%	2%	2%	11%no	7%no	1%	2%	5%	13%p	5%
No change (3)	1559	-	1559	784	774	187	201	284	188	330	193	177	388	472	700	370	1434	110	1528
	60%	-	60%	61%	59%	50%	61%e	60%e	57%	66%e	61%	64%e	55%	59%	64%l	62%	61%q	47%	59%
Slightly less (2)	378	-	378	191	187	51	53	61	31	76	57	50	104	91	183	107	336	38	401
	15%	-	15%	15%	14%	14%	16%	13%	9%	15%	18%h	18%h	15%	11%	17%m	18%m	14%	16%	16%
Much less (1)	406	-	406	169	235	45	37	56	78	85	59	45	82	134	189	104	365	38	441
	16%	-	16%	13%	18%c	12%	11%	12%	24%efg	17%	19%	16%	12%	17%l	17%l	17%l	16%	16%	17%
Don't know	41	-	41	12	28	17	4	8	7	1	4	-	21	15	5	4	33	6	39
	2%	-	2%	1%	2%	5%fik	1%	2%	2%	*	1%	-	3%no	2%n	*	1%	1%	3%	2%
NET Much/Slightly more	217	-	217	136	81	73	36	68	24	6	5	6	109	92	16	11	173	44	173
	8%	-	8%	10%d	6%	20%hijk	11%ijk	14%hijk	7%ijk	1%	2%	2%	16%no	11%no	2%	2%	7%	19%p	7%
NET Much/Slightly less	784	-	784	360	422	96	90	117	109	161	116	95	186	226	372	211	701	76	842
	30%	-	30%	28%	32%	26%	27%	25%	33%g	32%g	37%eg	34%g	26%	28%	34%lm	35%lm	30%	32%	33%
Mean	2.65	-	2.65	2.73d	2.56	2.87hijk	2.75hijk	2.84hijk	2.50	2.52	2.46	2.52	2.81no	2.70no	2.50	2.49	2.64	2.76	2.58
Std Dev.	0.90	-	0.90	0.90	0.90	1.01	0.87	0.95	0.97	0.79	0.81	0.79	0.95	0.97	0.80	0.80	0.89	1.07	0.89
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.06	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	66	25	13	15	12	39	27	61	4	4	10	13	11	29	33	4	62
		3%	**5%bd**	*1%*	*3%*	*2%*	*3%*	*2%*	**4%h**	*	*1%*	*3%*	*2%*	*2%*	**7%ijkln**	*2%*	*1%*	*3%*
Slightly more	(4)	151	53	47	25	26	100	51	117	32	18	12	33	39	37	83	18	125
		6%	**10%bcd**	*5%*	*5%*	*4%*	**7%f**	*4%*	**8%h**	*3%*	*6%*	*3%*	*5%*	*6%*	**9%jkn**	*5%*	*6%*	*6%*
No change	(3)	1559	284	562	321	393	845	714	905	631	183	203	435	377	240	1015	187	1274
		60%	*54%*	*61%*	*62%*	**63%a**	*58%*	*62%*	*58%*	*63%*	*58%*	*57%*	*63%*	*60%*	*59%*	*60%*	*58%*	*60%*
Slightly less	(2)	378	83	122	83	89	205	173	229	147	39	64	107	99	54	270	39	326
		15%	*16%*	*13%*	*16%*	*14%*	*14%*	*15%*	*15%*	*15%*	*12%*	*18%*	*15%*	*16%*	*13%*	*16%*	*12%*	*15%*
Much less	(1)	406	76	172	69	90	247	159	219	180	61	66	104	100	41	269	62	318
		16%	*14%*	*19%*	*13%*	*14%*	*17%*	*14%*	*14%*	*18%*	**19%m**	**18%m**	*15%*	*16%*	*10%*	**16%m**	*19%*	*15%*
Don't know		41	7	10	8	15	17	24	22	12	12	4	1	8	7	13	12	21
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**4%kln**	*1%*	*	*1%*	**2%k**	*1%*	**4%p**	*1%*
NET Much/Slightly more		217	79	61	39	39	139	78	178	36	21	21	46	50	66	117	21	187
		8%	**15%bcd**	*7%*	*8%*	*6%*	*10%*	*7%*	**11%h**	*4%*	*7%*	*6%*	*7%*	*8%*	**16%ijkln**	*7%*	*7%*	*9%*
NET Much/Slightly less		784	159	293	153	179	452	332	448	326	100	130	211	199	95	539	100	644
		30%	*30%*	*32%*	*29%*	*29%*	*31%*	*29%*	*29%*	*32%*	*32%*	**36%m**	*30%*	**31%m**	*23%*	**32%m**	*31%*	*30%*
Mean		2.65	**2.75b**	2.57	2.67	2.64	2.64	2.66	**2.72h**	2.53	2.55	2.54	2.63	2.62	**2.90ijkln**	2.61	2.56	2.66
Std Dev.		0.90	0.99	0.90	0.87	0.86	0.94	0.86	0.94	0.84	0.92	0.92	0.86	0.89	0.95	0.88	0.92	0.91
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**66**	61	5	5	61	4	*	1	3	6	5	1	4	6	26	9	2	-	4
		3%	*3%*	*1%*	*4%*	*3%*	*2%*	*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	**8%iklpr**	*3%*	*1%*	-	*2%*
Slightly more	(4)	**151**	142	9	5	125	15	7	4	7	18	17	9	10	4	37	9	14	3	12
		6%	**6%b**	*3%*	*4%*	*6%*	*7%*	*6%*	*5%*	**6%m**	*6%*	**8%m**	*5%*	*5%*	*2%*	**11%mo**	*3%*	*6%*	**8%m**	**6%m**
No change	(3)	**1559**	1320	240	72	1316	132	74	36	62	184	143	116	133	165	174	216	124	23	109
		60%	*59%*	*64%*	*59%*	**61%g**	**59%g**	**59%g**	*48%*	*55%*	**64%n**	**66%n**	*60%*	*60%*	**68%hn**	*51%*	*63%*	*57%*	*66%*	*57%*
Slightly less	(2)	**378**	313	65	21	307	35	22	13	18	31	30	34	31	35	39	55	35	6	29
		15%	*14%*	*17%*	*17%*	*14%*	*16%*	*18%*	*18%*	*15%*	*11%*	*14%*	*18%*	*14%*	*14%*	*12%*	*16%*	*16%*	*17%*	*15%*
Much less	(1)	**406**	356	50	16	331	37	19	19	22	39	18	29	38	33	57	53	40	3	34
		16%	*16%*	*13%*	*13%*	*15%*	*17%*	*15%*	**24%def**	**20%j**	*14%*	*8%*	*15%*	**17%j**	*14%*	**17%j**	*15%*	**19%j**	*9%*	**18%j**
Don't know		**41**	35	6	4	34	2	3	3	1	8	5	3	7	-	6	2	2	-	2
		2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	**4%de**	*1%*	*3%*	*2%*	*2%*	**3%m**	-	*2%*	*1%*	*1%*	-	*1%*
NET Much/Slightly more		**217**	203	14	9	186	19	8	5	11	24	22	10	14	10	63	18	15	3	16
		8%	**9%b**	*4%*	*8%*	*9%*	*8%*	*6%*	*6%*	*9%*	*8%*	*10%*	*5%*	*6%*	*4%*	**19%hiklmopr**	*5%*	*7%*	*8%*	*8%*
NET Much/Slightly less		**784**	669	115	36	638	72	41	32	40	70	48	64	69	68	97	108	75	9	64
		30%	*30%*	*31%*	*30%*	*29%*	*32%*	*33%*	**42%de**	**35%j**	*24%*	*22%*	*33%*	*31%*	*28%*	*29%*	*31%*	**35%j**	*26%*	**33%j**
Mean		**2.65**	2.65	2.61	2.67	**2.66g**	**2.61g**	**2.58g**	2.38	2.57	2.71	**2.82hklpr**	2.57	2.58	2.65	**2.80p**	2.61	2.54	2.73	2.59
Std Dev.		**0.90**	0.92	0.80	0.90	0.91	0.90	0.83	0.96	0.98	0.86	0.79	0.83	0.89	0.83	1.09	0.87	0.89	0.74	0.93
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.07	0.09	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	66	44	18	1	1	-	62	1	41	17	6	1	*	59	1
		3%	**5%bcdg**	*2%*	*	*1%*	-	**3%c**	*	**4%jl**	*2%*	*1%*	*1%*	*	*3%*	*1%*
Slightly more	(4)	151	45	72	19	12	4	117	15	44	73	21	9	5	116	14
		6%	*5%*	*7%*	*5%*	*6%*	*7%*	*6%*	*6%*	*5%*	*7%*	*5%*	*7%*	*12%*	*6%*	*8%*
No change	(3)	1559	606	560	265	84	27	1166	112	593	580	285	61	22	1172	82
		60%	**63%dg**	**58%dg**	**66%bdeg**	*45%*	*48%*	**60%dg**	*46%*	**62%kn**	**57%n**	**67%lkmn**	*46%*	*48%*	**60%kn**	*46%*
Slightly less	(2)	378	127	152	57	39	4	279	42	117	176	51	24	10	293	34
		15%	*13%*	*16%*	*14%*	**21%a**	*6%*	*14%*	*17%*	*12%*	**17%h**	*12%*	*18%*	*22%*	*15%*	*19%*
Much less	(1)	406	137	151	49	48	21	288	69	157	154	55	33	7	311	40
		16%	*14%*	*16%*	*12%*	**26%abcf**	**37%abcf**	*15%*	**28%abcf**	*16%*	*15%*	*13%*	**25%ijm**	*15%*	*16%*	**22%j**
Don't know		41	6	14	8	3	1	20	4	4	14	8	5	1	19	6
		2%	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	**4%hm**	*3%*	*1%*	**4%hm**
NET Much/Slightly more		217	89	90	20	13	4	179	16	85	90	27	10	5	175	16
		8%	*9%*	*9%*	*5%*	*7%*	*7%*	**9%c**	*7%*	*9%*	*9%*	*6%*	*8%*	*12%*	*9%*	*9%*
NET Much/Slightly less		784	264	303	106	87	24	567	111	274	329	107	57	16	604	73
		30%	*27%*	*31%*	*27%*	**46%abcf**	*43%*	*29%*	**46%abcf**	*29%*	**33%j**	*25%*	**43%hjm**	*36%*	*31%*	**41%hjm**
Mean		2.65	**2.72deg**	**2.64deg**	**2.66deg**	2.34	2.25	**2.68deg**	2.32	**2.68kn**	**2.62k**	**2.69kn**	2.38	2.60	**2.65kn**	2.44
Std Dev.		0.90	0.93	0.90	0.77	0.96	1.05	0.91	0.98	0.95	0.89	0.81	0.97	0.92	0.92	0.96
Std Error		0.02	0.03	0.03	0.04	0.07	0.14	0.02	0.06	0.03	0.03	0.04	0.09	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**66**	23	39	4	27	31	7	65	1	-	-	66	-
		3%	***12%b***	*2%*	*11%*	***4%e***	*2%*	*5%*	*3%*	*4%*	-	-	*3%*	-
Slightly more	(4)	**151**	19	133	-	36	102	13	142	10	-	-	151	-
		6%	*10%*	*6%*	-	*5%*	*6%*	*9%*	*6%*	*33%*	-	-	*6%*	-
No change	(3)	**1559**	99	1438	23	415	1053	91	1532	9	7	4	1549	7
		60%	*53%*	*61%*	*57%*	*55%*	***62%d***	*60%*	*60%*	*31%*	*59%*	*74%*	*60%*	*51%*
Slightly less	(2)	**378**	15	354	9	137	223	18	365	8	5	-	378	-
		15%	*8%*	*15%*	*23%*	***18%e***	*13%*	*12%*	*14%*	*27%*	*40%*	-	*15%*	-
Much less	(1)	**406**	28	375	3	134	261	11	404	*	*	1	404	1
		16%	*15%*	*16%*	*7%*	***18%f***	***15%f***	*7%*	*16%*	*1%*	*1%*	*26%*	*16%*	*4%*
Don't know		**41**	2	38	1	7	23	11	34	1	-	-	35	6
		2%	*1%*	*2%*	*2%*	*1%*	*1%*	***7%de***	*1%*	*3%*	-	-	*1%*	*45%*
NET Much/Slightly more		**217**	42	171	4	63	133	21	206	11	-	-	217	-
		8%	***23%b***	*7%*	*11%*	*8%*	*8%*	*14%*	*8%*	*37%*	-	-	*8%*	-
NET Much/Slightly less		**784**	43	729	12	271	484	29	768	8	5	1	782	1
		30%	*23%*	*31%*	*30%*	***36%ef***	*29%*	*19%*	*30%*	*28%*	*41%*	*26%*	*30%*	*4%*
Mean		**2.65**	***2.97b***	2.62	2.84	2.58	2.65	***2.92de***	2.64	3.13	2.58	2.47	2.65	2.86
Std Dev.		**0.90**	1.14	0.88	0.99	0.96	0.88	0.86	0.91	0.93	0.53	0.99	0.91	0.55
Std Error		**0.02**	0.09	0.02	0.16	0.03	0.02	0.07	0.02	0.18	0.12	0.44	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**66**	15	6	29	16	7	-	8	-	6	-	9	-	20	-	16	-
		3%	*2%*	*1%*	*3%*	*4%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*4%*	-	*4%*	-
Slightly more	(4)	**151**	44	24	43	40	16	-	28	-	24	-	25	-	18	-	40	-
		6%	*5%*	*6%*	*5%*	*9%*	*4%*	-	*7%*	-	*6%*	-	*6%*	-	*4%*	-	**9%em**	-
No change	(3)	**1559**	481	253	549	276	251	-	230	-	253	-	264	-	285	-	276	-
		60%	*57%*	*61%*	*63%*	*60%*	*60%*	-	*54%*	-	*61%*	-	*61%*	-	**64%g**	-	*60%*	-
Slightly less	(2)	**378**	143	68	114	53	65	-	78	-	68	-	50	-	64	-	53	-
		15%	*17%*	*16%*	*13%*	*12%*	*15%*	-	**18%kd**	-	*16%*	-	*12%*	-	*14%*	-	*12%*	-
Much less	(1)	**406**	146	51	137	72	69	-	76	-	51	-	83	-	54	-	72	-
		16%	*17%*	*12%*	*16%*	*16%*	*16%*	-	*18%*	-	*12%*	-	**19%lm**	-	*12%*	-	*16%*	-
Don't know		**41**	20	14	4	3	13	-	7	-	14	-	1	-	3	-	3	-
		2%	**2%c**	**3%cd**	*	*1%*	**3%kmo**	-	*2%*	-	**3%kmo**	-	*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**217**	59	30	72	56	23	-	36	-	30	-	34	-	38	-	56	-
		8%	*7%*	*7%*	*8%*	**12%a**	*5%*	-	*8%*	-	*7%*	-	*8%*	-	*8%*	-	**12%e**	-
NET Much/Slightly less		**784**	289	119	251	125	134	-	155	-	119	-	133	-	118	-	125	-
		30%	*34%*	*29%*	*29%*	*27%*	*32%*	-	**36%mo**	-	*29%*	-	*31%*	-	*27%*	-	*27%*	-
Mean		**2.65**	2.57	2.67	2.67	**2.73a**	2.58	-	2.56	-	2.67	-	2.60	-	**2.74g**	-	**2.73g**	-
Std Dev.		**0.90**	0.90	0.83	0.91	0.95	0.87	-	0.93	-	0.83	-	0.93	-	0.89	-	0.95	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.04	-	0.05	-	0.04	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more (5)	66	-	66	46	20	20	13	23	9	-	1	-	33	32	1	1	56	10	49
	3%	-	3%	4%d	2%	5%ijk	4%ijk	5%ijk	3%ik	-	*	-	5%no	4%no	*	*	2%	4%	2%
Slightly more (4)	232	-	232	139	93	70	34	37	33	22	15	21	105	70	57	35	193	39	201
	9%	-	9%	11%d	7%	19%fghijk	10%ij	8%	10%l	4%	5%	7%	15%mno	9%n	5%	6%	8%	17%p	8%
No change (3)	1602	-	1602	814	785	188	199	303	202	337	195	177	387	506	709	372	1450	131	1561
	62%	-	62%	63%	60%	51%	60%	64%e	62%e	68%e	61%e	64%e	55%	63%l	65%l	62%	62%	56%	60%
Slightly less (2)	430	-	430	187	242	42	60	71	44	85	77	53	101	114	215	130	402	27	457
	17%	-	17%	14%	19%c	11%	18%	15%	13%	17%	24%egh	19%e	14%	14%	20%lm	22%lm	17%	12%	18%
Much less (1)	228	-	228	94	134	33	19	34	36	49	31	25	52	70	106	56	205	20	270
	9%	-	9%	7%	10%	9%	6%	7%	11%	10%	10%	9%	7%	9%	10%	9%	9%	9%	10%
Don't know	44	-	44	12	32	19	6	9	3	5	*	2	25	12	7	2	35	8	44
	2%	-	2%	1%	2%c	5%ghijk	2%	2%	1%	1%	*	1%	4%no	1%	1%	*	1%	3%	2%
NET Much/Slightly more	298	-	298	185	113	90	47	61	42	22	15	21	138	102	58	36	249	49	250
	11%	-	11%	14%d	9%	24%fghijk	14%ijk	13%ij	13%ij	4%	5%	7%	20%mno	13%no	5%	6%	11%	21%p	10%
NET Much/Slightly less	658	-	658	280	375	75	79	105	80	134	108	78	154	184	320	186	608	48	727
	25%	-	25%	22%	29%c	20%	24%	22%	24%	27%	34%efg	28%	22%	23%	29%lm	31%lm	26%	20%	28%
Mean	2.80	-	2.80	2.89d	2.70	3.01hijk	2.88ijk	2.88ijk	2.80j	2.67	2.61	2.70	2.95no	2.85no	2.66	2.65	2.78	2.96p	2.72
Std Dev.	0.82	-	0.82	0.82	0.81	0.96	0.82	0.84	0.87	0.71	0.73	0.74	0.90	0.85	0.73	0.74	0.81	0.91	0.83
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	66	33	11	17	5	45	21	59	7	8	4	9	7	38	20	8	58
		3%	6%bd	1%	3%d	1%	3%	2%	4%h	1%	2%	1%	1%	1%	9%ijkln	1%	2%	3%
Slightly more	(4)	232	76	72	37	46	149	83	171	57	24	32	57	52	50	141	24	193
		9%	14%bcd	8%	7%	7%	10%	7%	11%h	6%	8%	9%	8%	8%	12%	8%	7%	9%
No change	(3)	1602	283	580	329	410	863	739	932	648	187	223	430	393	245	1047	190	1315
		62%	54%	63%a	63%a	65%a	59%	64%	60%	64%	59%	62%	62%	62%	60%	62%	59%	62%
Slightly less	(2)	430	96	167	76	91	263	168	242	184	50	58	127	104	56	289	50	354
		17%	18%	18%	15%	15%	18%	15%	16%	18%	16%	16%	18%	16%	14%	17%	16%	17%
Much less	(1)	228	31	79	59	58	110	118	128	94	37	37	65	64	16	165	37	183
		9%	6%	8%	11%a	9%	8%	10%	8%	9%	12%m	10%m	9%m	10%m	4%	10%m	12%	9%
Don't know		44	8	17	3	16	25	19	21	16	12	5	4	12	2	21	12	23
		2%	1%	2%	1%	3%	2%	2%	1%	2%	4%kmn	1%	1%	2%	1%	1%	4%p	1%
NET Much/Slightly more		298	110	84	54	51	193	104	230	64	32	37	66	59	88	162	32	251
		11%	21%bcd	9%	10%	8%	13%f	9%	15%h	6%	10%	10%	10%	9%	22%ijkln	10%	10%	12%
NET Much/Slightly less		658	127	245	136	150	373	285	370	277	87	95	192	168	72	455	88	537
		25%	24%	26%	26%	24%	26%	25%	24%	28%	27%m	26%m	28%m	27%m	18%	27%m	27%	25%
Mean		2.80	2.97bcd	2.75	2.76	2.75	2.83	2.75	2.86h	2.70	2.72	2.75	2.74	2.73	3.10ijkln	2.74	2.72	2.80
Std Dev.		0.82	0.91	0.77	0.87	0.76	0.83	0.81	0.86	0.75	0.87	0.81	0.79	0.80	0.89	0.80	0.87	0.83
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	66	61	5	4	58	3	3	1	2	10	7	4	6	8	14	6	-	*	3
		3%	3%	1%	4%	3%	2%	2%	2%	2%	3%	3%	2%	2%	3%	4%p	2%	-	1%	2%
Slightly more	(4)	232	218	14	4	195	21	8	9	8	23	16	16	25	6	59	24	17	2	19
		9%	10%bc	4%	4%	9%	9%	6%	11%	8%m	8%	8%	8%m	11%m	3%	18%hijkmop	7%	8%	6%	10%m
No change	(3)	1602	1371	230	65	1342	139	81	40	74	175	126	116	132	165	200	219	136	24	115
		62%	62%	61%	54%	62%g	62%	64%g	53%	65%	61%	58%	60%	59%	68%	59%	64%	63%	70%	60%
Slightly less	(2)	430	341	89	31	358	35	20	17	17	37	45	36	32	48	42	60	40	6	29
		17%	15%	24%a	26%a	16%	16%	16%	22%	15%	13%	21%	19%	14%	20%	12%	18%	19%	18%	15%
Much less	(1)	228	197	31	11	186	22	12	8	11	33	20	16	21	11	21	30	21	2	19
		9%	9%	8%	9%	9%	10%	9%	11%	10%	11%	9%	8%	10%	5%	6%	9%	10%	6%	10%
Don't know		44	38	5	5	36	5	2	1	1	8	2	4	6	5	2	4	4	*	5
		2%	2%	1%	4%	2%	2%	2%	1%	1%	3%	1%	2%	3%	2%	*	1%	2%	*	3%
NET Much/Slightly more		298	279	19	9	253	24	11	10	11	33	23	20	31	14	74	30	17	2	22
		11%	13%b	5%	7%	12%	11%	9%	13%	10%	12%	11%	10%	14%m	6%	22%hijkmopqr	9%	8%	7%	12%
NET Much/Slightly less		658	538	120	42	544	57	32	25	28	70	65	53	53	59	63	90	61	8	49
		25%	24%	32%a	35%a	25%	25%	26%	33%d	25%	25%	30%n	27%	24%	24%	19%	26%	28%	24%	26%
Mean		2.80	2.82b	2.66	2.65	2.80	2.77	2.76	2.70	2.77	2.78	2.74	2.76	2.82	2.80	3.01hijkmopr	2.75	2.70	2.78	2.77
Std Dev.		0.82	0.83	0.74	0.85	0.82	0.81	0.81	0.88	0.81	0.89	0.85	0.81	0.86	0.72	0.85	0.79	0.75	0.69	0.84
Std Error		0.02	0.02	0.02	0.04	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	66	47	8	5	3	3	55	6	42	17	3	*	3	59	3
		3%	5%bcf	1%	1%	2%	5%b	3%b	2%	4%ij	2%	1%	*	7%	3%j	2%
Slightly more	(4)	232	93	99	20	17	3	192	20	86	106	22	10	5	192	16
		9%	10%c	10%c	5%	9%	6%	10%c	8%	9%	10%j	5%	8%	12%	10%j	9%
No change	(3)	1602	606	588	264	99	28	1194	127	592	620	287	62	24	1211	87
		62%	63%dg	61%	66%dg	53%	49%	62%g	52%	62%kn	61%kn	67%kn	47%	54%	62%kn	49%
Slightly less	(2)	430	131	184	68	41	6	315	47	148	177	65	40	1	325	41
		17%	14%	19%a	17%	22%a	10%	16%	19%	15%	17%	15%	30%hijm	3%	16%	23%
Much less	(1)	228	81	72	35	23	16	153	40	83	78	35	20	10	162	31
		9%	8%	7%	9%	12%	29%abcdf	8%	16%abcf	9%	8%	8%	15%im	23%	8%	17%hijm
Don't know		44	8	15	8	4	*	22	4	5	16	14	*	*	21	*
		2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	3%hm	*	*	1%	*
NET Much/Slightly more		298	139	107	25	20	6	247	26	128	123	25	11	8	251	19
		11%	14%c	11%c	6%	11%	11%	13%c	11%	13%j	12%j	6%	8%	19%	13%j	11%
NET Much/Slightly less		658	212	256	103	65	22	469	87	231	255	100	60	12	486	72
		25%	22%	27%	26%	35%af	39%af	24%	36%abcf	24%	25%	23%	45%hijm	26%	25%	40%hijm
Mean		2.80	2.89bcdeg	2.78eg	2.72	2.64	2.48	2.83deg	2.61	2.85kn	2.81kn	2.74kn	2.48	2.76	2.83kn	2.55
Std Dev.		0.82	0.87	0.77	0.74	0.88	1.14	0.82	0.95	0.87	0.79	0.72	0.85	1.16	0.83	0.94
Std Error		0.02	0.03	0.02	0.04	0.06	0.15	0.02	0.06	0.03	0.03	0.04	0.07	0.18	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**66**	22	41	3	34	23	9	65	1	*	-	66	-
		3%	***12%b***	*2%*	*8%*	***4%e***	*1%*	***6%e***	*3%*	*2%*	*	-	*3%*	-
Slightly more	(4)	**232**	24	206	2	74	144	13	215	16	1	-	232	-
		9%	*13%*	*9%*	*5%*	*10%*	*9%*	*9%*	*8%*	*55%*	*10%*	-	*9%*	-
No change	(3)	**1602**	103	1475	24	432	1080	89	1579	5	6	5	1590	7
		62%	*55%*	*62%*	*60%*	*57%*	***64%d***	*59%*	*62%*	*17%*	*50%*	*96%*	*62%*	*55%*
Slightly less	(2)	**430**	23	403	4	133	282	16	424	4	2	-	430	-
		17%	*12%*	*17%*	*11%*	*18%*	*17%*	*11%*	*17%*	*13%*	*17%*	-	*17%*	-
Much less	(1)	**228**	12	210	5	77	140	11	222	3	3	*	227	-
		9%	*6%*	*9%*	*13%*	*10%*	*8%*	*7%*	*9%*	*10%*	*22%*	*4%*	*9%*	-
Don't know		**44**	3	40	1	6	25	13	37	1	-	-	38	6
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	***8%de***	*1%*	*3%*	-	-	*1%*	*45%*
NET Much/Slightly more		**298**	45	247	5	108	167	23	280	17	1	-	298	-
		11%	***24%b***	*10%*	*14%*	***14%e***	*10%*	*15%*	*11%*	*57%*	*11%*	-	*12%*	-
NET Much/Slightly less		**658**	34	614	10	210	421	27	646	7	5	*	658	-
		25%	*19%*	*26%*	*24%*	*28%*	*25%*	*18%*	*25%*	*23%*	*40%*	*4%*	*25%*	-
Mean		**2.80**	***3.11b***	2.77	2.84	2.81	2.78	2.96	2.79	3.26	2.49	2.92	2.80	3.00
Std Dev.		**0.82**	0.99	0.80	1.02	0.91	0.77	0.90	0.82	1.08	1.00	0.43	0.82	0.00
Std Error		**0.02**	0.08	0.02	0.16	0.03	0.02	0.07	0.02	0.21	0.24	0.19	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**66**	15	4	28	18	7	-	8	-	4	-	6	-	22	-	18	-
		3%	*2%*	*1%*	*3%*	**4%b**	*2%*	-	*2%*	-	*1%*	-	*1%*	-	**5%eik**	-	**4%l**	-
Slightly more	(4)	**232**	74	41	70	46	27	-	47	-	41	-	28	-	42	-	46	-
		9%	*9%*	*10%*	*8%*	*10%*	*6%*	-	*11%*	-	*10%*	-	*6%*	-	*10%*	-	*10%*	-
No change	(3)	**1602**	508	254	553	286	248	-	260	-	254	-	288	-	266	-	286	-
		62%	*60%*	*61%*	*63%*	*62%*	*59%*	-	*61%*	-	*61%*	-	*67%*	-	*60%*	-	*62%*	-
Slightly less	(2)	**430**	149	74	144	64	73	-	75	-	74	-	68	-	76	-	64	-
		17%	*17%*	*18%*	*16%*	*14%*	*17%*	-	*18%*	-	*18%*	-	*16%*	-	*17%*	-	*14%*	-
Much less	(1)	**228**	88	30	67	43	54	-	34	-	30	-	36	-	31	-	43	-
		9%	*10%*	*7%*	*8%*	*9%*	**13%im**	-	*8%*	-	*7%*	-	*8%*	-	*7%*	-	*9%*	-
Don't know		**44**	15	13	13	3	12	-	3	-	13	-	7	-	6	-	3	-
		2%	*2%*	**3%d**	*2%*	*1%*	*3%*	-	*1%*	-	**3%go**	-	*2%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**298**	89	45	98	65	34	-	56	-	45	-	34	-	64	-	65	-
		11%	*11%*	*11%*	*11%*	*14%*	*8%*	-	*13%*	-	*11%*	-	*8%*	-	**15%eik**	-	**14%eik**	-
NET Much/Slightly less		**658**	237	104	211	107	127	-	110	-	104	-	104	-	107	-	107	-
		25%	*28%*	*25%*	*24%*	*23%*	*30%*	-	*26%*	-	*25%*	-	*24%*	-	*24%*	-	*23%*	-
Mean		**2.80**	2.74	2.79	2.83	2.86	2.66	-	**2.81e**	-	2.79	-	2.77	-	**2.88e**	-	**2.86e**	-
Std Dev.		**0.82**	0.83	0.76	0.81	0.87	0.85	-	0.81	-	0.76	-	0.75	-	0.86	-	0.87	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	123	-	123	89	34	28	19	25	14	17	10	11	46	39	38	21	115	8	96
		5%	-	5%	7%d	3%	7%	6%	5%	4%	3%	3%	4%	7%n	5%	3%	4%	5%	3%	4%
Slightly more	(4)	307	-	307	146	161	49	40	52	31	40	37	59	89	83	136	96	273	34	308
		12%	-	12%	11%	12%	13%	12%	11%	9%	8%	12%	21%efghijl	13%	10%	12%	16%m	12%	14%	12%
No change	(3)	1346	-	1346	683	660	185	193	244	165	244	175	141	378	409	560	316	1212	116	1274
		52%	-	52%	53%	51%	50%	58%l	51%	50%	49%	55%	51%	54%	51%	51%	53%	52%	49%	49%
Slightly less	(2)	429	-	429	204	223	49	41	76	58	106	54	45	90	134	204	99	398	28	490
		16%	-	16%	16%	17%	13%	12%	16%	18%	21%ef	17%	16%	13%	17%	19%l	17%	17%	12%	19%
Much less	(1)	351	-	351	156	194	38	34	72	56	90	40	22	72	128	152	62	308	40	374
		13%	-	13%	12%	15%	10%	10%	15%k	17%k	18%efk	12%	8%	10%	16%lo	14%	10%	13%	17%	14%
Don't know		45	-	45	13	32	25	4	9	4	1	3	-	29	12	4	3	34	10	40
		2%	-	2%	1%	2%c	7%fghijk	1%	2%	1%	*	1%	-	4%mno	2%n	*	*	1%	4%p	2%
NET Much/Slightly more		431	-	431	235	196	76	59	77	45	57	47	70	135	122	174	117	389	42	404
		17%	-	17%	18%	15%	20%l	18%l	16%	14%	11%	15%	25%ghijl	19%	15%	16%	20%	17%	18%	16%
NET Much/Slightly less		780	-	780	360	417	87	75	148	114	196	94	67	162	262	356	160	707	68	864
		30%	-	30%	28%	32%	23%	23%	31%f	35%efk	39%efgjk	29%	24%	23%	33%l	33%l	27%	30%	29%	33%
Mean		2.77	-	2.77	2.85d	2.70	2.94hi	2.91hi	2.75i	2.66	2.57	2.76	2.97ghi	2.92mn	2.71	2.73	2.86m	2.78	2.75	2.71
Std Dev.		0.99	-	0.99	1.01	0.96	1.02	0.94	1.02	1.01	0.99	0.93	0.92	0.98	1.02	0.97	0.93	0.99	1.03	0.98
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.05	0.05	0.06	0.04	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	123	50	33	26	15	83	41	93	30	10	19	20	26	47	65	10	113
		5%	**10%bcd**	*4%*	*5%*	*2%*	*6%*	*4%*	**6%h**	*3%*	*3%*	*5%*	*3%*	*4%*	**11%ijkln**	*4%*	*3%*	*5%*
Slightly more	(4)	307	80	98	61	68	179	129	179	120	32	28	89	82	53	199	32	255
		12%	*15%*	*11%*	*12%*	*11%*	*12%*	*11%*	*12%*	*12%*	*10%*	*8%*	*13%*	*13%*	*13%*	*12%*	*10%*	*12%*
No change	(3)	1346	243	494	276	333	737	609	792	539	158	188	362	329	207	879	160	1108
		52%	*46%*	*53%*	*53%*	*53%*	*51%*	*53%*	*51%*	*54%*	*50%*	*52%*	*52%*	*52%*	*51%*	*52%*	*50%*	*52%*
Slightly less	(2)	429	98	156	86	89	254	175	261	163	50	59	122	105	61	286	50	348
		16%	*19%*	*17%*	*16%*	*14%*	*17%*	*15%*	*17%*	*16%*	*16%*	*16%*	*18%*	*17%*	*15%*	*17%*	*16%*	*16%*
Much less	(1)	351	49	129	69	103	178	173	201	142	49	59	92	85	37	236	52	281
		13%	*9%*	*14%*	*13%*	**16%a**	*12%*	*15%*	*13%*	*14%*	*16%*	**16%m**	*13%*	*13%*	*9%*	*14%*	*16%*	*13%*
Don't know		45	7	16	3	19	23	22	27	12	17	6	6	6	4	18	17	22
		2%	*1%*	*2%*	*1%*	**3%c**	*2%*	*2%*	*2%*	*1%*	**5%jklmn**	*2%*	*1%*	*1%*	*1%*	*1%*	**5%p**	*1%*
NET Much/Slightly more		431	131	131	87	82	262	169	272	150	42	47	110	108	100	265	42	368
		17%	**25%bcd**	*14%*	*17%*	*13%*	*18%*	*15%*	*18%*	*15%*	*13%*	*13%*	*16%*	*17%*	**24%ijkln**	*16%*	*13%*	*17%*
NET Much/Slightly less		780	147	285	155	192	432	347	462	304	99	117	214	190	98	522	102	628
		30%	*28%*	*31%*	*30%*	*31%*	*30%*	*30%*	*30%*	*30%*	*31%*	*33%*	*31%*	*30%*	*24%*	*31%*	*32%*	*30%*
Mean		2.77	**2.97bcd**	2.72	2.78	2.67	2.81	2.72	2.81	2.73	2.68	2.69	2.74	2.77	**3.03ijkln**	2.74	2.67	2.80
Std Dev.		0.99	1.05	0.96	0.99	0.96	1.00	0.98	1.01	0.95	0.98	1.02	0.95	0.98	1.06	0.97	0.99	1.00
Std Error		0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**123**	108	16	6	108	7	5	3	3	13	16	8	14	10	23	16	6	1	7
		5%	*5%*	*4%*	*5%*	*5%*	*3%*	*4%*	*5%*	*3%*	*5%*	*7%*	*4%*	*6%*	*4%*	*7%*	*5%*	*3%*	*2%*	*3%*
Slightly more	(4)	**307**	251	56	19	240	38	16	14	13	34	17	21	16	21	50	41	26	4	34
		12%	*11%*	*15%*	*16%*	*11%*	**17%d**	*13%*	**18%d**	*11%*	*12%*	*8%*	*11%*	*7%*	*9%*	*15%*	*12%*	*12%*	*11%*	**18%lm**
No change	(3)	**1346**	1186	160	57	1146	109	63	28	60	148	109	107	108	150	181	180	103	22	86
		52%	**53%b**	*43%*	*47%*	**53%g**	**48%g**	**50%g**	*37%*	*53%*	*52%*	*50%*	*56%*	*49%*	**62%lpr**	*53%*	*52%*	*47%*	**66%pr**	*45%*
Slightly less	(2)	**429**	349	79	25	351	37	24	17	19	42	39	28	45	42	41	43	52	5	32
		16%	*16%*	**21%a**	*20%*	*16%*	*17%*	*19%*	**22%d**	*17%*	*15%*	*18%*	*15%*	*20%*	*17%*	*12%*	*12%*	**24%no**	*15%*	*17%*
Much less	(1)	**351**	295	56	12	289	32	16	14	17	35	33	23	33	20	38	60	28	2	30
		13%	*13%*	*15%*	*10%*	*13%*	*14%*	*13%*	*18%*	*15%*	*12%*	*15%*	*12%*	*15%*	*8%*	*11%*	**17%m**	*13%*	*5%*	**16%m**
Don't know		**45**	38	7	3	41	2	2	*	1	13	3	6	6	-	6	4	2	*	1
		2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*	*1%*	**5%m**	*1%*	**3%m**	*3%*	-	*2%*	*1%*	*1%*	*	*1%*
NET Much/Slightly more		**431**	359	72	25	348	45	21	17	16	47	33	29	30	31	73	57	32	5	41
		17%	*16%*	*19%*	*21%*	*16%*	*20%*	*16%*	**23%d**	*14%*	*16%*	*15%*	*15%*	*13%*	*13%*	*22%*	*17%*	*15%*	*14%*	*21%*
NET Much/Slightly less		**780**	644	135	37	640	69	40	31	37	77	73	51	79	62	79	103	80	7	62
		30%	*29%*	**36%a**	*30%*	*29%*	*31%*	*32%*	**40%de**	*32%*	*27%*	*33%*	*26%*	**35%n**	*26%*	*23%*	*30%*	**37%n**	*20%*	*33%*
Mean		**2.77**	2.78	2.72	2.85	2.78	2.78	2.75	2.68	2.69	2.81	2.73	2.80	2.68	2.83	**2.94p**	2.74	2.68	2.90	2.76
Std Dev.		**0.99**	0.98	1.04	0.98	0.99	1.00	0.98	1.11	0.96	0.98	1.05	0.94	1.03	0.85	1.00	1.04	0.95	0.76	1.04
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.06	0.08	0.08	0.09	0.08	0.08	0.07	0.09	0.09	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	123	76	33	5	9	-	109	9	58	48	15	2	*	106	2
		5%	**8%bc**	*3%*	*1%*	**5%c**	-	**6%c**	*4%*	**6%n**	*5%*	*3%*	*2%*	*	*5%*	*1%*
Slightly more	(4)	307	112	138	31	18	8	250	26	123	122	36	17	7	245	24
		12%	*12%*	**14%c**	*8%*	*9%*	*15%*	**13%c**	*11%*	*13%*	*12%*	*8%*	*13%*	*15%*	*12%*	*13%*
No change	(3)	1346	491	473	263	80	23	964	104	477	513	266	50	23	990	73
		52%	*51%*	*49%*	**66%abdefg**	*43%*	*42%*	*50%*	*43%*	**50%k**	**51%k**	**62%hikmn**	*38%*	*52%*	**50%k**	*41%*
Slightly less	(2)	429	136	184	63	37	8	319	45	146	191	60	31	1	337	32
		16%	*14%*	**19%a**	*16%*	*20%*	*14%*	*17%*	*18%*	*15%*	*19%*	*14%*	**23%j**	*2%*	*17%*	*18%*
Much less	(1)	351	142	124	32	35	16	267	50	143	127	41	28	13	269	40
		13%	**15%c**	*13%*	*8%*	**19%c**	**28%abcf**	**14%c**	**21%bcf**	**15%j**	*13%*	*10%*	**21%ij**	*28%*	*14%*	**23%hijm**
Don't know		45	7	15	5	8	1	22	9	10	13	9	4	2	22	6
		2%	*1%*	*2%*	*1%*	**4%abf**	*2%*	*1%*	**4%af**	*1%*	*1%*	*2%*	*3%*	*3%*	*1%*	*3%*
NET Much/Slightly more		431	188	171	36	27	8	360	35	181	170	51	20	7	351	26
		17%	**20%c**	**18%c**	*9%*	*14%*	*15%*	**19%c**	*14%*	**19%j**	*17%*	*12%*	*15%*	*15%*	**18%j**	*15%*
NET Much/Slightly less		780	278	308	94	72	24	586	95	288	318	101	59	13	606	72
		30%	*29%*	**32%c**	*24%*	**38%ac**	**42%c**	**30%c**	**39%acf**	*30%*	**31%j**	*24%*	**44%hijm**	*30%*	**31%j**	**41%hijm**
Mean		2.77	**2.84deg**	**2.76g**	**2.78eg**	2.61	2.44	**2.80eg**	2.57	**2.80kn**	**2.77kn**	**2.82kn**	2.50	2.56	**2.79kn**	2.51
Std Dev.		0.99	1.07	0.97	0.75	1.07	1.06	1.02	1.07	1.05	0.98	0.86	1.03	1.09	1.01	1.04
Std Error		0.02	0.03	0.03	0.04	0.08	0.14	0.02	0.07	0.03	0.03	0.04	0.09	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	123	34	86	3	48	74	2	120	4	-	-	123	-
		5%	18%b	4%	8%	6%	4%	1%	5%	12%	-	-	5%	-
Slightly more	(4)	307	27	273	7	103	185	19	300	7	*	-	307	-
		12%	15%	11%	18%	14%	11%	13%	12%	23%	1%	-	12%	-
No change	(3)	1346	76	1257	13	365	896	85	1318	10	7	4	1335	7
		52%	41%	53%a	31%	48%	53%	56%	52%	33%	54%	76%	52%	55%
Slightly less	(2)	429	16	401	11	116	296	17	416	8	4	1	428	-
		16%	9%	17%a	28%	15%	17%	11%	16%	28%	29%	23%	17%	-
Much less	(1)	351	30	316	5	112	225	14	349	-	2	*	351	-
		13%	16%	13%	12%	15%	13%	9%	14%	-	15%	2%	14%	-
Don't know		45	2	42	1	11	18	15	38	1	*	-	39	6
		2%	1%	2%	2%	2%	1%	10%de	1%	3%	*	-	1%	45%
NET Much/Slightly more		431	61	359	11	151	259	21	420	10	*	-	431	-
		17%	33%b	15%	27%	20%e	15%	14%	17%	36%	1%	-	17%	-
NET Much/Slightly less		780	46	717	16	228	521	30	765	8	5	1	778	-
		30%	25%	30%	40%	30%	31%f	20%	30%	28%	44%	24%	30%	-
Mean		2.77	3.10b	2.75	2.83	2.81	2.75	2.85	2.77	3.20	2.41	2.74	2.77	3.00
Std Dev.		0.99	1.28	0.96	1.15	1.06	0.97	0.84	0.99	1.02	0.79	0.53	0.99	0.00
Std Error		0.02	0.10	0.02	0.18	0.04	0.02	0.07	0.02	0.20	0.19	0.24	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**123**	30	25	39	29	8	-	22	-	25	-	11	-	28	-	29	-
		5%	*4%*	*6%*	*4%*	*6%*	*2%*	-	*5%*	-	**6%e**	-	*3%*	-	**6%e**	-	**6%e**	-
Slightly more	(4)	**307**	88	47	110	63	46	-	42	-	47	-	46	-	64	-	63	-
		12%	*10%*	*11%*	*13%*	*14%*	*11%*	-	*10%*	-	*11%*	-	*11%*	-	*15%*	-	*14%*	-
No change	(3)	**1346**	413	222	464	248	206	-	207	-	222	-	238	-	226	-	248	-
		52%	*49%*	*53%*	*53%*	*54%*	*49%*	-	*48%*	-	*53%*	-	*55%*	-	*51%*	-	*54%*	-
Slightly less	(2)	**429**	163	61	135	70	80	-	83	-	61	-	71	-	64	-	70	-
		16%	*19%*	*15%*	*15%*	*15%*	*19%*	-	*19%*	-	*15%*	-	*16%*	-	*14%*	-	*15%*	-
Much less	(1)	**351**	139	53	113	46	69	-	70	-	53	-	61	-	52	-	46	-
		13%	**16%d**	*13%*	*13%*	*10%*	**16%o**	-	**16%o**	-	*13%*	-	*14%*	-	*12%*	-	*10%*	-
Don't know		**45**	17	8	15	5	13	-	4	-	8	-	7	-	8	-	5	-
		2%	*2%*	*2%*	*2%*	*1%*	*3%*	-	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**431**	118	72	149	92	53	-	64	-	72	-	57	-	92	-	92	-
		17%	*14%*	*17%*	*17%*	**20%a**	*13%*	-	*15%*	-	*17%*	-	*13%*	-	**21%ek**	-	**20%e**	-
NET Much/Slightly less		**780**	302	114	248	117	149	-	153	-	114	-	131	-	116	-	117	-
		30%	**36%bcd**	*27%*	*28%*	*25%*	**35%mo**	-	**36%mo**	-	*27%*	-	*30%*	-	*26%*	-	*25%*	-
Mean		**2.77**	2.65	**2.83a**	**2.80a**	**2.91a**	2.62	-	2.68	-	**2.83e**	-	2.71	-	**2.89eg**	-	**2.91egk**	-
Std Dev.		**0.99**	1.00	1.00	0.98	0.97	0.95	-	1.03	-	1.00	-	0.93	-	1.01	-	0.97	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**65**	-	65	45	20	14	9	29	10	3	-	-	22	39	3	-	59	6	46
		3%	-	*3%*	**3%d**	*2%*	**4%ijk**	**3%jk**	**6%ijk**	**3%ijk**	*1%*	-	-	**3%no**	**5%no**	*	-	*3%*	*2%*	*2%*
Slightly more	(4)	**127**	-	127	79	48	31	27	24	18	10	7	10	58	42	27	17	112	16	110
		5%	-	*5%*	**6%d**	*4%*	**8%ij**	**8%ij**	*5%*	**6%i**	*2%*	*2%*	*4%*	**8%no**	**5%n**	*2%*	*3%*	*5%*	*7%*	*4%*
No change	(3)	**1729**	-	1729	871	853	224	219	295	211	341	238	200	443	507	779	438	1577	136	1679
		66%	-	*66%*	*67%*	*65%*	*60%*	*66%*	*62%*	*65%*	*69%*	**75%eg**	**72%eg**	*63%*	*63%*	**71%lm**	**73%lm**	**67%q**	*58%*	*65%*
Slightly less	(2)	**171**	-	171	76	95	31	29	41	16	33	10	11	60	57	54	22	146	25	193
		7%	-	*7%*	*6%*	*7%*	**8%j**	**9%j**	**9%j**	*5%*	*7%*	*3%*	*4%*	**9%no**	**7%o**	*5%*	*4%*	*6%*	*11%*	*7%*
Much less	(1)	**338**	-	338	165	173	50	32	55	55	70	42	35	82	110	146	77	290	42	356
		13%	-	*13%*	*13%*	*13%*	*13%*	*10%*	*11%*	**17%f**	*14%*	*13%*	*13%*	*12%*	*14%*	*13%*	*13%*	*12%*	*18%*	*14%*
Don't know		**171**	-	171	55	115	23	15	33	16	40	21	22	38	49	83	43	157	11	198
		7%	-	*7%*	*4%*	**9%c**	*6%*	*5%*	*7%*	*5%*	*8%*	*7%*	*8%*	*5%*	*6%*	*8%*	*7%*	*7%*	*5%*	*8%*
NET Much/Slightly more		**193**	-	193	124	68	45	36	53	29	13	7	10	80	82	30	17	171	22	156
		7%	-	*7%*	**10%d**	*5%*	**12%ijk**	**11%ijk**	**11%ijk**	**9%ij**	*3%*	*2%*	*4%*	**11%no**	**10%no**	*3%*	*3%*	*7%*	*9%*	*6%*
NET Much/Slightly less		**509**	-	509	241	268	81	61	96	71	102	52	46	142	167	201	98	436	67	549
		20%	-	*20%*	*19%*	*21%*	*22%*	*18%*	*20%*	*22%*	*21%*	*16%*	*17%*	*20%*	*21%*	*18%*	*17%*	*19%*	**29%p**	*21%*
Mean		**2.76**	-	2.76	**2.81d**	2.70	2.79	**2.85i**	**2.85i**	2.72	2.66	2.71	2.72	**2.82n**	2.79	2.69	2.71	2.77	2.63	2.71
Std Dev.		**0.85**	-	0.85	0.88	0.83	0.93	0.82	0.94	0.94	0.79	0.73	0.74	0.88	0.94	0.76	0.74	0.84	0.95	0.85
Std Error		**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.06	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	65	34	13	16	2	47	18	61	4	3	8	11	10	32	29	3	60
		3%	**6%bd**	*1%*	**3%d**	*	*3%*	*2%*	**4%h**	*	*1%*	*2%*	*2%*	*2%*	**8%ijkln**	*2%*	*1%*	*3%*
Slightly more	(4)	127	58	26	20	24	84	44	98	29	5	20	26	32	35	78	5	115
		5%	**11%bcd**	*3%*	*4%*	*4%*	*6%*	*4%*	**6%h**	*3%*	*2%*	**6%l**	*4%*	*5%*	**9%ikn**	*5%*	*2%*	**5%o**
No change	(3)	1729	318	657	332	422	975	754	1002	701	202	228	487	427	258	1142	204	1425
		66%	*60%*	**71%ac**	*64%*	*67%*	*67%*	*66%*	*64%*	**70%g**	*64%*	*64%*	*70%*	*67%*	*63%*	*68%*	*64%*	*67%*
Slightly less	(2)	171	29	60	36	46	88	83	116	55	18	31	45	45	22	121	18	145
		7%	*5%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*6%*	*6%*	*9%*	*6%*	*7%*	*5%*	*7%*	*6%*	*7%*
Much less	(1)	338	62	104	83	88	166	171	194	139	64	46	86	77	43	209	66	256
		13%	*12%*	*11%*	*16%*	*14%*	*11%*	*15%*	*12%*	*14%*	**20%jklmn**	*13%*	*12%*	*12%*	*11%*	*12%*	**21%p**	*12%*
Don't know		171	27	66	34	43	94	77	83	77	24	25	38	42	18	105	24	124
		7%	*5%*	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	*8%*	*8%*	*7%*	*5%*	*7%*	*4%*	*6%*	*8%*	*6%*
NET Much/Slightly more		193	92	38	36	26	130	62	159	33	8	28	36	42	67	107	8	175
		7%	**17%bcd**	*4%*	*7%*	*4%*	**9%f**	*5%*	**10%h**	*3%*	*3%*	**8%l**	*5%*	**7%l**	**16%ijkln**	**6%l**	*3%*	**8%o**
NET Much/Slightly less		509	91	164	119	135	255	254	309	194	82	77	131	122	65	330	84	402
		20%	*17%*	*18%*	*23%*	*22%*	*18%*	**22%e**	*20%*	*19%*	**26%m**	*21%*	*19%*	*19%*	*16%*	*20%*	**26%p**	*19%*
Mean		2.76	**2.95bcd**	2.75	2.69	2.67	**2.82f**	2.68	**2.81h**	2.68	2.54	**2.74l**	**2.74l**	**2.75l**	**2.98ijkln**	**2.74l**	2.53	**2.79o**
Std Dev.		0.85	0.97	0.76	0.91	0.80	0.85	0.85	0.90	0.78	0.89	0.86	0.80	0.81	0.96	0.82	0.89	0.85
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**65**	54	11	4	60	4	1	1	3	8	6	4	6	6	15	6	6	*	3
		3%	*2%*	*3%*	*4%*	*3%*	*2%*	*1%*	*1%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*5%*	*2%*	*3%*	*1%*	*2%*
Slightly more	(4)	**127**	120	7	3	109	7	6	5	4	13	9	7	8	4	39	16	9	2	5
		5%	**5%b**	*2%*	*3%*	*5%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*3%*	*4%*	*2%*	**12%hijklmopr**	*5%*	*4%*	*6%*	*3%*
No change	(3)	**1729**	1488	241	73	1455	144	86	43	68	178	157	134	136	184	222	238	139	23	121
		66%	*67%*	*64%*	*60%*	**67%g**	*64%*	**69%g**	*57%*	*60%*	*62%*	**72%h**	*69%*	*61%*	**76%hilr**	*66%*	*69%*	*64%*	*68%*	*64%*
Slightly less	(2)	**171**	134	38	12	143	13	9	7	10	24	9	9	20	13	18	20	20	5	8
		7%	*6%*	**10%a**	*10%*	*7%*	*6%*	*7%*	*9%*	*9%*	*8%*	*4%*	*5%*	*9%*	*5%*	*5%*	*6%*	*9%*	**14%jkr**	*4%*
Much less	(1)	**338**	288	50	18	279	31	13	14	20	42	21	24	43	21	34	43	32	1	31
		13%	*13%*	*13%*	*15%*	*13%*	*14%*	*11%*	**18%df**	**17%mq**	**15%q**	*10%*	*12%*	**19%jmnq**	*8%*	*10%*	*12%*	**15%q**	*2%*	**16%mq**
Don't know		**171**	142	28	11	130	25	9	7	9	20	16	16	11	16	10	21	10	3	22
		7%	*6%*	*8%*	*9%*	*6%*	**11%d**	*7%*	*9%*	*8%*	*7%*	*7%*	*8%*	*5%*	*7%*	*3%*	*6%*	*5%*	*9%*	**12%lnq**
NET Much/Slightly more		**193**	174	18	7	169	11	7	5	7	22	15	10	14	10	54	22	15	2	9
		7%	*8%*	*5%*	*6%*	*8%*	*5%*	*6%*	*7%*	*6%*	*8%*	*7%*	*5%*	*6%*	*4%*	**16%hijklmopr**	*7%*	*7%*	*7%*	*5%*
NET Much/Slightly less		**509**	422	87	30	422	44	23	21	29	66	30	33	63	33	52	63	53	5	39
		20%	*19%*	*23%*	*25%*	*19%*	*20%*	*18%*	**27%df**	**26%jmn**	*23%*	*14%*	*17%*	**28%jkmn**	*14%*	*15%*	*18%*	**24%jm**	*16%*	*20%*
Mean		**2.76**	2.77	2.69	2.67	**2.77g**	2.70	2.76	2.58	2.63	2.71	**2.84hl**	2.76	2.59	**2.83hl**	**2.95hilpr**	2.76	2.69	2.89	2.66
Std Dev.		**0.85**	0.85	0.86	0.93	0.86	0.85	0.76	0.92	0.93	0.90	0.78	0.81	0.94	0.72	0.88	0.82	0.89	0.60	0.88
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.08	0.07	0.07	0.08	0.06	0.08	0.07	0.08	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	65	43	17	3	2	1	59	3	37	18	7	3	*	56	3
		3%	4%bc	2%	1%	1%	2%	3%c	1%	4%l	2%	2%	2%	1%	3%	2%
Slightly more	(4)	127	47	58	15	3	3	106	7	43	57	21	4	3	100	7
		5%	5%	6%	4%	2%	6%	5%	3%	4%	6%	5%	3%	6%	5%	4%
No change	(3)	1729	641	641	284	108	35	1283	143	615	690	299	74	31	1305	105
		66%	66%	66%	71%dg	58%	62%	66%	59%	64%	68%k	70%kn	56%	69%	66%	59%
Slightly less	(2)	171	48	52	44	25	1	100	26	53	66	33	17	3	119	20
		7%	5%	5%	11%abf	13%abf	2%	5%	11%abf	6%	6%	8%	13%him	7%	6%	11%hm
Much less	(1)	338	134	123	32	33	16	257	49	151	114	39	29	4	265	33
		13%	14%c	13%	8%	18%c	28%abcf	13%c	20%bcf	16%ij	11%	9%	22%ijm	10%	13%	19%ij
Don't know		171	51	76	20	16	*	127	16	57	68	28	7	3	125	10
		7%	5%	8%	5%	8%	1%	7%	7%	6%	7%	6%	5%	7%	6%	5%
NET Much/Slightly more		193	90	75	18	5	5	165	10	80	76	27	6	3	156	10
		7%	9%cdg	8%	4%	3%	8%	9%cd	4%	8%	7%	6%	5%	7%	8%	5%
NET Much/Slightly less		509	182	175	77	58	17	357	75	204	180	72	46	7	384	53
		20%	19%	18%	19%	31%abcf	30%	18%	31%abcf	21%	18%	17%	35%hijm	17%	19%	30%ijm
Mean		2.76	2.80dg	2.77dg	2.77dg	2.51	2.53	2.78dg	2.51	2.74k	2.79kn	2.81kn	2.48	2.79	2.76kn	2.56
Std Dev.		0.85	0.92	0.83	0.69	0.86	1.03	0.88	0.91	0.94	0.80	0.75	0.95	0.75	0.87	0.91
Std Error		0.02	0.03	0.03	0.04	0.06	0.14	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**65**	15	47	3	28	32	6	63	2	-	-	65	-
		3%	***8%b***	*2%*	*8%*	***4%e***	*2%*	*4%*	*2%*	*8%*	-	-	*3%*	-
Slightly more	(4)	**127**	22	100	5	42	76	9	115	11	2	-	127	-
		5%	***12%b***	*4%*	*14%*	*6%*	*5%*	*6%*	*5%*	*36%*	*16%*	-	*5%*	-
No change	(3)	**1729**	96	1618	15	459	1184	86	1701	8	8	4	1718	7
		66%	*52%*	***68%a***	*36%*	*61%*	***70%df***	*57%*	*67%*	*29%*	*64%*	*74%*	*67%*	*55%*
Slightly less	(2)	**171**	14	151	6	51	106	14	165	6	1	-	171	-
		7%	*7%*	*6%*	*15%*	*7%*	*6%*	*10%*	*6%*	*20%*	*7%*	-	*7%*	-
Much less	(1)	**338**	29	301	8	115	207	16	335	1	1	1	337	-
		13%	*16%*	*13%*	*20%*	*15%*	*12%*	*11%*	*13%*	*2%*	*9%*	*24%*	*13%*	-
Don't know		**171**	11	157	3	61	89	20	163	1	1	*	165	6
		7%	*6%*	*7%*	*7%*	***8%e***	*5%*	***14%e***	*6%*	*4%*	*4%*	*2%*	*6%*	*45%*
NET Much/Slightly more		**193**	36	147	9	70	108	15	178	13	2	-	193	-
		7%	***20%b***	*6%*	*22%*	*9%*	*6%*	*10%*	*7%*	*44%*	*16%*	-	*7%*	-
NET Much/Slightly less		**509**	43	452	14	166	313	31	499	7	2	1	508	-
		20%	*23%*	*19%*	*35%*	*22%*	*18%*	*20%*	*20%*	*23%*	*16%*	*24%*	*20%*	-
Mean		**2.76**	2.88	2.75	2.74	2.74	2.76	2.80	2.75	3.29	2.91	2.50	2.76	3.00
Std Dev.		**0.85**	1.09	0.82	1.22	0.94	0.81	0.90	0.85	1.00	0.81	0.97	0.85	0.00
Std Error		**0.02**	0.09	0.02	0.20	0.04	0.02	0.08	0.02	0.20	0.20	0.49	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**65**	20	3	21	21	8	-	12	-	3	-	8	-	13	-	21	-
		3%	*2%*	*1%*	*2%*	**4%b**	*2%*	-	*3%*	-	*1%*	-	*2%*	-	*3%*	-	**4%l**	-
Slightly more	(4)	**127**	30	21	53	24	19	-	11	-	21	-	18	-	34	-	24	-
		5%	*4%*	*5%*	*6%*	*5%*	*4%*	-	*3%*	-	*5%*	-	*4%*	-	**8%g**	-	*5%*	-
No change	(3)	**1729**	561	282	583	302	273	-	288	-	282	-	287	-	297	-	302	-
		66%	*66%*	*68%*	*67%*	*66%*	*65%*	-	*67%*	-	*68%*	-	*66%*	-	*67%*	-	*66%*	-
Slightly less	(2)	**171**	55	26	52	39	27	-	28	-	26	-	34	-	18	-	39	-
		7%	*6%*	*6%*	*6%*	*8%*	*6%*	-	*7%*	-	*6%*	-	*8%*	-	*4%*	-	*8%*	-
Much less	(1)	**338**	123	50	111	54	60	-	63	-	50	-	61	-	50	-	54	-
		13%	*14%*	*12%*	*13%*	*12%*	*14%*	-	*15%*	-	*12%*	-	*14%*	-	*11%*	-	*12%*	-
Don't know		**171**	60	33	56	21	34	-	26	-	33	-	25	-	31	-	21	-
		7%	*7%*	*8%*	*6%*	*5%*	*8%*	-	*6%*	-	*8%*	-	*6%*	-	*7%*	-	*5%*	-
NET Much/Slightly more		**193**	50	24	74	45	27	-	23	-	24	-	27	-	47	-	45	-
		7%	*6%*	*6%*	*8%*	*10%*	*6%*	-	*5%*	-	*6%*	-	*6%*	-	**11%g**	-	*10%*	-
NET Much/Slightly less		**509**	178	76	162	93	87	-	91	-	76	-	94	-	68	-	93	-
		20%	*21%*	*18%*	*19%*	*20%*	*21%*	-	*21%*	-	*18%*	-	*22%*	-	*15%*	-	*20%*	-
Mean		**2.76**	2.71	2.74	2.78	2.81	2.71	-	2.70	-	2.74	-	2.70	-	2.86	-	2.81	-
Std Dev.		**0.85**	0.87	0.78	0.85	0.89	0.86	-	0.87	-	0.78	-	0.85	-	0.85	-	0.89	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 200

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	**107**	-	107	60	46	33	22	27	6	17	1	*	55	33	18	2	89	18	97
		4%	-	*4%*	*5%*	*4%*	**9%hijk**	**7%hjk**	**6%hjk**	*2%*	**3%k**	*	*	**8%mno**	**4%no**	*2%*	*	*4%*	**8%p**	*4%*
Slightly more	(4)	**537**	-	537	237	298	104	73	97	84	91	48	39	177	181	179	87	475	61	521
		21%	-	*21%*	*18%*	**23%c**	**28%ijk**	*22%*	*20%*	**26%jk**	*18%*	*15%*	*14%*	**25%no**	**23%no**	*16%*	*15%*	*20%*	*26%*	*20%*
No change	(3)	**1569**	-	1569	816	750	163	185	284	200	323	225	190	348	484	738	415	1435	116	1575
		60%	-	*60%*	**63%d**	*57%*	*44%*	**56%e**	**59%e**	**61%e**	**65%ef**	**71%efg**	**68%ef**	*49%*	**60%l**	**67%lm**	**70%lm**	**61%q**	*49%*	*61%*
Slightly less	(2)	**228**	-	228	112	116	37	37	38	13	44	29	30	74	51	103	59	207	20	228
		9%	-	*9%*	*9%*	*9%*	**10%h**	**11%h**	*8%*	*4%*	*9%*	*9%*	**11%h**	**11%n**	*6%*	*9%*	*10%*	*9%*	*9%*	*9%*
Much less	(1)	**130**	-	130	60	71	25	8	24	24	21	13	15	33	48	49	28	111	17	130
		5%	-	*5%*	*5%*	*5%*	*7%*	*2%*	*5%*	**7%f**	*4%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*7%*	*5%*
Don't know		**30**	-	30	6	24	10	6	6	1	1	2	3	16	8	7	5	24	3	31
		1%	-	*1%*	*	**2%c**	**3%l**	*2%*	*1%*	*	*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		**644**	-	644	297	344	137	95	125	90	108	50	39	232	215	197	89	564	79	618
		25%	-	*25%*	*23%*	*26%*	**37%gijk**	**29%jk**	**26%jk**	**27%jk**	*22%*	*16%*	*14%*	**33%mno**	**27%no**	*18%*	*15%*	*24%*	**34%p**	*24%*
NET Much/Slightly less		**358**	-	358	171	186	62	45	62	36	65	42	45	107	98	152	87	318	38	358
		14%	-	*14%*	*13%*	*14%*	*17%*	*14%*	*13%*	*11%*	*13%*	*13%*	*16%*	*15%*	*12%*	*14%*	*15%*	*14%*	*16%*	*14%*
Mean		**3.10**	-	3.10	3.10	3.10	**3.23jk**	**3.19jk**	**3.14k**	**3.11k**	**3.08k**	2.99	2.92	**3.21no**	**3.13no**	3.01	2.96	3.10	3.18	3.09
Std Dev.		**0.81**	-	0.81	0.80	0.82	0.99	0.82	0.84	0.81	0.76	0.66	0.68	0.91	0.83	0.71	0.67	0.79	0.96	0.80
Std Error		**0.02**	-	0.02	0.02	0.02	0.06	0.05	0.04	0.05	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	107	44	19	21	23	63	44	88	19	8	14	15	23	41	52	8	93
		4%	8%bcd	2%	4%	4%	4%	4%	6%h	2%	2%	4%	2%	4%	10%ijkln	3%	2%	4%
Slightly more	(4)	537	124	213	94	106	337	200	349	179	46	67	156	140	91	363	46	467
		21%	23%d	23%d	18%	17%	23%f	17%	22%h	18%	14%	19%	22%l	22%l	22%	22%l	14%	22%o
No change	(3)	1569	287	567	327	388	854	715	887	663	191	208	434	369	240	1011	195	1271
		60%	54%	61%	63%a	62%	59%	62%	57%	66%g	60%	58%	63%	58%	59%	60%	61%	60%
Slightly less	(2)	228	41	76	55	56	117	111	144	78	41	37	61	59	21	156	41	178
		9%	8%	8%	11%	9%	8%	10%	9%	8%	13%m	10%	9%	9%	5%	9%	13%p	8%
Much less	(1)	130	29	43	21	37	72	58	77	51	22	29	24	36	12	89	22	101
		5%	6%	5%	4%	6%	5%	5%	5%	5%	7%	8%km	3%	6%	3%	5%	7%	5%
Don't know		30	3	9	3	16	12	19	9	15	9	4	3	5	2	12	9	15
		1%	1%	1%	1%	2%	1%	2%	1%	2%	3%kn	1%	*	1%	1%	1%	3%p	1%
NET Much/Slightly more		644	168	232	115	129	400	244	437	198	53	81	170	164	132	415	54	560
		25%	32%bcd	25%	22%	21%	28%f	21%	28%h	20%	17%	22%	25%l	26%l	32%ijkn	25%l	17%	26%o
NET Much/Slightly less		358	70	119	76	93	188	169	221	129	64	66	85	95	33	245	64	280
		14%	13%	13%	15%	15%	13%	15%	14%	13%	20%km	18%km	12%	15%m	8%	15%m	20%p	13%
Mean		3.10	3.22cd	3.10	3.07	3.04	3.14f	3.05	3.15h	3.04	2.92	3.00	3.11l	3.09l	3.31ijkln	3.08l	2.92	3.13o
Std Dev.		0.81	0.91	0.76	0.78	0.81	0.82	0.80	0.85	0.74	0.82	0.88	0.73	0.83	0.84	0.80	0.81	0.81
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**107**	95	12	7	90	9	5	2	7	11	13	4	4	8	18	20	5	*	9
		4%	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*3%*	*6%*	*4%*	*6%*	*2%*	*2%*	*3%*	*5%*	*6%*	*2%*	*1%*	*5%*
Slightly more	(4)	**537**	478	60	17	449	45	25	19	18	65	38	29	40	26	104	67	61	7	38
		21%	*21%*	*16%*	*14%*	*21%*	*20%*	*20%*	*25%*	*16%*	**23%m**	*17%*	*15%*	*18%*	*11%*	**31%hjklmor**	*19%*	**28%hjkm**	*20%*	**20%m**
No change	(3)	**1569**	1328	242	80	1315	137	76	41	70	164	142	124	143	182	167	211	111	23	114
		60%	*60%*	*65%*	*66%*	*60%*	*61%*	*60%*	*54%*	*62%*	*57%*	**66%np**	**64%np**	**64%np**	**75%hinopr**	*49%*	*61%*	*51%*	**68%n**	*60%*
Slightly less	(2)	**228**	190	38	8	184	22	14	9	10	30	14	18	23	24	18	24	21	2	19
		9%	*9%*	*10%*	*7%*	*8%*	*10%*	*11%*	*11%*	*9%*	*11%*	*7%*	*10%*	*10%*	*10%*	*5%*	*7%*	*10%*	*6%*	*10%*
Much less	(1)	**130**	110	20	6	112	10	4	4	7	9	9	13	9	3	28	19	15	2	8
		5%	*5%*	*5%*	*5%*	*5%*	*4%*	*3%*	*6%*	**6%m**	*3%*	*4%*	**7%m**	*4%*	*1%*	**8%m**	*5%*	**7%m**	*5%*	*4%*
Don't know		**30**	26	4	3	25	2	2	1	1	6	1	4	3	-	3	3	3	-	2
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*
NET Much/Slightly more		**644**	573	72	23	540	54	30	21	25	76	51	33	45	34	122	87	67	7	46
		25%	**26%b**	*19%*	*19%*	*25%*	*24%*	*24%*	*28%*	*22%*	**27%m**	*23%*	*17%*	*20%*	*14%*	**36%hjklmr**	**25%m**	**31%km**	*21%*	**24%m**
NET Much/Slightly less		**358**	300	58	15	295	32	18	13	17	40	23	31	32	27	46	43	36	4	28
		14%	*13%*	*15%*	*12%*	*14%*	*14%*	*14%*	*17%*	*15%*	*14%*	*11%*	*16%*	*15%*	*11%*	*13%*	*13%*	*17%*	*11%*	*15%*
Mean		**3.10**	3.12	3.02	3.08	3.10	3.10	3.11	3.08	3.06	3.14	3.15	2.96	3.03	3.05	**3.20k**	3.13	3.10	3.07	3.10
Std Dev.		**0.81**	0.81	0.78	0.81	0.81	0.80	0.78	0.85	0.87	0.79	0.79	0.79	0.73	0.62	0.93	0.84	0.87	0.70	0.81
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.05	0.07	0.07	0.07	0.07	0.06	0.05	0.08	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	107	72	19	11	5	*	91	5	64	37	3	3	*	101	3
		4%	**7%bcfg**	*2%*	*3%*	*2%*	*1%*	**5%b**	*2%*	**7%ijn**	**4%j**	*1%*	*2%*	*1%*	**5%j**	*2%*
Slightly more	(4)	537	211	227	49	37	13	438	50	233	227	39	31	6	460	38
		21%	**22%c**	**23%c**	*12%*	*20%*	*22%*	**23%c**	**20%c**	**24%j**	**22%j**	*9%*	**24%j**	*14%*	**23%j**	**21%j**
No change	(3)	1569	572	580	268	100	33	1152	133	534	611	316	63	26	1146	89
		60%	*59%*	*60%*	**67%adfg**	*54%*	*58%*	*60%*	*55%*	*56%*	**60%k**	**74%hikmn**	*48%*	*58%*	*58%*	*50%*
Slightly less	(2)	228	63	90	45	26	1	153	27	67	97	34	22	9	163	30
		9%	*7%*	*9%*	**11%a**	**14%af**	*2%*	*8%*	*11%*	*7%*	*10%*	*8%*	**16%hjm**	*20%*	*8%*	**17%hijm**
Much less	(1)	130	44	43	17	17	10	86	26	53	35	25	13	3	88	16
		5%	*5%*	*4%*	*4%*	**9%bf**	**17%abcf**	*4%*	**11%abcf**	*6%*	*3%*	*6%*	**10%im**	*8%*	*4%*	**9%im**
Don't know		30	4	7	8	2	-	11	2	5	6	10	1	-	11	1
		1%	*	*1%*	**2%af**	*1%*	-	*1%*	*1%*	*1%*	*1%*	**2%him**	*1%*	-	*1%*	*1%*
NET Much/Slightly more		644	283	246	59	42	13	529	54	297	264	42	34	6	561	41
		25%	**29%c**	**25%c**	*15%*	*22%*	*23%*	**27%c**	*22%*	**31%j**	**26%j**	*10%*	**26%j**	*14%*	**28%j**	**23%j**
NET Much/Slightly less		358	107	133	63	43	11	239	54	119	132	59	34	12	251	47
		14%	*11%*	*14%*	*16%*	**23%abf**	*19%*	*12%*	**22%abf**	*12%*	*13%*	*14%*	**26%hijm**	*27%*	*13%*	**26%hijm**
Mean		3.10	**3.21bcdeg**	**3.09cdg**	2.97	2.93	2.87	**3.15cdeg**	2.91	**3.20jkn**	**3.13jkn**	2.90	2.92	2.80	**3.16jkn**	2.89
Std Dev.		0.81	0.85	0.76	0.73	0.90	0.98	0.81	0.91	0.88	0.77	0.66	0.94	0.80	0.82	0.90
Std Error		0.02	0.03	0.02	0.04	0.06	0.13	0.02	0.06	0.03	0.02	0.03	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	**107**	23	80	3	44	50	13	106	*	*	*	107	-
		4%	***13%b***	*3%*	*8%*	***6%e***	*3%*	***9%e***	*4%*	*2%*	*	*2%*	*4%*	-
Slightly more	(4)	**537**	47	482	8	180	340	17	524	11	2	-	537	-
		21%	*25%*	*20%*	*20%*	***24%f***	***20%f***	*11%*	*21%*	*39%*	*14%*	-	*21%*	-
No change	(3)	**1569**	89	1462	18	401	1070	98	1535	14	9	4	1558	7
		60%	*48%*	***62%a***	*45%*	*53%*	***63%d***	*64%*	*60%*	*47%*	*72%*	*75%*	*60%*	*55%*
Slightly less	(2)	**228**	9	208	10	79	138	11	225	1	2	-	228	-
		9%	*5%*	*9%*	*24%*	*10%*	*8%*	*7%*	*9%*	*4%*	*12%*	-	*9%*	-
Much less	(1)	**130**	10	120	*	41	84	5	129	2	-	-	130	-
		5%	*5%*	*5%*	*	*5%*	*5%*	*3%*	*5%*	*5%*	-	-	*5%*	-
Don't know		**30**	7	22	1	10	12	8	22	1	*	1	23	6
		1%	***4%b***	*1%*	*2%*	*1%*	*1%*	***6%de***	*1%*	*3%*	*	*23%*	*1%*	*45%*
NET Much/Slightly more		**644**	70	562	11	224	390	30	630	12	2	*	644	-
		25%	***38%b***	*24%*	*28%*	***30%e***	*23%*	*20%*	*25%*	*40%*	*15%*	*2%*	*25%*	-
NET Much/Slightly less		**358**	20	328	10	120	222	15	353	3	2	-	358	-
		14%	*11%*	*14%*	*24%*	*16%*	*13%*	*10%*	*14%*	*10%*	*12%*	-	*14%*	-
Mean		**3.10**	3.36b	3.08	3.13	3.14	3.08	3.16	3.10	3.28	3.03	3.06	3.10	3.00
Std Dev.		**0.81**	0.97	0.79	0.90	0.89	0.77	0.82	0.81	0.82	0.56	0.39	0.81	0.00
Std Error		**0.02**	0.07	0.02	0.14	0.03	0.02	0.07	0.02	0.16	0.14	0.20	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 200

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**107**	34	7	48	18	18	-	16	-	7	-	17	-	30	-	18	-
		4%	*4%*	*2%*	**5%b**	*4%*	*4%*	-	*4%*	-	*2%*	-	*4%*	-	**7%l**	-	*4%*	-
Slightly more	(4)	**537**	175	103	179	81	76	-	99	-	103	-	90	-	89	-	81	-
		21%	*21%*	*25%*	*20%*	*18%*	*18%*	-	*23%*	-	*25%*	-	*21%*	-	*20%*	-	*18%*	-
No change	(3)	**1569**	489	242	537	300	239	-	251	-	242	-	273	-	264	-	300	-
		60%	*58%*	*58%*	*61%*	*65%*	*57%*	-	*59%*	-	*58%*	-	*63%*	-	*60%*	-	*65%*	-
Slightly less	(2)	**228**	86	32	68	41	50	-	36	-	32	-	29	-	39	-	41	-
		9%	*10%*	*8%*	*8%*	*9%*	*12%*	-	*8%*	-	*8%*	-	*7%*	-	*9%*	-	*9%*	-
Much less	(1)	**130**	53	20	38	18	31	-	23	-	20	-	20	-	18	-	18	-
		5%	*6%*	*5%*	*4%*	*4%*	*7%*	-	*5%*	-	*5%*	-	*5%*	-	*4%*	-	*4%*	-
Don't know		**30**	11	11	6	3	8	-	3	-	11	-	3	-	3	-	3	-
		1%	*1%*	**3%c**	*1%*	*1%*	*2%*	-	*1%*	-	*3%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**644**	209	110	226	99	94	-	115	-	110	-	107	-	119	-	99	-
		25%	*25%*	*26%*	*26%*	*21%*	*22%*	-	*27%*	-	*26%*	-	*25%*	-	*27%*	-	*21%*	-
NET Much/Slightly less		**358**	140	53	106	59	81	-	59	-	53	-	49	-	57	-	59	-
		14%	*16%*	*13%*	*12%*	*13%*	**19%k**	-	*14%*	-	*13%*	-	*11%*	-	*13%*	-	*13%*	-
Mean		**3.10**	3.06	3.11	3.15	3.09	3.00	-	3.12	-	3.11	-	3.13	-	**3.17e**	-	3.09	-
Std Dev.		**0.81**	0.85	0.77	0.81	0.76	0.88	-	0.82	-	0.77	-	0.78	-	0.84	-	0.76	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more (5)	164	-	164	94	69	37	33	36	22	24	9	3	70	58	35	11	146	18	166
	6%	-	6%	7%	5%	10%ijk	10%ijk	8%jk	7%k	5%k	3%	1%	10%no	7%no	3%	2%	6%	8%	6%
Slightly more (4)	523	-	523	229	292	105	69	103	67	94	54	33	173	170	180	87	463	58	507
	20%	-	20%	18%	22%c	28%ijk	21%k	22%k	20%k	19%	17%	12%	25%no	21%o	16%	15%	20%	24%	20%
No change (3)	1506	-	1506	777	728	157	177	271	205	310	206	180	334	476	697	387	1371	117	1503
	58%	-	58%	60%	56%	42%	54%e	57%e	63%e	62%e	65%ef	65%ef	47%	59%l	64%l	65%l	59%	50%	58%
Slightly less (2)	210	-	210	98	112	31	38	41	13	34	25	28	69	54	88	53	193	17	214
	8%	-	8%	8%	9%	8%	12%h	9%	4%	7%	8%	10%h	10%	7%	8%	9%	8%	7%	8%
Much less (1)	162	-	162	80	81	34	8	19	19	32	21	29	42	38	82	50	137	23	157
	6%	-	6%	6%	6%	9%fg	2%	4%	6%	6%f	7%	10%fg	6%	5%	7%	8%m	6%	10%	6%
Don't know	36	-	36	13	23	9	6	7	2	4	4	5	15	9	12	8	32	3	35
	1%	-	1%	1%	2%	2%	2%	2%	*	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more	687	-	687	323	361	142	102	139	89	117	62	36	243	228	215	98	609	76	673
	26%	-	26%	25%	28%	38%ghijk	31%jk	29%jk	27%k	24%k	20%	13%	35%no	28%no	20%	16%	26%	32%	26%
NET Much/Slightly less	372	-	372	179	193	65	46	60	32	66	46	57	111	92	169	103	330	40	371
	14%	-	14%	14%	15%	17%h	14%	13%	10%	13%	15%	21%gh	16%	11%	15%	17%m	14%	17%	14%
Mean	3.12	-	3.12	3.12	3.12	3.22jk	3.25ijk	3.21jk	3.19k	3.09k	3.01	2.83	3.23no	3.20no	3.00	2.93	3.12	3.13	3.12
Std Dev.	0.88	-	0.88	0.89	0.88	1.06	0.88	0.86	0.85	0.84	0.80	0.81	0.98	0.85	0.82	0.81	0.87	1.01	0.88
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	164	63	43	24	34	106	58	128	32	13	19	27	34	57	80	13	143
		6%	12%bcd	5%	5%	5%	7%	5%	8%h	3%	4%	5%	4%	5%	14%ijkln	5%	4%	7%
Slightly more	(4)	523	135	202	102	85	337	186	354	161	34	61	151	140	97	353	34	459
		20%	26%d	22%d	20%d	14%	23%f	16%	23%h	16%	11%	17%	22%l	22%l	24%l	21%l	11%	22%o
No change	(3)	1506	247	547	314	398	794	712	836	648	186	204	423	368	210	995	190	1222
		58%	47%	59%a	60%a	64%a	55%	62%e	54%	64%g	59%	57%	61%m	58%	52%	59%	59%	57%
Slightly less	(2)	210	42	66	49	53	108	102	139	68	40	32	59	48	24	139	40	164
		8%	8%	7%	9%	9%	7%	9%	9%	7%	13%m	9%	9%	8%	6%	8%	13%p	8%
Much less	(1)	162	35	55	30	41	91	71	84	78	33	38	29	36	17	103	33	121
		6%	7%	6%	6%	6%	6%	6%	5%	8%	10%kmn	11%klmn	4%	6%	4%	6%	10%p	6%
Don't know		36	6	12	2	15	18	18	12	17	11	5	3	6	2	14	11	18
		1%	1%	1%	*	2%c	1%	2%	1%	2%	3%klmn	1%	*	1%	1%	1%	3%p	1%
NET Much/Slightly more		687	198	245	126	118	443	244	482	193	47	80	178	174	154	433	48	601
		26%	38%bcd	26%d	24%	19%	30%f	21%	31%h	19%	15%	22%	26%l	28%l	38%ijkln	26%l	15%	28%o
NET Much/Slightly less		372	77	122	79	94	199	173	223	146	73	70	88	84	41	242	73	284
		14%	15%	13%	15%	15%	14%	15%	14%	15%	23%klmn	19%klm	13%	13%	10%	14%	23%p	13%
Mean		3.12	3.29bcd	3.12	3.08	3.03	3.18f	3.05	3.20h	3.00	2.85	2.98	3.13ij	3.14ij	3.38ijkln	3.10i	2.85	3.16o
Std Dev.		0.88	1.01	0.84	0.84	0.84	0.91	0.84	0.91	0.82	0.91	0.95	0.78	0.86	0.94	0.85	0.90	0.88
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	164	148	16	9	131	15	12	6	10	20	14	9	7	10	26	29	8	1	14
		6%	7%	4%	7%	6%	6%	9%	8%	8%l	7%	6%	5%	3%	4%	8%	8%	4%	2%	7%
Slightly more	(4)	523	443	81	23	442	44	20	17	23	58	50	37	46	24	77	73	54	8	36
		20%	20%	22%	19%	20%	19%	16%	23%	20%m	20%m	23%m	19%m	21%m	10%	23%m	21%m	25%m	24%m	19%m
No change	(3)	1506	1285	222	64	1268	131	71	37	65	167	130	110	133	178	177	187	121	21	110
		58%	58%	59%	53%	58%g	58%	56%	49%	57%	58%	60%	57%	60%	73%hijklnopr	52%	54%	56%	61%	58%
Slightly less	(2)	210	176	34	15	167	20	15	8	10	22	12	14	18	19	30	25	17	3	17
		8%	8%	9%	13%	8%	9%	12%d	11%	9%	8%	5%	7%	8%	8%	9%	7%	8%	10%	9%
Much less	(1)	162	143	18	7	138	12	6	5	4	14	10	19	16	12	25	23	15	1	11
		6%	6%	5%	6%	6%	5%	5%	7%	4%	5%	5%	10%	7%	5%	7%	7%	7%	3%	6%
Don't know		36	32	4	3	29	3	2	1	2	6	1	3	3	-	4	8	2	-	3
		1%	1%	1%	3%	1%	1%	1%	2%	2%	2%	1%	2%	1%	-	1%	2%	1%	-	2%
NET Much/Slightly more		687	590	97	32	573	58	32	24	32	78	64	46	53	34	103	102	62	9	49
		26%	27%	26%	26%	26%	26%	26%	31%	29%m	27%m	29%m	24%	24%m	14%	30%m	30%m	29%m	26%	26%m
NET Much/Slightly less		372	319	53	22	305	32	21	14	14	36	22	33	34	31	55	48	32	4	28
		14%	14%	14%	18%	14%	14%	17%	18%	13%	13%	10%	17%	15%	13%	16%	14%	15%	13%	15%
Mean		3.12	3.13	3.11	3.10	3.12	3.13	3.14	3.14	3.21m	3.17	3.21m	3.01	3.05	3.00	3.15	3.18	3.11	3.13	3.13
Std Dev.		0.88	0.89	0.82	0.93	0.88	0.87	0.92	0.98	0.86	0.86	0.83	0.93	0.84	0.74	0.95	0.94	0.86	0.73	0.89
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.07	0.07	0.07	0.08	0.07	0.06	0.08	0.08	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	164	94	43	19	7	2	136	9	99	43	14	7	*	142	7
		6%	10%bcdg	4%	5%	4%	3%	7%b	4%	10%ijmn	4%	3%	5%	1%	7%ij	4%
Slightly more	(4)	523	195	223	51	39	13	419	52	212	236	45	26	4	448	30
		20%	20%c	23%c	13%	21%c	22%	22%c	21%c	22%j	23%j	11%	20%j	8%	23%j	17%
No change	(3)	1506	567	545	259	89	29	1112	118	513	592	287	67	29	1105	96
		58%	59%dg	56%	65%bdfg	48%	52%	58%dg	49%	54%	58%	67%hikmn	50%	65%	56%	54%
Slightly less	(2)	210	59	82	41	24	4	141	29	57	88	43	15	6	146	21
		8%	6%	8%	10%	13%af	7%	7%	12%a	6%	9%	10%h	12%	13%	7%	12%h
Much less	(1)	162	43	68	22	21	8	111	29	67	47	24	17	6	113	23
		6%	4%	7%	6%	11%af	15%acf	6%	12%acf	7%	5%	6%	13%ijm	12%	6%	13%hijm
Don't know		36	8	6	7	7	*	14	7	8	7	12	*	-	16	*
		1%	1%	1%	2%	4%abf	*	1%	3%abf	1%	1%	3%him	*	-	1%	*
NET Much/Slightly more		687	289	266	69	46	15	555	61	311	279	60	33	4	590	37
		26%	30%c	28%c	17%	25%	26%	29%c	25%	33%jn	28%j	14%	25%j	9%	30%j	21%
NET Much/Slightly less		372	102	150	63	45	12	252	57	124	135	67	33	12	259	44
		14%	11%	15%a	16%	24%abf	22%a	13%	24%abf	13%	13%	16%	25%him	26%	13%	25%hijm
Mean		3.12	3.25bcdeg	3.10g	3.01	2.93	2.92	3.17cdg	2.93	3.23jkn	3.14jkn	2.96	2.92	2.72	3.18jkn	2.87
Std Dev.		0.88	0.88	0.88	0.81	0.98	1.02	0.88	0.99	0.96	0.81	0.77	1.02	0.83	0.89	0.98
Std Error		0.02	0.03	0.03	0.04	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	164	27	133	4	62	87	14	162	1	*	-	164	-
		6%	14%b	6%	9%	8%e	5%	9%	6%	4%	*	-	6%	-
Slightly more	(4)	523	45	470	8	181	320	23	507	14	3	*	523	-
		20%	24%	20%	20%	24%e	19%	15%	20%	46%	25%	4%	20%	-
No change	(3)	1506	79	1414	14	362	1060	84	1485	5	5	4	1495	7
		58%	42%	60%a	35%	48%	63%d	56%	58%	18%	40%	74%	58%	55%
Slightly less	(2)	210	15	190	5	88	106	15	199	7	3	1	209	-
		8%	8%	8%	12%	12%e	6%	10%	8%	24%	26%	23%	8%	-
Much less	(1)	162	14	139	9	51	104	7	159	1	1	-	162	-
		6%	7%	6%	21%	7%	6%	5%	6%	4%	8%	-	6%	-
Don't know		36	7	28	1	11	16	8	29	1	-	-	30	6
		1%	4%b	1%	2%	1%	1%	5%de	1%	3%	-	-	1%	45%
NET Much/Slightly more		687	71	604	12	243	407	37	669	15	3	*	687	-
		26%	39%b	25%	30%	32%e	24%	24%	26%	50%	25%	4%	27%	-
NET Much/Slightly less		372	29	330	13	140	210	22	358	8	4	1	371	-
		14%	15%	14%	33%	18%e	12%	15%	14%	29%	35%	23%	14%	-
Mean		3.12	3.31b	3.11	2.84	3.15	3.11	3.15	3.13	3.22	2.82	2.81	3.12	3.00
Std Dev.		0.88	1.07	0.86	1.26	0.97	0.84	0.91	0.88	1.04	0.95	0.54	0.88	0.00
Std Error		0.02	0.08	0.02	0.20	0.03	0.02	0.07	0.02	0.20	0.22	0.24	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**164**	49	26	56	32	27	-	22	-	26	-	23	-	33	-	32	-
		6%	*6%*	*6%*	*6%*	*7%*	*7%*	-	*5%*	-	*6%*	-	*5%*	-	*8%*	-	*7%*	-
Slightly more	(4)	**523**	183	83	185	72	91	-	92	-	83	-	85	-	100	-	72	-
		20%	*22%*	*20%*	*21%*	*16%*	*22%*	-	*22%*	-	*20%*	-	*20%*	-	*23%*	-	*16%*	-
No change	(3)	**1506**	468	240	511	288	232	-	236	-	240	-	260	-	251	-	288	-
		58%	*55%*	*58%*	*58%*	*62%*	*55%*	-	*55%*	-	*58%*	-	*60%*	-	*57%*	-	*62%*	-
Slightly less	(2)	**210**	81	31	60	38	38	-	43	-	31	-	30	-	30	-	38	-
		8%	*10%*	*8%*	*7%*	*8%*	*9%*	-	*10%*	-	*8%*	-	*7%*	-	*7%*	-	*8%*	-
Much less	(1)	**162**	54	22	59	26	28	-	26	-	22	-	34	-	25	-	26	-
		6%	*6%*	*5%*	*7%*	*6%*	*7%*	-	*6%*	-	*5%*	-	*8%*	-	*6%*	-	*6%*	-
Don't know		**36**	14	12	5	4	5	-	9	-	12	-	1	-	4	-	4	-
		1%	*2%*	***3%c***	*1%*	*1%*	*1%*	-	*2%*	-	***3%k***	-	*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**687**	233	109	241	104	118	-	114	-	109	-	107	-	134	-	104	-
		26%	*27%*	*26%*	*28%*	*23%*	*28%*	-	*27%*	-	*26%*	-	*25%*	-	*30%*	-	*23%*	-
NET Much/Slightly less		**372**	135	54	119	65	66	-	69	-	54	-	64	-	55	-	65	-
		14%	*16%*	*13%*	*14%*	*14%*	*16%*	-	*16%*	-	*13%*	-	*15%*	-	*12%*	-	*14%*	-
Mean		**3.12**	3.11	3.15	3.14	3.10	3.13	-	3.10	-	3.15	-	3.07	-	3.20	-	3.10	-
Std Dev.		**0.88**	0.89	0.86	0.89	0.86	0.91	-	0.88	-	0.86	-	0.89	-	0.89	-	0.86	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base		2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base		1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Much more	(5)	72	-	72	54	18	21	10	26	12	1	2	-	31	38	3	2	61	11	58
		3%	-	3%	4%d	1%	6%ijk	3%ik	5%ijk	4%ik	*	1%	-	4%no	5%no	*	*	3%	5%	2%
Slightly more	(4)	293	-	293	167	125	65	44	65	41	42	26	11	109	105	79	37	252	40	259
		11%	-	11%	13%	10%	17%ijk	13%k	14%k	12%k	9%	8%	4%	15%no	13%no	7%	6%	11%	17%p	10%
No change	(3)	1688	-	1688	847	837	201	213	304	225	349	214	184	413	529	746	397	1532	136	1686
		65%	-	65%	66%	64%	54%	64%e	64%e	69%e	70%e	67%e	66%e	59%	66%l	68%l	67%l	65%	58%	65%
Slightly less	(2)	275	-	275	124	152	40	39	42	21	63	38	32	79	63	133	70	251	24	291
		11%	-	11%	10%	12%	11%	12%	9%	6%	13%h	12%	12%	11%	8%	12%m	12%	11%	10%	11%
Much less	(1)	229	-	229	89	140	29	21	37	27	35	36	45	49	64	116	81	206	21	242
		9%	-	9%	7%	11%c	8%	6%	8%	8%	7%	11%	16%efghl	7%	8%	11%	14%lm	9%	9%	9%
Don't know		44	-	44	12	32	17	5	4	2	8	2	6	22	5	17	8	40	3	46
		2%	-	2%	1%	2%c	5%ghj	1%	1%	*	2%	1%	2%	3%m	1%	2%	1%	2%	1%	2%
NET Much/Slightly more		365	-	365	221	144	86	54	91	53	43	28	11	140	143	82	39	313	51	317
		14%	-	14%	17%d	11%	23%ijk	16%ijk	19%ijk	16%ik	9%	9%	4%	20%no	18%no	8%	7%	13%	22%p	12%
NET Much/Slightly less		504	-	504	213	292	69	60	78	48	98	74	77	129	127	249	152	457	45	533
		19%	-	19%	16%	22%c	18%	18%	16%	15%	20%	23%	28%efgh	18%	16%	23%m	25%lm	20%	19%	21%
Mean		2.88	-	2.88	2.98d	2.79	3.03ijk	2.95jk	3.00ijk	2.97ijk	2.82k	2.75	2.59	2.99no	2.99no	2.74	2.67	2.87	2.98	2.84
Std Dev.		0.82	-	0.82	0.82	0.82	0.93	0.79	0.87	0.82	0.69	0.79	0.81	0.87	0.85	0.76	0.80	0.82	0.91	0.82
Std Error		0.02	-	0.02	0.02	0.02	0.05	0.04	0.04	0.05	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base		2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base		1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Much more	(5)	72	37	12	14	9	49	23	61	11	5	4	9	15	34	29	5	65
		3%	7%bcd	1%	3%	1%	3%	2%	4%h	1%	2%	1%	1%	2%	8%ijkln	2%	2%	3%
Slightly more	(4)	293	84	105	65	39	189	104	227	65	16	35	72	77	77	184	16	262
		11%	16%d	11%d	13%d	6%	13%f	9%	15%h	6%	5%	10%	10%l	12%l	19%ijkln	11%l	5%	12%o
No change	(3)	1688	312	615	324	437	927	761	981	682	208	230	464	411	249	1105	210	1376
		65%	59%	66%a	62%	70%ac	64%	66%	63%	68%	66%	64%	67%	65%	61%	66%	65%	65%
Slightly less	(2)	275	45	99	64	68	144	132	165	104	42	40	88	61	27	189	42	223
		11%	8%	11%	12%	11%	10%	11%	11%	10%	13%m	11%	13%m	10%	7%	11%	13%	10%
Much less	(1)	229	39	82	51	57	122	108	101	126	36	42	53	60	15	156	39	171
		9%	7%	9%	10%	9%	8%	9%	7%	13%g	11%m	12%m	8%	10%m	4%	9%m	12%	8%
Don't know		44	11	13	3	17	24	20	19	17	8	7	5	9	6	21	8	28
		2%	2%	1%	1%	3%c	2%	2%	1%	2%	3%	2%	1%	1%	1%	1%	3%	1%
NET Much/Slightly more		365	121	117	80	48	238	127	288	76	22	40	82	92	111	213	22	327
		14%	23%bcd	13%d	15%d	8%	16%f	11%	19%h	8%	7%	11%	12%	15%l	27%ijkln	13%l	7%	15%o
NET Much/Slightly less		504	84	181	115	124	265	239	266	230	79	82	141	121	42	345	81	394
		19%	16%	20%	22%	20%	18%	21%	17%	23%g	25%m	23%m	20%m	19%m	10%	20%m	25%p	19%
Mean		2.88	3.07bcd	2.85	2.86	2.80	2.93f	2.83	2.99h	2.73	2.71	2.77	2.85	2.88i	3.22ijkln	2.84i	2.70	2.92o
Std Dev.		0.82	0.91	0.78	0.86	0.75	0.84	0.80	0.82	0.81	0.81	0.83	0.76	0.83	0.84	0.80	0.81	0.82
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base		**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base		**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Much more	(5)	**72**	65	7	6	61	6	4	1	2	8	2	6	3	6	22	11	-	-	6
		3%	*3%*	*2%*	*5%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	**3%p**	*1%*	*3%*	**7%ijp**	*3%*	-	-	**3%p**
Slightly more	(4)	**293**	256	38	9	241	35	9	9	13	26	35	24	27	14	41	37	24	3	32
		11%	*11%*	*10%*	*7%*	*11%*	**15%f**	*7%*	*12%*	*12%*	*9%*	**16%m**	*12%*	*12%*	*6%*	*12%*	*11%*	*11%*	*8%*	**17%m**
No change	(3)	**1688**	1439	249	80	1428	138	79	43	81	202	136	118	141	173	217	224	136	24	114
		65%	*65%*	*66%*	*66%*	**66%g**	*61%*	*63%*	*56%*	**71%r**	*71%*	*62%*	*61%*	*63%*	**71%r**	*64%*	*65%*	*63%*	*69%*	*60%*
Slightly less	(2)	**275**	226	50	16	222	21	18	14	10	22	23	24	21	27	32	26	38	5	15
		11%	*10%*	*13%*	*13%*	*10%*	*9%*	*15%*	**18%de**	*9%*	*8%*	*10%*	*13%*	*9%*	*11%*	*9%*	*8%*	**18%lor**	*15%*	*8%*
Much less	(1)	**229**	203	26	6	186	23	12	7	6	20	19	17	29	22	23	34	15	3	21
		9%	*9%*	*7%*	*5%*	*9%*	*10%*	*10%*	*10%*	*5%*	*7%*	*9%*	*9%*	**13%h**	*9%*	*7%*	*10%*	*7%*	*8%*	*11%*
Don't know		**44**	39	5	4	36	2	4	2	2	8	2	2	2	2	4	12	3	-	2
		2%	*2%*	*1%*	*3%*	*2%*	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*
NET Much/Slightly more		**365**	320	45	15	302	41	12	10	15	34	37	30	30	20	63	49	24	3	38
		14%	*14%*	*12%*	*13%*	*14%*	**18%f**	*10%*	*13%*	*14%*	*12%*	**17%m**	*16%*	*13%*	*8%*	**19%m**	*14%*	*11%*	*8%*	**20%mp**
NET Much/Slightly less		**504**	429	76	22	409	44	31	21	16	42	42	42	50	49	55	60	53	8	36
		19%	*19%*	*20%*	*18%*	*19%*	*20%*	*24%*	**28%de**	*14%*	*15%*	*19%*	*22%*	*23%*	*20%*	*16%*	*17%*	**24%h**	*23%*	*19%*
Mean		**2.88**	2.89	2.86	2.95	2.89	2.91	2.78	2.77	2.96	2.93	2.90	2.88	2.78	2.82	**3.02ijp**	2.90	2.80	2.77	2.93
Std Dev.		**0.82**	0.83	0.76	0.80	0.82	0.88	0.84	0.86	0.70	0.76	0.81	0.86	0.87	0.77	0.87	0.85	0.73	0.71	0.90
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.06	0.06	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base		2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base		1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Much more	(5)	72	50	13	4	5	*	63	5	50	16	4	1	*	67	1
		3%	*5%bc*	*1%*	*1%*	*3%*	*	*3%b*	*2%*	*5%ijn*	*2%*	*1%*	*1%*	*1%*	*3%ij*	*1%*
Slightly more	(4)	293	101	142	22	22	6	243	28	133	121	27	9	3	254	12
		11%	*10%c*	*15%ac*	*5%*	*12%c*	*11%*	*13%c*	*11%c*	*14%jn*	*12%j*	*6%*	*7%*	*7%*	*13%j*	*7%*
No change	(3)	1688	634	605	289	104	39	1240	142	596	671	289	79	35	1266	114
		65%	*66%d*	*63%*	*73%bdfg*	*55%*	*69%*	*64%*	*58%*	*62%*	*66%*	*68%*	*59%*	*78%*	*64%*	*64%*
Slightly less	(2)	275	85	99	53	35	1	184	36	81	112	55	25	2	193	27
		11%	*9%*	*10%*	*13%e*	*19%abef*	*1%*	*10%*	*15%aef*	*9%*	*11%*	*13%*	*19%him*	*4%*	*10%*	*15%h*
Much less	(1)	229	81	94	26	17	10	175	28	85	84	38	18	5	169	22
		9%	*8%*	*10%*	*7%*	*9%*	*19%ac*	*9%*	*11%*	*9%*	*8%*	*9%*	*13%*	*11%*	*9%*	*13%*
Don't know		44	14	13	5	4	*	27	5	11	11	13	1	-	22	1
		2%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%lm*	*1%*	-	*1%*	*1%*
NET Much/Slightly more		365	151	155	26	27	6	307	33	183	137	31	10	3	320	14
		14%	*16%c*	*16%c*	*6%*	*14%c*	*11%*	*16%c*	*13%c*	*19%ijkn*	*14%j*	*7%*	*8%*	*8%*	*16%jkn*	*8%*
NET Much/Slightly less		504	166	193	79	52	11	359	64	166	195	93	42	7	361	49
		19%	*17%*	*20%*	*20%*	*28%af*	*20%*	*19%*	*26%af*	*17%*	*19%*	*22%*	*32%him*	*15%*	*18%*	*28%hm*
Mean		2.88	2.95cg	2.88	2.81	2.79	2.72	2.91	2.77	2.98ijkn	2.87kn	2.77	2.63	2.83	2.93jkn	2.68
Std Dev.		0.82	0.86	0.83	0.68	0.87	0.90	0.85	0.88	0.89	0.78	0.74	0.83	0.75	0.84	0.82
Std Error		0.02	0.03	0.03	0.04	0.06	0.12	0.02	0.05	0.03	0.03	0.04	0.07	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base		2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base		1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Much more	(5)	72	17	50	4	21	43	8	69	3	*	-	72	-
		3%	9%b	2%	11%	3%	3%	5%	3%	9%	*	-	3%	-
Slightly more	(4)	293	39	251	3	114	168	11	283	10	*	*	293	-
		11%	21%b	11%	8%	15%e	10%	7%	11%	32%	*	2%	11%	-
No change	(3)	1688	86	1587	15	442	1149	97	1660	11	4	5	1675	7
		65%	46%	67%a	36%	58%	68%d	64%	65%	39%	34%	98%	65%	55%
Slightly less	(2)	275	12	252	11	83	180	13	265	5	6	-	275	-
		11%	6%	11%	28%	11%	11%	8%	10%	16%	46%	-	11%	-
Much less	(1)	229	25	198	6	88	133	8	227	-	2	-	229	-
		9%	14%	8%	14%	12%e	8%	5%	9%	-	19%	-	9%	-
Don't know		44	5	38	1	9	21	15	37	1	-	-	38	6
		2%	3%	2%	2%	1%	1%	10%de	1%	3%	-	-	1%	45%
NET Much/Slightly more		365	57	301	8	135	211	19	353	12	*	*	365	-
		14%	31%b	13%	19%	18%e	12%	13%	14%	42%	1%	2%	14%	-
NET Much/Slightly less		504	37	450	17	170	314	21	492	5	8	-	504	-
		19%	20%	19%	42%	23%	19%	14%	19%	16%	65%	-	20%	-
Mean		2.88	3.07b	2.87	2.74	2.86	2.88	2.99	2.88	3.36	2.17	3.02	2.88	3.00
Std Dev.		0.82	1.11	0.79	1.16	0.91	0.78	0.80	0.82	0.89	0.78	0.14	0.83	0.00
Std Error		0.02	0.09	0.02	0.18	0.03	0.02	0.07	0.02	0.17	0.18	0.06	0.02	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base		**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base		**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Much more	(5)	**72**	16	11	30	16	6	-	9	-	11	-	5	-	25	-	16	-
		3%	*2%*	*3%*	*3%*	*3%*	*2%*	-	*2%*	-	*3%*	-	*1%*	-	***6%ek***	-	*3%*	-
Slightly more	(4)	**293**	95	40	102	55	50	-	45	-	40	-	54	-	49	-	55	-
		11%	*11%*	*10%*	*12%*	*12%*	*12%*	-	*11%*	-	*10%*	-	*12%*	-	*11%*	-	*12%*	-
No change	(3)	**1688**	530	261	593	303	260	-	270	-	261	-	294	-	300	-	303	-
		65%	*62%*	*63%*	*68%*	*66%*	*62%*	-	*63%*	-	*63%*	-	*68%*	-	*68%*	-	*66%*	-
Slightly less	(2)	**275**	103	55	79	39	49	-	54	-	55	-	41	-	37	-	39	-
		11%	*12%*	*13%*	*9%*	*8%*	*12%*	-	*13%*	-	*13%*	-	*10%*	-	*8%*	-	*8%*	-
Much less	(1)	**229**	90	36	62	41	49	-	41	-	36	-	32	-	30	-	41	-
		9%	*11%*	*9%*	*7%*	*9%*	*12%*	-	*10%*	-	*9%*	-	*7%*	-	*7%*	-	*9%*	-
Don't know		**44**	15	12	10	7	7	-	9	-	12	-	7	-	3	-	7	-
		2%	*2%*	*3%*	*1%*	*1%*	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**365**	111	51	132	71	56	-	55	-	51	-	58	-	74	-	71	-
		14%	*13%*	*12%*	*15%*	*15%*	*13%*	-	*13%*	-	*12%*	-	*14%*	-	*17%*	-	*15%*	-
NET Much/Slightly less		**504**	193	91	140	80	98	-	95	-	91	-	74	-	67	-	80	-
		19%	***23%c***	*22%*	*16%*	*17%*	***23%m***	-	*22%*	-	*22%*	-	*17%*	-	*15%*	-	*17%*	-
Mean		**2.88**	2.81	2.84	**2.95a**	2.92	2.80	-	2.83	-	2.84	-	2.90	-	**3.01egi**	-	2.92	-
Std Dev.		**0.82**	0.84	0.83	0.79	0.84	0.86	-	0.83	-	0.83	-	0.75	-	0.83	-	0.84	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2582	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	2601	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	1395	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Bills, invoices and statements	231	-	231	138	93	82	39	56	36	8	3	8	120	91	19	11	194	37	193
	9%	-	*9%*	**11%d**	*7%*	**22%fghijk**	**12%ijk**	**12%ijk**	**11%ijk**	*2%*	*1%*	*3%*	**17%mno**	**11%no**	*2%*	*2%*	*8%*	**16%p**	*7%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	368	-	368	211	156	72	47	69	56	43	28	52	119	125	123	80	322	44	367
	14%	-	*14%*	**16%d**	*12%*	**19%ij**	*14%*	**14%l**	**17%lj**	*9%*	*9%*	**19%lj**	**17%n**	**16%n**	*11%*	*13%*	*14%*	*19%*	*14%*
Addressed direct mail from organisations that you don't have a relationship with	538	-	538	299	238	103	51	84	57	87	82	74	154	141	243	155	479	53	492
	21%	-	*21%*	**23%d**	*18%*	**28%fghi**	*15%*	*18%*	*17%*	*18%*	**26%l**	**27%fghl**	*22%*	*17%*	*22%*	**26%m**	*20%*	*23%*	*19%*
Invitations, greetings cards and postcards	242	-	242	150	90	84	52	78	18	4	1	5	136	96	10	6	198	44	196
	9%	-	*9%*	**12%d**	*7%*	**22%hijk**	**16%hijk**	**16%hijk**	**5%ij**	*1%*	*	*2%*	**19%mno**	**12%no**	*1%*	*1%*	*8%*	**19%p**	*8%*
Personal letters (e.g. from a friend)	217	-	217	136	81	73	36	68	24	6	5	6	109	92	16	11	173	44	173
	8%	-	*8%*	**10%d**	*6%*	**20%fhijk**	**11%ijk**	**14%hijk**	**7%ijk**	*1%*	*2%*	*2%*	**16%no**	**11%no**	*2%*	*2%*	*7%*	**19%p**	*7%*
Letters from organisations that you have a relationship with	298	-	298	185	113	90	47	61	42	22	15	21	138	102	58	36	249	49	250
	11%	-	*11%*	**14%d**	*9%*	**24%fghijk**	**14%ijk**	**13%ij**	**13%ij**	*4%*	*5%*	*7%*	**20%mno**	**13%no**	*5%*	*6%*	*11%*	**21%p**	*10%*
Catalogues and brochures	431	-	431	235	196	76	59	77	45	57	47	70	135	122	174	117	389	42	404
	17%	-	*17%*	*18%*	*15%*	**20%l**	**18%l**	*16%*	*14%*	*11%*	*15%*	**25%ghij**	*19%*	*15%*	*16%*	*20%*	*17%*	*18%*	*16%*
Magazines you subscribe to	193	-	193	124	68	45	36	53	29	13	7	10	80	82	30	17	171	22	156
	7%	-	*7%*	**10%d**	*5%*	**12%ijk**	**11%ijk**	**11%ijk**	**9%ij**	*3%*	*2%*	*4%*	**11%no**	**10%no**	*3%*	*3%*	*7%*	*9%*	*6%*
Smaller parcels - that fit through a letterbox	644	-	644	297	344	137	95	125	90	108	50	39	232	215	197	89	564	79	618
	25%	-	*25%*	*23%*	*26%*	**37%gijk**	**29%jk**	**26%jk**	**27%jk**	*22%*	*16%*	*14%*	**33%mno**	**27%no**	*18%*	*15%*	*24%*	**34%p**	*24%*
Larger parcels - that do not fit through a letterbox	687	-	687	323	361	142	102	139	89	117	62	36	243	228	215	98	609	76	673
	26%	-	*26%*	*25%*	*28%*	**38%ghijk**	**31%jk**	**29%jk**	**27%k**	**24%k**	*20%*	*13%*	**35%no**	**28%no**	*20%*	*16%*	*26%*	*32%*	*26%*
Items requiring a signature	365	-	365	221	144	86	54	91	53	43	28	11	140	143	82	39	313	51	317
	14%	-	*14%*	**17%d**	*11%*	**23%ijk**	**16%ijk**	**19%ijk**	**16%ik**	*9%*	*9%*	*4%*	**20%no**	**18%no**	*8%*	*7%*	*13%*	**22%p**	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Bills, invoices and statements	231	73	60	61	37	133	98	189	41	16	27	49	54	72	130	16	204
	9%	14%bcd	7%	12%bd	6%	9%	9%	12%h	4%	5%	8%	7%	8%	18%ijkln	8%	5%	10%o
Newsletters, leaflets and promotions from organisations that you have a relationship with	368	125	117	65	60	242	126	250	115	28	45	96	74	91	214	28	310
	14%	24%bcd	13%	13%	10%	17%f	11%	16%h	11%	9%	12%	14%	12%	22%ijkln	13%	9%	15%o
Addressed direct mail from organisations that you don't have a relationship with	538	173	164	100	101	337	201	335	190	65	69	133	104	132	306	65	443
	21%	33%bcd	18%	19%	16%	23%f	18%	22%	19%	21%	19%	19%	16%	32%ijkln	18%	20%	21%
Invitations, greetings cards and postcards	242	93	68	47	34	161	82	209	32	18	23	48	64	78	135	18	217
	9%	18%bcd	7%	9%	5%	11%f	7%	13%h	3%	6%	6%	7%	10%	19%ijkln	8%	6%	10%
Personal letters (e.g. from a friend)	217	79	61	39	39	139	78	178	36	21	21	46	50	66	117	21	187
	8%	15%bcd	7%	8%	6%	10%	7%	11%h	4%	7%	6%	7%	8%	16%ijkln	7%	7%	9%
Letters from organisations that you have a relationship with	298	110	84	54	51	193	104	230	64	32	37	66	59	88	162	32	251
	11%	21%bcd	9%	10%	8%	13%f	9%	15%h	6%	10%	10%	10%	9%	22%ijkln	10%	10%	12%
Catalogues and brochures	431	131	131	87	82	262	169	272	150	42	47	110	108	100	265	42	368
	17%	25%bcd	14%	17%	13%	18%	15%	18%	15%	13%	13%	16%	17%	24%ijkln	16%	13%	17%
Magazines you subscribe to	193	92	38	36	26	130	62	159	33	8	28	36	42	67	107	8	175
	7%	17%bcd	4%	7%	4%	9%f	5%	10%h	3%	3%	8%l	5%	7%l	16%ijkln	6%l	3%	8%o
Smaller parcels - that fit through a letterbox	644	168	232	115	129	400	244	437	198	53	81	170	164	132	415	54	560
	25%	32%bcd	25%	22%	21%	28%f	21%	28%h	20%	17%	22%	25%l	26%l	32%ijkn	25%l	17%	26%o
Larger parcels - that do not fit through a letterbox	687	198	245	126	118	443	244	482	193	47	80	178	174	154	433	48	601
	26%	38%bcd	26%d	24%	19%	30%f	21%	31%h	19%	15%	22%	26%l	28%l	38%ijkln	26%l	15%	28%o
Items requiring a signature	365	121	117	80	48	238	127	288	76	22	40	82	92	111	213	22	327
	14%	23%bcd	13%d	15%d	8%	16%f	11%	19%h	8%	7%	11%	12%	15%l	27%ijkln	13%l	7%	15%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 203

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Bills, invoices and statements	231 9%	211 9%b	20 5%	12 10%	194 9%	22 10%	9 7%	5 7%	8 7%	28 10%	15 7%	12 6%	19 9%	18 8%	47 14%	32 9%	14 7%	3 9%	19 10%
Newsletters, leaflets and promotions from organisations that you have a relationship with	368 14%	309 14%	59 16%	21 17%	296 14%	37 16%	22 17%	13 17%	10 9%	47 17%	26 12%	27 14%	32 15%	22 9%	57 17%	44 13%	31 14%	3 8%	34 18%hm
Addressed direct mail from organisations that you don't have a relationship with	538 21%	443 20%	95 25%	32 26%	434 20%	65 29%df	21 17%	17 23%	24 21%	64 22%	48 22%	41 21%	38 17%	41 17%	75 22%	54 16%	49 22%	4 12%	61 32%hklmoq
Invitations, greetings cards and postcards	242 9%	226 10%b	16 4%	7 6%	215 10%	13 6%	7 6%	7 9%	11 9%m	33 11%m	18 8%	13 7%	20 9%	8 3%	67 20%hjklmopr	27 8%	18 8%	2 7%	11 6%
Personal letters (e.g. from a friend)	217 8%	203 9%b	14 4%	9 8%	186 9%	19 8%	8 6%	5 6%	11 9%	24 8%	22 10%	10 5%	14 6%	10 4%	63 19%hiklmopr	18 5%	15 7%	3 8%	16 8%
Letters from organisations that you have a relationship with	298 11%	279 13%b	19 5%	9 7%	253 12%	24 11%	11 9%	10 13%	11 10%	33 12%	23 11%	20 10%	31 14%m	14 6%	74 22%hijkmopqr	30 9%	17 8%	2 7%	22 12%
Catalogues and brochures	431 17%	359 16%	72 19%	25 21%	348 16%	45 20%	21 16%	17 23%d	16 14%	47 16%	33 15%	29 15%	30 13%	31 13%	73 22%	57 17%	32 15%	5 14%	41 21%
Magazines you subscribe to	193 7%	174 8%	18 5%	7 6%	169 8%	11 5%	7 6%	5 7%	7 6%	22 8%	15 7%	10 5%	14 6%	10 4%	54 16%hijklmopr	22 7%	15 7%	2 7%	9 5%
Smaller parcels - that fit through a letterbox	644 25%	573 26%b	72 19%	23 19%	540 25%	54 24%	30 24%	21 28%	25 22%	76 27%m	51 23%	33 17%	45 20%	34 14%	122 36%hjklmr	87 25%m	67 31%km	7 21%	46 24%m
Larger parcels - that do not fit through a letterbox	687 26%	590 27%	97 26%	32 26%	573 26%	58 26%	32 26%	24 31%	32 29%m	78 27%m	64 29%m	46 24%	53 24%m	34 14%	103 30%m	102 30%m	62 29%m	9 26%	49 26%m
Items requiring a signature	365 14%	320 14%	45 12%	15 13%	302 14%	41 18%f	12 10%	10 13%	15 14%	34 12%	37 17%m	30 16%	30 13%	20 8%	63 19%m	49 14%	24 11%	3 8%	38 20%mp

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Bills, invoices and statements	231	110	94	12	14	*	204	15	102	103	18	4	2	205	6
	9%	11%c	10%c	3%	8%	1%	11%c	6%	11%jkn	10%jkn	4%	3%	5%	10%jkn	4%
Newsletters, leaflets and promotions from organisations that you have a relationship with	368	178	135	26	23	3	313	26	155	160	34	11	6	315	17
	14%	18%cg	14%c	7%	12%	6%	16%c	11%	16%j	16%j	8%	8%	13%	16%j	9%
Addressed direct mail from organisations that you don't have a relationship with	538	236	200	53	40	8	436	48	215	223	58	25	15	438	40
	21%	24%c	21%c	13%	21%	14%	23%c	20%	23%j	22%j	14%	19%	34%	22%j	22%j
Invitations, greetings cards and postcards	242	108	90	21	14	9	198	23	93	106	27	11	5	199	16
	9%	11%c	9%	5%	8%	15%c	10%c	9%	10%	10%	6%	8%	11%	10%	9%
Personal letters (e.g. from a friend)	217	89	90	20	13	4	179	16	85	90	27	10	5	175	16
	8%	9%	9%	5%	7%	7%	9%c	7%	9%	9%	6%	8%	12%	9%	9%
Letters from organisations that you have a relationship with	298	139	107	25	20	6	247	26	128	123	25	11	8	251	19
	11%	14%c	11%c	6%	11%	11%	13%c	11%	13%j	12%j	6%	8%	19%	13%j	11%
Catalogues and brochures	431	188	171	36	27	8	360	35	181	170	51	20	7	351	26
	17%	20%c	18%c	9%	14%	15%	19%c	14%	19%j	17%	12%	15%	15%	18%j	15%
Magazines you subscribe to	193	90	75	18	5	5	165	10	80	76	27	6	3	156	10
	7%	9%cdg	8%	4%	3%	8%	9%cd	4%	8%	7%	6%	5%	7%	8%	5%
Smaller parcels - that fit through a letterbox	644	283	246	59	42	13	529	54	297	264	42	34	6	561	41
	25%	29%c	25%c	15%	22%	23%	27%c	22%	31%j	26%j	10%	26%j	14%	28%j	23%j
Larger parcels - that do not fit through a letterbox	687	289	266	69	46	15	555	61	311	279	60	33	4	590	37
	26%	30%c	28%c	17%	25%	26%	29%c	25%	33%jn	28%j	14%	25%j	9%	30%j	21%
Items requiring a signature	365	151	155	26	27	6	307	33	183	137	31	10	3	320	14
	14%	16%c	16%c	6%	14%c	11%	16%c	13%c	19%ijkn	14%j	7%	8%	8%	16%jkn	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2582	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	2601	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	1395	97	1276	22	431	883	83	1360	16	10	3	1384	8
Bills, invoices and statements	231	35	190	5	82	132	17	222	7	2	*	231	-
	9%	19%b	8%	13%	11%	8%	11%	9%	23%	15%	2%	9%	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	368	51	313	4	130	216	21	360	7	1	-	368	-
	14%	27%b	13%	10%	17%e	13%	14%	14%	23%	10%	-	14%	-
Addressed direct mail from organisations that you don't have a relationship with	538	62	474	1	193	322	23	527	8	3	-	538	-
	21%	33%b	20%	3%	25%ef	19%	15%	21%	26%	25%	-	21%	-
Invitations, greetings cards and postcards	242	40	195	7	90	130	22	225	17	*	1	241	-
	9%	22%b	8%	17%	12%e	8%	15%e	9%	56%	*	23%	9%	-
Personal letters (e.g. from a friend)	217	42	171	4	63	133	21	206	11	-	-	217	-
	8%	23%b	7%	11%	8%	8%	14%	8%	37%	-	-	8%	-
Letters from organisations that you have a relationship with	298	45	247	5	108	167	23	280	17	1	-	298	-
	11%	24%b	10%	14%	14%e	10%	15%	11%	57%	11%	-	12%	-
Catalogues and brochures	431	61	359	11	151	259	21	420	10	*	-	431	-
	17%	33%b	15%	27%	20%e	15%	14%	17%	36%	1%	-	17%	-
Magazines you subscribe to	193	36	147	9	70	108	15	178	13	2	-	193	-
	7%	20%b	6%	22%	9%	6%	10%	7%	44%	16%	-	7%	-
Smaller parcels - that fit through a letterbox	644	70	562	11	224	390	30	630	12	2	*	644	-
	25%	38%b	24%	28%	30%e	23%	20%	25%	40%	15%	2%	25%	-
Larger parcels - that do not fit through a letterbox	687	71	604	12	243	407	37	669	15	3	*	687	-
	26%	39%b	25%	30%	32%e	24%	24%	26%	50%	25%	4%	27%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Items requiring a signature	**365**	57	301	8	135	211	19	353	12	*	*	365	-
	14%	**31%b**	*13%*	*19%*	**18%e**	*12%*	*13%*	*14%*	*42%*	*1%*	*2%*	*14%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Bills, invoices and statements	**231**	68	34	72	58	32	-	36	-	34	-	25	-	46	-	58	-
	9%	*8%*	*8%*	*8%*	**13%a**	*8%*	-	*8%*	-	*8%*	-	*6%*	-	*10%*	-	**13%k**	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**368**	111	56	110	92	50	-	61	-	56	-	48	-	62	-	92	-
	14%	*13%*	*13%*	*13%*	**20%ac**	*12%*	-	*14%*	-	*13%*	-	*11%*	-	*14%*	-	**20%ek**	-
Addressed direct mail from organisations that you don't have a relationship with	**538**	164	79	182	112	72	-	92	-	79	-	77	-	106	-	112	-
	21%	*19%*	*19%*	*21%*	*24%*	*17%*	-	*22%*	-	*19%*	-	*18%*	-	*24%*	-	*24%*	-
Invitations, greetings cards and postcards	**242**	75	33	74	61	34	-	41	-	33	-	28	-	46	-	61	-
	9%	*9%*	*8%*	*8%*	**13%c**	*8%*	-	*10%*	-	*8%*	-	*6%*	-	*10%*	-	**13%k**	-
Personal letters (e.g. from a friend)	**217**	59	30	72	56	23	-	36	-	30	-	34	-	38	-	56	-
	8%	*7%*	*7%*	*8%*	**12%a**	*5%*	-	*8%*	-	*7%*	-	*8%*	-	*8%*	-	**12%e**	-
Letters from organisations that you have a relationship with	**298**	89	45	98	65	34	-	56	-	45	-	34	-	64	-	65	-
	11%	*11%*	*11%*	*11%*	*14%*	*8%*	-	*13%*	-	*11%*	-	*8%*	-	**15%ek**	-	**14%ek**	-
Catalogues and brochures	**431**	118	72	149	92	53	-	64	-	72	-	57	-	92	-	92	-
	17%	*14%*	*17%*	*17%*	**20%a**	*13%*	-	*15%*	-	*17%*	-	*13%*	-	**21%ek**	-	**20%e**	-
Magazines you subscribe to	**193**	50	24	74	45	27	-	23	-	24	-	27	-	47	-	45	-
	7%	*6%*	*6%*	*8%*	*10%*	*6%*	-	*5%*	-	*6%*	-	*6%*	-	**11%g**	-	*10%*	-
Smaller parcels - that fit through a letterbox	**644**	209	110	226	99	94	-	115	-	110	-	107	-	119	-	99	-
	25%	*25%*	*26%*	*26%*	*21%*	*22%*	-	*27%*	-	*26%*	-	*25%*	-	*27%*	-	*21%*	-
Larger parcels - that do not fit through a letterbox	**687**	233	109	241	104	118	-	114	-	109	-	107	-	134	-	104	-
	26%	*27%*	*26%*	*28%*	*23%*	*28%*	-	*27%*	-	*26%*	-	*25%*	-	*30%*	-	*23%*	-
Items requiring a signature	**365**	111	51	132	71	56	-	55	-	51	-	58	-	74	-	71	-
	14%	*13%*	*12%*	*15%*	*15%*	*13%*	-	*13%*	-	*12%*	-	*14%*	-	*17%*	-	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Bills, invoices and statements	**1400**	-	1400	702	694	185	184	273	170	270	174	144	369	443	588	318	1263	123	1346
	54%	-	*54%*	*54%*	*53%*	*50%*	*56%*	*57%*	*52%*	*54%*	*55%*	*52%*	*53%*	*55%*	*54%*	*53%*	*54%*	*52%*	*52%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1498**	-	1498	758	736	189	199	275	179	295	199	161	388	455	655	360	1359	123	1398
	58%	-	*58%*	*59%*	*56%*	*51%*	*60%*	*58%*	*55%*	*59%*	**62%e**	*58%*	*55%*	*57%*	*60%*	*60%*	*58%*	*52%*	*54%*
Addressed direct mail from organisations that you don't have a relationship with	**1407**	-	1407	710	695	172	204	279	176	269	162	144	376	455	575	306	1279	112	1352
	54%	-	*54%*	*55%*	*53%*	*46%*	**62%ej**	**59%e**	*54%*	*54%*	*51%*	*52%*	*53%*	*57%*	*53%*	*51%*	*55%*	*48%*	*52%*
Invitations, greetings cards and postcards	**1594**	-	1594	801	791	175	181	283	183	351	212	209	356	466	772	421	1455	124	1534
	61%	-	*61%*	*62%*	*61%*	*47%*	*55%*	**59%e**	*56%*	**71%efgh**	**67%ef**	**75%efgh**	*51%*	**58%l**	**71%lm**	**71%lm**	**62%q**	*53%*	*59%*
Personal letters (e.g. from a friend)	**1559**	-	1559	784	774	187	201	284	188	330	193	177	388	472	700	370	1434	110	1528
	60%	-	*60%*	*61%*	*59%*	*50%*	**61%e**	**60%e**	*57%*	**66%e**	*61%*	**64%e**	*55%*	*59%*	**64%l**	*62%*	**61%q**	*47%*	*59%*
Letters from organisations that you have a relationship with	**1602**	-	1602	814	785	188	199	303	202	337	195	177	387	506	709	372	1450	131	1561
	62%	-	*62%*	*63%*	*60%*	*51%*	*60%*	**64%e**	**62%e**	**68%e**	**61%e**	**64%e**	*55%*	**63%l**	**65%l**	*62%*	*62%*	*56%*	*60%*
Catalogues and brochures	**1346**	-	1346	683	660	185	193	244	165	244	175	141	378	409	560	316	1212	116	1274
	52%	-	*52%*	*53%*	*51%*	*50%*	**58%l**	*51%*	*50%*	*49%*	*55%*	*51%*	*54%*	*51%*	*51%*	*53%*	*52%*	*49%*	*49%*
Magazines you subscribe to	**1729**	-	1729	871	853	224	219	295	211	341	238	200	443	507	779	438	1577	136	1679
	66%	-	*66%*	*67%*	*65%*	*60%*	*66%*	*62%*	*65%*	*69%*	**75%eg**	**72%eg**	*63%*	*63%*	**71%lm**	**73%lm**	**67%q**	*58%*	*65%*
Smaller parcels - that fit through a letterbox	**1569**	-	1569	816	750	163	185	284	200	323	225	190	348	484	738	415	1435	116	1575
	60%	-	*60%*	**63%d**	*57%*	*44%*	**56%e**	**59%e**	**61%e**	**65%ef**	**71%efg**	**68%ef**	*49%*	**60%l**	**67%lm**	**70%lm**	**61%q**	*49%*	*61%*
Larger parcels - that do not fit through a letterbox	**1506**	-	1506	777	728	157	177	271	205	310	206	180	334	476	697	387	1371	117	1503
	58%	-	*58%*	*60%*	*56%*	*42%*	**54%e**	**57%e**	**63%e**	**62%e**	**65%ef**	**65%ef**	*47%*	**59%l**	**64%l**	**65%l**	*59%*	*50%*	*58%*
Items requiring a signature	**1688**	-	1688	847	837	201	213	304	225	349	214	184	413	529	746	397	1532	136	1686
	65%	-	*65%*	*66%*	*64%*	*54%*	**64%e**	**64%e**	**69%e**	**70%e**	**67%e**	**66%e**	*59%*	**66%l**	**68%l**	**67%l**	*65%*	*58%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Bills, invoices and statements	1400	227	520	278	375	748	653	811	574	179	190	385	342	192	916	182	1122
	54%	*43%*	**56%a**	**53%a**	**60%a**	*51%*	**57%e**	*52%*	*57%*	*57%*	*53%*	*56%*	*54%*	*47%*	*54%*	*57%*	*53%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	1498	254	541	313	390	795	703	851	623	193	187	408	381	220	976	197	1214
	58%	*48%*	**58%a**	**60%a**	**62%a**	*55%*	**61%e**	*55%*	**62%g**	*61%*	*52%*	*59%*	*60%*	*54%*	*58%*	*61%*	*57%*
Addressed direct mail from organisations that you don't have a relationship with	1407	244	521	293	349	765	642	833	558	163	181	374	372	209	927	167	1152
	54%	*46%*	**56%a**	**56%a**	**56%a**	*53%*	*56%*	*54%*	*56%*	*51%*	*51%*	*54%*	*59%*	*51%*	*55%*	*52%*	*54%*
Invitations, greetings cards and postcards	1594	286	575	324	409	861	733	901	667	195	210	456	374	246	1040	198	1301
	61%	*54%*	**62%a**	*62%*	**65%a**	*59%*	*64%*	*58%*	**66%g**	*62%*	*58%*	*66%*	*59%*	*60%*	*62%*	*62%*	*61%*
Personal letters (e.g. from a friend)	1559	284	562	321	393	845	714	905	631	183	203	435	377	240	1015	187	1274
	60%	*54%*	*61%*	*62%*	**63%a**	*58%*	*62%*	*58%*	*63%*	*58%*	*57%*	*63%*	*60%*	*59%*	*60%*	*58%*	*60%*
Letters from organisations that you have a relationship with	1602	283	580	329	410	863	739	932	648	187	223	430	393	245	1047	190	1315
	62%	*54%*	**63%a**	**63%a**	**65%a**	*59%*	*64%*	*60%*	*64%*	*59%*	*62%*	*62%*	*62%*	*60%*	*62%*	*59%*	*62%*
Catalogues and brochures	1346	243	494	276	333	737	609	792	539	158	188	362	329	207	879	160	1108
	52%	*46%*	*53%*	*53%*	*53%*	*51%*	*53%*	*51%*	*54%*	*50%*	*52%*	*52%*	*52%*	*51%*	*52%*	*50%*	*52%*
Magazines you subscribe to	1729	318	657	332	422	975	754	1002	701	202	228	487	427	258	1142	204	1425
	66%	*60%*	**71%ac**	*64%*	*67%*	*67%*	*66%*	*64%*	**70%g**	*64%*	*64%*	*70%*	*67%*	*63%*	*68%*	*64%*	*67%*
Smaller parcels - that fit through a letterbox	1569	287	567	327	388	854	715	887	663	191	208	434	369	240	1011	195	1271
	60%	*54%*	*61%*	**63%a**	*62%*	*59%*	*62%*	*57%*	**66%g**	*60%*	*58%*	*63%*	*58%*	*59%*	*60%*	*61%*	*60%*
Larger parcels - that do not fit through a letterbox	1506	247	547	314	398	794	712	836	648	186	204	423	368	210	995	190	1222
	58%	*47%*	**59%a**	**60%a**	**64%a**	*55%*	**62%e**	*54%*	**64%g**	*59%*	*57%*	**61%m**	*58%*	*52%*	*59%*	*59%*	*57%*
Items requiring a signature	1688	312	615	324	437	927	761	981	682	208	230	464	411	249	1105	210	1376
	65%	*59%*	**66%a**	*62%*	**70%ac**	*64%*	*66%*	*63%*	*68%*	*66%*	*64%*	*67%*	*65%*	*61%*	*66%*	*65%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Bills, invoices and statements	**1400**	1222	179	57	1186	111	66	37	60	168	113	93	122	143	180	195	112	22	90
	54%	**55%b**	*48%*	*47%*	*55%*	*50%*	*53%*	*48%*	*53%*	**59%r**	*52%*	*48%*	*55%*	**59%r**	*53%*	*57%*	*52%*	*64%*	*47%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1498**	1290	208	67	1281	117	64	36	72	159	123	108	121	167	191	228	112	20	97
	58%	*58%*	*55%*	*55%*	**59%fg**	*52%*	*51%*	*47%*	**64%r**	*56%*	*57%*	*56%*	*54%*	**69%iklnpr**	*56%*	**66%pr**	*52%*	*58%*	*51%*
Addressed direct mail from organisations that you don't have a relationship with	**1407**	1224	183	52	1192	113	67	35	59	155	105	102	116	147	188	207	112	23	91
	54%	**55%c**	*49%*	*43%*	**55%g**	*50%*	*54%*	*46%*	*52%*	*54%*	*49%*	*53%*	*52%*	**60%r**	*56%*	**60%r**	*52%*	**66%r**	*48%*
Invitations, greetings cards and postcards	**1594**	1348	245	72	1348	127	81	37	66	181	143	130	132	170	179	222	125	23	105
	61%	*61%*	*65%*	*59%*	**62%g**	*57%*	**65%g**	*48%*	*58%*	*63%*	**66%n**	**67%nr**	*59%*	**70%hnr**	*53%*	*65%*	*58%*	*66%*	*55%*
Personal letters (e.g. from a friend)	**1559**	1320	240	72	1316	132	74	36	62	184	143	116	133	165	174	216	124	23	109
	60%	*59%*	*64%*	*59%*	**61%g**	**59%g**	**59%g**	*48%*	*55%*	**64%n**	**66%n**	*60%*	*60%*	**68%hn**	*51%*	*63%*	*57%*	*66%*	*57%*
Letters from organisations that you have a relationship with	**1602**	1371	230	65	1342	139	81	40	74	175	126	116	132	165	200	219	136	24	115
	62%	*62%*	*61%*	*54%*	**62%g**	*62%*	**64%g**	*53%*	*65%*	*61%*	*58%*	*60%*	*59%*	*68%*	*59%*	*64%*	*63%*	*70%*	*60%*
Catalogues and brochures	**1346**	1186	160	57	1146	109	63	28	60	148	109	107	108	150	181	180	103	22	86
	52%	**53%b**	*43%*	*47%*	**53%g**	**48%g**	**50%g**	*37%*	*53%*	*52%*	*50%*	*56%*	*49%*	**62%lpr**	*53%*	*52%*	*47%*	**66%pr**	*45%*
Magazines you subscribe to	**1729**	1488	241	73	1455	144	86	43	68	178	157	134	136	184	222	238	139	23	121
	66%	*67%*	*64%*	*60%*	**67%g**	*64%*	**69%g**	*57%*	*60%*	*62%*	**72%h**	*69%*	*61%*	**76%hilr**	*66%*	*69%*	*64%*	*68%*	*64%*
Smaller parcels - that fit through a letterbox	**1569**	1328	242	80	1315	137	76	41	70	164	142	124	143	182	167	211	111	23	114
	60%	*60%*	*65%*	*66%*	*60%*	*61%*	*60%*	*54%*	*62%*	*57%*	**66%np**	**64%np**	**64%np**	**75%hinopr**	*49%*	*61%*	*51%*	**68%n**	*60%*
Larger parcels - that do not fit through a letterbox	**1506**	1285	222	64	1268	131	71	37	65	167	130	110	133	178	177	187	121	21	110
	58%	*58%*	*59%*	*53%*	**58%g**	*58%*	*56%*	*49%*	*57%*	*58%*	*60%*	*57%*	*60%*	**73%hijklnopr**	*52%*	*54%*	*56%*	*61%*	*58%*
Items requiring a signature	**1688**	1439	249	80	1428	138	79	43	81	202	136	118	141	173	217	224	136	24	114
	65%	*65%*	*66%*	*66%*	**66%g**	*61%*	*63%*	*56%*	**71%r**	*71%*	*62%*	*61%*	*63%*	**71%r**	*64%*	*65%*	*63%*	*69%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Bills, invoices and statements	1400	527	483	271	79	23	1010	102	496	542	261	64	18	1038	82
	54%	**55%dg**	*50%*	**68%abdefg**	*42%*	*41%*	**52%dg**	*42%*	*52%*	*54%*	**61%hikmn**	*48%*	*41%*	*53%*	*46%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	1498	556	533	276	88	27	1089	115	555	560	280	60	26	1115	86
	58%	**58%dg**	*55%*	**69%abdefg**	*47%*	*48%*	**56%g**	*47%*	**58%k**	*55%*	**66%hikmn**	*45%*	*58%*	**57%k**	*48%*
Addressed direct mail from organisations that you don't have a relationship with	1407	517	512	248	86	26	1030	112	512	525	274	63	17	1036	80
	54%	*54%*	*53%*	**62%abdfg**	*46%*	*47%*	*53%*	*46%*	*53%*	*52%*	**64%hikmn**	*48%*	*37%*	*53%*	*45%*
Invitations, greetings cards and postcards	1594	615	583	266	82	28	1198	110	595	604	290	57	30	1199	87
	61%	**64%dg**	**60%dg**	**67%dg**	*44%*	*50%*	**62%dg**	*45%*	**62%kn**	**60%kn**	**68%ikmn**	*43%*	*66%*	**61%kn**	*49%*
Personal letters (e.g. from a friend)	1559	606	560	265	84	27	1166	112	593	580	285	61	22	1172	82
	60%	**63%dg**	**58%dg**	**66%bdeg**	*45%*	*48%*	**60%dg**	*46%*	**62%kn**	**57%n**	**67%ikmn**	*46%*	*48%*	**60%kn**	*46%*
Letters from organisations that you have a relationship with	1602	606	588	264	99	28	1194	127	592	620	287	62	24	1211	87
	62%	**63%dg**	*61%*	**66%dg**	*53%*	*49%*	**62%g**	*52%*	**62%kn**	**61%kn**	**67%kn**	*47%*	*54%*	**62%kn**	*49%*
Catalogues and brochures	1346	491	473	263	80	23	964	104	477	513	266	50	23	990	73
	52%	*51%*	*49%*	**66%abdefg**	*43%*	*42%*	*50%*	*43%*	**50%k**	**51%k**	**62%ikmn**	*38%*	*52%*	**50%k**	*41%*
Magazines you subscribe to	1729	641	641	284	108	35	1283	143	615	690	299	74	31	1305	105
	66%	*66%*	*66%*	**71%dg**	*58%*	*62%*	*66%*	*59%*	*64%*	**68%k**	**70%kn**	*56%*	*69%*	*66%*	*59%*
Smaller parcels - that fit through a letterbox	1569	572	580	268	100	33	1152	133	534	611	316	63	26	1146	89
	60%	*59%*	*60%*	**67%adfg**	*54%*	*58%*	*60%*	*55%*	*56%*	**60%k**	**74%hikmn**	*48%*	*58%*	*58%*	*50%*
Larger parcels - that do not fit through a letterbox	1506	567	545	259	89	29	1112	118	513	592	287	67	29	1105	96
	58%	**59%dg**	*56%*	**65%bdfg**	*48%*	*52%*	**58%dg**	*49%*	*54%*	*58%*	**67%hikmn**	*50%*	*65%*	*56%*	*54%*
Items requiring a signature	1688	634	605	289	104	39	1240	142	596	671	289	79	35	1266	114
	65%	**66%d**	*63%*	**73%bdfg**	*55%*	*69%*	*64%*	*58%*	*62%*	*66%*	*68%*	*59%*	*78%*	*64%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Bills, invoices and statements	**1400**	90	1296	14	379	934	87	1376	9	4	5	1389	7
	54%	*49%*	*55%*	*34%*	*50%*	*55%*	*58%*	*54%*	*30%*	*31%*	*96%*	*54%*	*51%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1498**	88	1384	26	385	1007	106	1470	10	7	5	1486	7
	58%	*48%*	**58%a**	*64%*	*51%*	**59%d**	**70%d**	*58%*	*32%*	*56%*	*98%*	*58%*	*51%*
Addressed direct mail from organisations that you don't have a relationship with	**1407**	86	1295	26	370	952	86	1380	10	6	4	1396	7
	54%	*47%*	*55%*	*63%*	*49%*	**56%d**	*57%*	*54%*	*34%*	*51%*	*74%*	*54%*	*55%*
Invitations, greetings cards and postcards	**1594**	95	1477	22	406	1102	86	1569	7	6	4	1583	7
	61%	*51%*	**62%a**	*55%*	*54%*	**65%d**	*57%*	*62%*	*24%*	*50%*	*74%*	*61%*	*55%*
Personal letters (e.g. from a friend)	**1559**	99	1438	23	415	1053	91	1532	9	7	4	1549	7
	60%	*53%*	*61%*	*57%*	*55%*	**62%d**	*60%*	*60%*	*31%*	*59%*	*74%*	*60%*	*51%*
Letters from organisations that you have a relationship with	**1602**	103	1475	24	432	1080	89	1579	5	6	5	1590	7
	62%	*55%*	*62%*	*60%*	*57%*	**64%d**	*59%*	*62%*	*17%*	*50%*	*96%*	*62%*	*55%*
Catalogues and brochures	**1346**	76	1257	13	365	896	85	1318	10	7	4	1335	7
	52%	*41%*	**53%a**	*31%*	*48%*	*53%*	*56%*	*52%*	*33%*	*54%*	*76%*	*52%*	*55%*
Magazines you subscribe to	**1729**	96	1618	15	459	1184	86	1701	8	8	4	1718	7
	66%	*52%*	**68%a**	*36%*	*61%*	**70%df**	*57%*	*67%*	*29%*	*64%*	*74%*	*67%*	*55%*
Smaller parcels - that fit through a letterbox	**1569**	89	1462	18	401	1070	98	1535	14	9	4	1558	7
	60%	*48%*	**62%a**	*45%*	*53%*	**63%d**	*64%*	*60%*	*47%*	*72%*	*75%*	*60%*	*55%*
Larger parcels - that do not fit through a letterbox	**1506**	79	1414	14	362	1060	84	1485	5	5	4	1495	7
	58%	*42%*	**60%a**	*35%*	*48%*	**63%d**	*56%*	*58%*	*18%*	*40%*	*74%*	*58%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Items requiring a signature	**1688**	86	1587	15	442	1149	97	1660	11	4	5	1675	7
	65%	*46%*	**67%a**	*36%*	*58%*	**68%d**	*64%*	*65%*	*39%*	*34%*	*98%*	*65%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Bills, invoices and statements	**1400**	449	215	491	246	202	-	247	-	215	-	244	-	247	-	246	-
	54%	*53%*	*52%*	*56%*	*53%*	*48%*	-	**58%e**	-	*52%*	-	*56%*	-	*56%*	-	*53%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1498**	477	246	515	260	241	-	236	-	246	-	254	-	261	-	260	-
	58%	*56%*	*59%*	*59%*	*56%*	*57%*	-	*55%*	-	*59%*	-	*59%*	-	*59%*	-	*56%*	-
Addressed direct mail from organisations that you don't have a relationship with	**1407**	453	229	481	244	226	-	228	-	229	-	244	-	237	-	244	-
	54%	*53%*	*55%*	*55%*	*53%*	*54%*	-	*53%*	-	*55%*	-	*56%*	-	*53%*	-	*53%*	-
Invitations, greetings cards and postcards	**1594**	507	257	558	271	248	-	259	-	257	-	279	-	279	-	271	-
	61%	*60%*	*62%*	*64%*	*59%*	*59%*	-	*60%*	-	*62%*	-	*64%*	-	*63%*	-	*59%*	-
Personal letters (e.g. from a friend)	**1559**	481	253	549	276	251	-	230	-	253	-	264	-	285	-	276	-
	60%	*57%*	*61%*	*63%*	*60%*	*60%*	-	*54%*	-	*61%*	-	*61%*	-	**64%g**	-	*60%*	-
Letters from organisations that you have a relationship with	**1602**	508	254	553	286	248	-	260	-	254	-	288	-	266	-	286	-
	62%	*60%*	*61%*	*63%*	*62%*	*59%*	-	*61%*	-	*61%*	-	*67%*	-	*60%*	-	*62%*	-
Catalogues and brochures	**1346**	413	222	464	248	206	-	207	-	222	-	238	-	226	-	248	-
	52%	*49%*	*53%*	*53%*	*54%*	*49%*	-	*48%*	-	*53%*	-	*55%*	-	*51%*	-	*54%*	-
Magazines you subscribe to	**1729**	561	282	583	302	273	-	288	-	282	-	287	-	297	-	302	-
	66%	*66%*	*68%*	*67%*	*66%*	*65%*	-	*67%*	-	*68%*	-	*66%*	-	*67%*	-	*66%*	-
Smaller parcels - that fit through a letterbox	**1569**	489	242	537	300	239	-	251	-	242	-	273	-	264	-	300	-
	60%	*58%*	*58%*	*61%*	*65%*	*57%*	-	*59%*	-	*58%*	-	*63%*	-	*60%*	-	*65%*	-
Larger parcels - that do not fit through a letterbox	**1506**	468	240	511	288	232	-	236	-	240	-	260	-	251	-	288	-
	58%	*55%*	*58%*	*58%*	*62%*	*55%*	-	*55%*	-	*58%*	-	*60%*	-	*57%*	-	*62%*	-
Items requiring a signature	**1688**	530	261	593	303	260	-	270	-	261	-	294	-	300	-	303	-
	65%	*62%*	*63%*	*68%*	*66%*	*62%*	-	*63%*	-	*63%*	-	*68%*	-	*68%*	-	*66%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Bills, invoices and statements	**945**	-	945	446	499	93	102	145	121	217	142	125	195	265	485	268	866	71	1018
	36%	-	*36%*	*34%*	*38%*	*25%*	*31%*	*30%*	**37%e**	**44%efg**	**45%efg**	**45%efg**	*28%*	*33%*	**44%lm**	**45%lm**	*37%*	*30%*	*39%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**709**	-	709	315	393	102	81	124	91	156	90	65	183	215	311	154	637	67	788
	27%	-	*27%*	*24%*	**30%c**	*27%*	*24%*	*26%*	*28%*	*31%*	*28%*	*23%*	*26%*	*27%*	*28%*	*26%*	*27%*	*28%*	*31%*
Addressed direct mail from organisations that you don't have a relationship with	**596**	-	596	272	324	85	70	101	89	130	67	54	155	190	251	121	527	68	677
	23%	-	*23%*	*21%*	*25%*	*23%*	*21%*	*21%*	*27%*	*26%*	*21%*	*19%*	*22%*	*24%*	*23%*	*20%*	*22%*	*29%*	*26%*
Invitations, greetings cards and postcards	**736**	-	736	330	405	102	91	112	122	140	105	63	193	234	309	169	664	65	825
	28%	-	*28%*	*26%*	**31%c**	*27%*	*28%*	*24%*	**37%egik**	*28%*	**33%g**	*23%*	*27%*	*29%*	*28%*	*28%*	*28%*	*28%*	*32%*
Personal letters (e.g. from a friend)	**784**	-	784	360	422	96	90	117	109	161	116	95	186	226	372	211	701	76	842
	30%	-	*30%*	*28%*	*32%*	*26%*	*27%*	*25%*	**33%g**	**32%g**	**37%eg**	**34%g**	*26%*	*28%*	**34%lm**	**35%lm**	*30%*	*32%*	*33%*
Letters from organisations that you have a relationship with	**658**	-	658	280	375	75	79	105	80	134	108	78	154	184	320	186	608	48	727
	25%	-	*25%*	*22%*	**29%c**	*20%*	*24%*	*22%*	*24%*	*27%*	**34%efg**	*28%*	*22%*	*23%*	**29%lm**	**31%lm**	*26%*	*20%*	*28%*
Catalogues and brochures	**780**	-	780	360	417	87	75	148	114	196	94	67	162	262	356	160	707	68	864
	30%	-	*30%*	*28%*	*32%*	*23%*	*23%*	**31%f**	**35%efk**	**39%efgjk**	*29%*	*24%*	*23%*	**33%l**	**33%l**	*27%*	*30%*	*29%*	*33%*
Magazines you subscribe to	**509**	-	509	241	268	81	61	96	71	102	52	46	142	167	201	98	436	67	549
	20%	-	*20%*	*19%*	*21%*	*22%*	*18%*	*20%*	*22%*	*21%*	*16%*	*17%*	*20%*	*21%*	*18%*	*17%*	*19%*	**29%p**	*21%*
Smaller parcels - that fit through a letterbox	**358**	-	358	171	186	62	45	62	36	65	42	45	107	98	152	87	318	38	358
	14%	-	*14%*	*13%*	*14%*	*17%*	*14%*	*13%*	*11%*	*13%*	*13%*	*16%*	*15%*	*12%*	*14%*	*15%*	*14%*	*16%*	*14%*
Larger parcels - that do not fit through a letterbox	**372**	-	372	179	193	65	46	60	32	66	46	57	111	92	169	103	330	40	371
	14%	-	*14%*	*14%*	*15%*	**17%h**	*14%*	*13%*	*10%*	*13%*	*15%*	**21%gh**	*16%*	*11%*	*15%*	**17%m**	*14%*	*17%*	*14%*
Items requiring a signature	**504**	-	504	213	292	69	60	78	48	98	74	77	129	127	249	152	457	45	533
	19%	-	*19%*	*16%*	**22%c**	*18%*	*18%*	*16%*	*15%*	*20%*	*23%*	**28%efgh**	*18%*	*16%*	**23%m**	**25%lm**	*20%*	*19%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2582	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	2601	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	1395	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Bills, invoices and statements	945	223	335	181	206	558	387	541	383	117	140	258	231	140	629	118	787
	36%	42%d	36%	35%	33%	38%	34%	35%	38%	37%	39%	37%	37%	34%	37%	37%	37%
Newsletters, leaflets and promotions from organisations that you have a relationship with	709	145	259	140	165	404	305	442	259	93	125	185	171	94	481	93	585
	27%	27%	28%	27%	26%	28%	27%	28%	26%	29%	35%km	27%	27%	23%	29%	29%	28%
Addressed direct mail from organisations that you don't have a relationship with	596	103	217	125	151	320	276	365	225	72	103	174	145	64	422	73	498
	23%	20%	23%	24%	24%	22%	24%	23%	22%	23%	29%m	25%m	23%m	16%	25%m	23%	23%
Invitations, greetings cards and postcards	736	147	275	144	170	422	315	429	297	96	122	188	190	77	501	97	592
	28%	28%	30%	28%	27%	29%	27%	28%	30%	30%m	34%m	27%m	30%m	19%	30%m	30%	28%
Personal letters (e.g. from a friend)	784	159	293	153	179	452	332	448	326	100	130	211	199	95	539	100	644
	30%	30%	32%	29%	29%	31%	29%	29%	32%	32%	36%m	30%	31%m	23%	32%m	31%	30%
Letters from organisations that you have a relationship with	658	127	245	136	150	373	285	370	277	87	95	192	168	72	455	88	537
	25%	24%	26%	26%	24%	26%	25%	24%	28%	27%m	26%m	28%m	27%m	18%	27%m	27%	25%
Catalogues and brochures	780	147	285	155	192	432	347	462	304	99	117	214	190	98	522	102	628
	30%	28%	31%	30%	31%	30%	30%	30%	30%	31%	33%	31%	30%	24%	31%	32%	30%
Magazines you subscribe to	509	91	164	119	135	255	254	309	194	82	77	131	122	65	330	84	402
	20%	17%	18%	23%	22%	18%	22%e	20%	19%	26%m	21%	19%	19%	16%	20%	26%p	19%
Smaller parcels - that fit through a letterbox	358	70	119	76	93	188	169	221	129	64	66	85	95	33	245	64	280
	14%	13%	13%	15%	15%	13%	15%	14%	13%	20%km	18%km	12%	15%m	8%	15%m	20%p	13%
Larger parcels - that do not fit through a letterbox	372	77	122	79	94	199	173	223	146	73	70	88	84	41	242	73	284
	14%	15%	13%	15%	15%	14%	15%	14%	15%	23%klmn	19%km	13%	13%	10%	14%	23%p	13%
Items requiring a signature	504	84	181	115	124	265	239	266	230	79	82	141	121	42	345	81	394
	19%	16%	20%	22%	20%	18%	21%	17%	23%g	25%m	23%m	20%m	19%m	10%	20%m	25%p	19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 205

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2582**	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	**2601**	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	**1395**	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Bills, invoices and statements	**945**	773	172	49	775	88	49	33	44	84	89	84	79	82	109	114	88	9	79
	36%	*35%*	**46%a**	*41%*	*36%*	*39%*	*39%*	**44%d**	*39%*	*30%*	*41%*	**44%l**	*35%*	*34%*	*32%*	*33%*	*41%*	*27%*	**41%l**
Newsletters, leaflets and promotions from organisations that you have a relationship with	**709**	604	105	31	576	69	38	26	30	72	68	56	64	54	87	73	72	11	58
	27%	*27%*	*28%*	*25%*	*26%*	*31%*	*30%*	**35%d**	*26%*	*25%*	*31%*	*29%*	*29%*	*22%*	*26%*	*21%*	**33%o**	*33%*	*30%*
Addressed direct mail from organisations that you don't have a relationship with	**596**	511	86	31	501	39	34	23	27	59	56	47	63	54	69	75	51	6	33
	23%	*23%*	*23%*	*26%*	*23%*	*17%*	**27%e**	**30%de**	*24%*	*21%*	*26%*	*25%*	**28%r**	*22%*	*20%*	*22%*	*24%*	*19%*	*17%*
Invitations, greetings cards and postcards	**736**	627	109	39	587	82	36	32	36	66	55	46	67	65	87	93	71	9	73
	28%	*28%*	*29%*	*32%*	*27%*	**37%d**	*28%*	**42%df**	*32%*	*23%*	*25%*	*24%*	*30%*	*27%*	*26%*	*27%*	*33%*	*27%*	**38%ijkmno**
Personal letters (e.g. from a friend)	**784**	669	115	36	638	72	41	32	40	70	48	64	69	68	97	108	75	9	64
	30%	*30%*	*31%*	*30%*	*29%*	*32%*	*33%*	**42%de**	**35%j**	*24%*	*22%*	*33%*	*31%*	*28%*	*29%*	*31%*	**35%j**	*26%*	**33%j**
Letters from organisations that you have a relationship with	**658**	538	120	42	544	57	32	25	28	70	65	53	53	59	63	90	61	8	49
	25%	*24%*	**32%a**	**35%a**	*25%*	*25%*	*26%*	**33%d**	*25%*	*25%*	**30%n**	*27%*	*24%*	*24%*	*19%*	*26%*	*28%*	*24%*	*26%*
Catalogues and brochures	**780**	644	135	37	640	69	40	31	37	77	73	51	79	62	79	103	80	7	62
	30%	*29%*	**36%a**	*30%*	*29%*	*31%*	*32%*	**40%de**	*32%*	*27%*	*33%*	*26%*	**35%n**	*26%*	*23%*	*30%*	**37%n**	*20%*	*33%*
Magazines you subscribe to	**509**	422	87	30	422	44	23	21	29	66	30	33	63	33	52	63	53	5	39
	20%	*19%*	*23%*	*25%*	*19%*	*20%*	*18%*	**27%df**	**26%jmn**	*23%*	*14%*	*17%*	**28%jkmn**	*14%*	*15%*	*18%*	**24%jm**	*16%*	*20%*
Smaller parcels - that fit through a letterbox	**358**	300	58	15	295	32	18	13	17	40	23	31	32	27	46	43	36	4	28
	14%	*13%*	*15%*	*12%*	*14%*	*14%*	*14%*	*17%*	*15%*	*14%*	*11%*	*16%*	*15%*	*11%*	*13%*	*13%*	*17%*	*11%*	*15%*
Larger parcels - that do not fit through a letterbox	**372**	319	53	22	305	32	21	14	14	36	22	33	34	31	55	48	32	4	28
	14%	*14%*	*14%*	*18%*	*14%*	*14%*	*17%*	*18%*	*13%*	*13%*	*10%*	*17%*	*15%*	*13%*	*16%*	*14%*	*15%*	*13%*	*15%*
Items requiring a signature	**504**	429	76	22	409	44	31	21	16	42	42	42	50	49	55	60	53	8	36
	19%	*19%*	*20%*	*18%*	*19%*	*20%*	*24%*	**26%de**	*14%*	*15%*	*19%*	*22%*	*23%*	*20%*	*16%*	*17%*	**24%h**	*23%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Bills, invoices and statements	945	325	383	113	90	33	708	123	355	361	140	64	24	717	89
	36%	*34%*	**40%ac**	*28%*	**48%acf**	**58%abcf**	**37%c**	**50%abcf**	*37%*	*36%*	*33%*	**49%hijm**	*55%*	*36%*	**50%hijm**
Newsletters, leaflets and promotions from organisations that you have a relationship with	709	230	290	91	72	25	520	98	243	286	103	61	13	529	74
	27%	*24%*	**30%ac**	*23%*	**39%acf**	**45%acf**	*27%*	**40%abcf**	*25%*	*28%*	*24%*	**46%hijm**	*29%*	*27%*	**42%hijm**
Addressed direct mail from organisations that you don't have a relationship with	596	200	229	91	53	22	428	75	219	239	83	43	11	459	54
	23%	*21%*	*24%*	*23%*	*28%*	**39%abcf**	*22%*	**31%af**	*23%*	*24%*	*19%*	**32%j**	*25%*	*23%*	**30%j**
Invitations, greetings cards and postcards	736	238	288	105	86	19	526	105	262	298	101	63	10	560	73
	28%	*25%*	*30%*	*26%*	**46%abcf**	*34%*	*27%*	**43%abcf**	*27%*	*29%*	*24%*	**48%hijm**	*23%*	*28%*	**41%hijm**
Personal letters (e.g. from a friend)	784	264	303	106	87	24	567	111	274	329	107	57	16	604	73
	30%	*27%*	*31%*	*27%*	**46%abcf**	*43%*	*29%*	**46%abcf**	*29%*	**33%j**	*25%*	**43%hjm**	*36%*	*31%*	**41%hijm**
Letters from organisations that you have a relationship with	658	212	256	103	65	22	469	87	231	255	100	60	12	486	72
	25%	*22%*	*27%*	*26%*	**35%af**	**39%af**	*24%*	**36%abcf**	*24%*	*25%*	*23%*	**45%hijm**	*26%*	*25%*	**40%hijm**
Catalogues and brochures	780	278	308	94	72	24	586	95	288	318	101	59	13	606	72
	30%	*29%*	**32%c**	*24%*	**38%ac**	**42%c**	**30%c**	**39%acf**	*30%*	**31%j**	*24%*	**44%hijm**	*30%*	**31%j**	**41%hijm**
Magazines you subscribe to	509	182	175	77	58	17	357	75	204	180	72	46	7	384	53
	20%	*19%*	*18%*	*19%*	**31%abcf**	*30%*	*18%*	**31%abcf**	*21%*	*18%*	*17%*	**35%hijm**	*17%*	*19%*	**30%ijm**
Smaller parcels - that fit through a letterbox	358	107	133	63	43	11	239	54	119	132	59	34	12	251	47
	14%	*11%*	*14%*	*16%*	**23%abj**	*19%*	*12%*	**22%abj**	*12%*	*13%*	*14%*	**26%hijm**	*27%*	*13%*	**26%hijm**
Larger parcels - that do not fit through a letterbox	372	102	150	63	45	12	252	57	124	135	67	33	12	259	44
	14%	*11%*	**15%a**	*16%*	**24%abf**	**22%a**	*13%*	**24%abf**	*13%*	*13%*	*16%*	**25%him**	*26%*	*13%*	**25%hijm**
Items requiring a signature	504	166	193	79	52	11	359	64	166	195	93	42	7	361	49
	19%	*17%*	*20%*	*20%*	**28%af**	*20%*	*19%*	**26%af**	*17%*	*19%*	*22%*	**32%hijm**	*15%*	*18%*	**28%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Bills, invoices and statements	**945**	59	866	20	292	616	38	925	13	7	*	945	1
	36%	*32%*	*36%*	*51%*	**39%f**	**36%f**	*25%*	*36%*	*43%*	*53%*	*2%*	*37%*	*4%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**709**	45	655	9	235	456	18	693	11	4	*	708	1
	27%	*24%*	*28%*	*23%*	**31%f**	**27%f**	*12%*	*27%*	*38%*	*34%*	*2%*	*27%*	*4%*
Addressed direct mail from organisations that you don't have a relationship with	**596**	33	554	9	173	392	31	581	11	3	1	595	-
	23%	*18%*	*23%*	*23%*	*23%*	*23%*	*21%*	*23%*	*37%*	*24%*	*26%*	*23%*	-
Invitations, greetings cards and postcards	**736**	48	678	10	253	448	35	725	5	6	*	736	-
	28%	*26%*	*29%*	*25%*	**33%e**	*26%*	*23%*	*29%*	*16%*	*50%*	*4%*	*29%*	-
Personal letters (e.g. from a friend)	**784**	43	729	12	271	484	29	768	8	5	1	782	1
	30%	*23%*	*31%*	*30%*	**36%ef**	*29%*	*19%*	*30%*	*28%*	*41%*	*26%*	*30%*	*4%*
Letters from organisations that you have a relationship with	**658**	34	614	10	210	421	27	646	7	5	*	658	-
	25%	*19%*	*26%*	*24%*	*28%*	*25%*	*18%*	*25%*	*23%*	*40%*	*4%*	*25%*	-
Catalogues and brochures	**780**	46	717	16	228	521	30	765	8	5	1	778	-
	30%	*25%*	*30%*	*40%*	*30%*	**31%f**	*20%*	*30%*	*28%*	*44%*	*24%*	*30%*	-
Magazines you subscribe to	**509**	43	452	14	166	313	31	499	7	2	1	508	-
	20%	*23%*	*19%*	*35%*	*22%*	*18%*	*20%*	*20%*	*23%*	*16%*	*24%*	*20%*	-
Smaller parcels - that fit through a letterbox	**358**	20	328	10	120	222	15	353	3	2	-	358	-
	14%	*11%*	*14%*	*24%*	*16%*	*13%*	*10%*	*14%*	*10%*	*12%*	-	*14%*	-
Larger parcels - that do not fit through a letterbox	**372**	29	330	13	140	210	22	358	8	4	1	371	-
	14%	*15%*	*14%*	*33%*	**18%e**	*12%*	*15%*	*14%*	*29%*	*35%*	*23%*	*14%*	-
Items requiring a signature	**504**	37	450	17	170	314	21	492	5	8	-	504	-
	19%	*20%*	*19%*	*42%*	*23%*	*19%*	*14%*	*19%*	*16%*	*65%*	-	*20%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Bills, invoices and statements	**945** *36%*	322 *38%*	163 *39%*	307 *35%*	154 *33%*	180 *43%mo*	-	141 *33%*	-	163 *39%*	-	159 *37%*	-	148 *33%*	-	154 *33%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**709** *27%*	248 *29%*	109 *26%*	247 *28%*	104 *23%*	120 *28%*	-	128 *30%*	-	109 *26%*	-	130 *30%*	-	117 *26%*	-	104 *23%*	-
Addressed direct mail from organisations that you don't have a relationship with	**596** *23%*	207 *24%*	96 *23%*	202 *23%*	91 *20%*	111 *26%*	-	95 *22%*	-	96 *23%*	-	111 *26%*	-	91 *21%*	-	91 *20%*	-
Invitations, greetings cards and postcards	**736** *28%*	256 *30%*	118 *29%*	236 *27%*	126 *27%*	133 *31%*	-	123 *29%*	-	118 *29%*	-	124 *29%*	-	112 *25%*	-	126 *27%*	-
Personal letters (e.g. from a friend)	**784** *30%*	289 *34%*	119 *29%*	251 *29%*	125 *27%*	134 *32%*	-	155 *36%mo*	-	119 *29%*	-	133 *31%*	-	118 *27%*	-	125 *27%*	-
Letters from organisations that you have a relationship with	**658** *25%*	237 *28%*	104 *25%*	211 *24%*	107 *23%*	127 *30%*	-	110 *26%*	-	104 *25%*	-	104 *24%*	-	107 *24%*	-	107 *23%*	-
Catalogues and brochures	**780** *30%*	302 *36%bcd*	114 *27%*	248 *28%*	117 *25%*	149 *35%mo*	-	153 *36%mo*	-	114 *27%*	-	131 *30%*	-	116 *26%*	-	117 *25%*	-
Magazines you subscribe to	**509** *20%*	178 *21%*	76 *18%*	162 *19%*	93 *20%*	87 *21%*	-	91 *21%*	-	76 *18%*	-	94 *22%*	-	68 *15%*	-	93 *20%*	-
Smaller parcels - that fit through a letterbox	**358** *14%*	140 *16%*	53 *13%*	106 *12%*	59 *13%*	81 *19%k*	-	59 *14%*	-	53 *13%*	-	49 *11%*	-	57 *13%*	-	59 *13%*	-
Larger parcels - that do not fit through a letterbox	**372** *14%*	135 *16%*	54 *13%*	119 *14%*	65 *14%*	66 *16%*	-	69 *16%*	-	54 *13%*	-	64 *15%*	-	55 *12%*	-	65 *14%*	-
Items requiring a signature	**504** *19%*	193 *23%c*	91 *22%*	140 *16%*	80 *17%*	98 *23%m*	-	95 *22%*	-	91 *22%*	-	74 *17%*	-	67 *15%*	-	80 *17%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2582**	-	2582	1237	1340	327	331	479	310	528	345	262	658	789	1135	607	2413	151	2582
Weighted Base	**2601**	-**	2601	1292	1305	372	331	477	327	497	318	278	703	804	1094	596	2342	236	2582
Effective Base	**1395**	-	1395	686	705	195	193	276	165	275	148	150	386	440	569	296	1278	110	2582
Bills, invoices and statements	**2.58**	-	2.58	**2.63d**	2.53	**2.93fghijk**	**2.76hijk**	**2.74hijk**	**2.58ijk**	2.35	2.30	**2.40j**	**2.85mno**	**2.67no**	2.34	2.34	2.56	**2.77p**	2.52
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.78**	-	2.78	**2.85d**	2.72	**2.80i**	**2.86ij**	**2.82ij**	**2.81ij**	2.65	2.71	**2.91eij**	**2.83n**	**2.81n**	2.73	**2.80n**	2.78	2.80	2.74
Addressed direct mail from organisations that you don't have a relationship with	**2.92**	-	2.92	**2.99d**	2.85	2.99	2.92	2.93	2.81	2.81	2.97	**3.09hi**	2.95	2.88	2.93	**3.03m**	2.93	2.82	2.86
Invitations, greetings cards and postcards	**2.71**	-	2.71	**2.78d**	2.64	**2.87hij**	**2.79hij**	**2.89hijk**	2.50	2.62	2.56	**2.70h**	**2.83no**	**2.73n**	2.62	2.63	2.71	2.73	2.63
Personal letters (e.g. from a friend)	**2.65**	-	2.65	**2.73d**	2.56	**2.87hijk**	**2.75hijk**	**2.84hijk**	2.50	2.52	2.46	2.52	**2.81no**	**2.70no**	2.50	2.49	2.64	2.76	2.58
Letters from organisations that you have a relationship with	**2.80**	-	2.80	**2.89d**	2.70	**3.01hijk**	**2.88ijk**	**2.88ijk**	**2.80j**	2.67	2.61	2.70	**2.95no**	**2.85no**	2.66	2.65	2.78	**2.96p**	2.72
Catalogues and brochures	**2.77**	-	2.77	**2.85d**	2.70	**2.94hi**	**2.91hi**	**2.75i**	2.66	2.57	2.76	**2.97ghij**	**2.92mn**	2.71	2.73	**2.86m**	2.78	2.75	2.71
Magazines you subscribe to	**2.76**	-	2.76	**2.81d**	2.70	2.79	**2.85i**	**2.85i**	2.72	2.66	2.71	2.72	**2.82n**	2.79	2.69	2.71	2.77	2.63	2.71
Smaller parcels - that fit through a letterbox	**3.10**	-	3.10	3.10	3.10	**3.23jk**	**3.19jk**	**3.14k**	**3.11k**	**3.08k**	2.99	2.92	**3.21no**	**3.13no**	3.01	2.96	3.10	3.18	3.09
Larger parcels - that do not fit through a letterbox	**3.12**	-	3.12	3.12	3.12	**3.22jk**	**3.25ijk**	**3.21jk**	**3.19k**	**3.09k**	3.01	2.83	**3.23no**	**3.20no**	3.00	2.93	3.12	3.13	3.12
Items requiring a signature	**2.88**	-	2.88	**2.98d**	2.79	**3.03ijk**	**2.95jk**	**3.00ijk**	**2.97ijk**	**2.82k**	2.75	2.59	**2.99no**	**2.99no**	2.74	2.67	2.87	2.98	2.84

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 206

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2582**	661	809	488	624	1470	1112	1280	1261	321	354	656	641	390	1651	327	2087
Weighted Base	**2601**	528	926	521	626	1454	1147	1554	1005	317	359	692	633	408	1684	321	2126
Effective Base	**1395**	275	476	287	359	751	646	744	656	186	206	358	340	198	903	189	1120
Bills, invoices and statements	**2.58**	2.56	2.58	2.63	2.57	2.57	2.60	**2.67h**	2.45	2.47	2.49	**2.57l**	2.57	**2.76ijkln**	2.55	2.48	**2.69o**
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.78**	**2.88bcd**	2.77	2.77	2.73	**2.81f**	2.75	2.79	2.78	2.70	2.67	**2.77j**	2.74	**2.97ijkln**	2.74	2.70	2.78
Addressed direct mail from organisations that you don't have a relationship with	**2.92**	**3.14bcd**	2.86	2.88	2.85	2.96	2.87	2.92	2.91	2.93	2.82	2.86	2.86	**3.20ijkln**	2.85	2.93	2.92
Invitations, greetings cards and postcards	**2.71**	**2.85bd**	2.66	2.72	2.66	2.73	2.69	**2.78h**	2.61	2.62	2.58	2.70	2.68	**3.02ijkln**	2.67	2.62	2.73
Personal letters (e.g. from a friend)	**2.65**	**2.75b**	2.57	2.67	2.64	2.64	2.66	**2.72h**	2.53	2.55	2.54	2.63	2.62	**2.90ijkln**	2.61	2.56	2.66
Letters from organisations that you have a relationship with	**2.80**	**2.97bcd**	2.75	2.76	2.75	2.83	2.75	**2.86h**	2.70	2.72	2.75	2.74	2.73	**3.10ijkln**	2.74	2.72	2.80
Catalogues and brochures	**2.77**	**2.97bcd**	2.72	2.78	2.67	2.81	2.72	2.81	2.73	2.68	2.69	2.74	2.77	**3.03ijkln**	2.74	2.67	2.80
Magazines you subscribe to	**2.76**	**2.95bcd**	2.75	2.69	2.67	**2.82f**	2.68	**2.81h**	2.68	2.54	**2.74i**	**2.74i**	**2.75i**	**2.98ijkln**	**2.74i**	2.53	**2.79o**
Smaller parcels - that fit through a letterbox	**3.10**	**3.22cd**	3.10	3.07	3.04	**3.14f**	3.05	**3.15h**	3.04	2.92	3.00	**3.11l**	**3.09l**	**3.31ijkln**	**3.08l**	2.92	**3.13o**
Larger parcels - that do not fit through a letterbox	**3.12**	**3.29bcd**	3.12	3.08	3.03	**3.18f**	3.05	**3.20h**	3.00	2.85	2.98	**3.13ij**	**3.14ij**	**3.38ijkln**	**3.10i**	2.85	**3.16o**
Items requiring a signature	**2.88**	**3.07bcd**	2.85	2.86	2.80	**2.93f**	2.83	**2.99h**	2.73	2.71	2.77	2.85	**2.88i**	**3.22ijkln**	**2.84i**	2.70	**2.92o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 206

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2582	1660	922	399	1286	534	439	323	137	146	143	136	153	142	142	150	137	84	450
Weighted Base	2601	2227	374	121*	2175	225	126	76	113	286	217	192	223	243	339	344	217	34*	190
Effective Base	1395	1160	243	97	1055	210	168	180	126	133	126	118	121	125	126	134	117	40	172
Bills, invoices and statements	2.58	2.61b	2.41	2.58b	2.60	2.51	2.52	2.45	2.52	2.73hjklpr	2.49	2.43	2.55	2.63jkp	2.70jklpr	2.65jkpr	2.47	2.65	2.48
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.77	2.82	2.87	2.78	2.76	2.80	2.73	2.74	2.87jlp	2.70	2.78	2.72	2.84jlp	2.81j	2.82jp	2.70	2.68	2.77
Addressed direct mail from organisations that you don't have a relationship with	2.92	2.91	2.98	2.91	2.91	3.11dfg	2.85	2.84	2.95	2.97	2.90	2.93	2.75	2.90	2.96	2.89	2.91	2.90	3.15jlmop
Invitations, greetings cards and postcards	2.71	2.72	2.66	2.63	2.74eg	2.57	2.69g	2.48	2.67	2.79r	2.77r	2.73	2.68	2.66	2.88pr	2.72r	2.62	2.76	2.54
Personal letters (e.g. from a friend)	2.65	2.65	2.61	2.67	2.66g	2.61g	2.58g	2.38	2.57	2.71	2.82hklpr	2.57	2.58	2.65	2.80p	2.61	2.54	2.73	2.59
Letters from organisations that you have a relationship with	2.80	2.82b	2.66	2.65	2.80	2.77	2.76	2.70	2.77	2.78	2.74	2.76	2.82	2.80	3.01hijkmopr	2.75	2.70	2.78	2.77
Catalogues and brochures	2.77	2.78	2.72	2.85	2.78	2.78	2.75	2.68	2.69	2.81	2.73	2.80	2.68	2.83	2.94p	2.74	2.68	2.90	2.76
Magazines you subscribe to	2.76	2.77	2.69	2.67	2.77g	2.70	2.76	2.58	2.63	2.71	2.84hl	2.76	2.59	2.83hl	2.95hilpr	2.76	2.69	2.89	2.66
Smaller parcels - that fit through a letterbox	3.10	3.12	3.02	3.08	3.10	3.10	3.11	3.08	3.06	3.14	3.15	2.96	3.03	3.05	3.20k	3.13	3.10	3.07	3.10
Larger parcels - that do not fit through a letterbox	3.12	3.13	3.11	3.10	3.12	3.13	3.14	3.14	3.21m	3.17	3.21m	3.01	3.05	3.00	3.15	3.18	3.11	3.13	3.13
Items requiring a signature	2.88	2.89	2.86	2.95	2.89	2.91	2.78	2.77	2.96	2.93	2.90	2.88	2.78	2.82	3.02lp	2.90	2.80	2.77	2.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 206

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2582	956	957	378	207	61	1913	268	978	994	408	133	43	1972	176
Weighted Base	2601	965	967	399	187	56*	1932	243	956	1013	427	133*	45**	1970	178
Effective Base	1395	496	516	221	116	34	1012	150	506	527	240	82	25	1033	107
Bills, invoices and statements	2.58	2.67bdefg	2.53deg	2.65bdeg	2.39e	2.00	2.60bdeg	2.30e	2.60kln	2.61kln	2.59kln	2.28	2.14	2.60kln	2.25
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.91bcdefg	2.73deg	2.74deg	2.58e	2.29	2.82bcdeg	2.51e	2.85ijkn	2.78kn	2.74kn	2.45	2.66	2.81jkn	2.50
Addressed direct mail from organisations that you don't have a relationship with	2.92	3.01ceg	2.91e	2.85e	2.85	2.51	2.96eg	2.77	2.93	2.93	2.89	2.81	2.98	2.93	2.85
Invitations, greetings cards and postcards	2.71	2.82bcdeg	2.68dg	2.68dg	2.40	2.51	2.75dg	2.43	2.74kn	2.72kn	2.71kn	2.40	2.70	2.73kn	2.47
Personal letters (e.g. from a friend)	2.65	2.72deg	2.64deg	2.66deg	2.34	2.25	2.68deg	2.32	2.68kn	2.62k	2.69kn	2.38	2.60	2.65kn	2.44
Letters from organisations that you have a relationship with	2.80	2.89bcdeg	2.78eg	2.72	2.64	2.48	2.83deg	2.61	2.85kn	2.81kn	2.74kn	2.48	2.76	2.83kn	2.55
Catalogues and brochures	2.77	2.84deg	2.76g	2.78eg	2.61	2.44	2.80eg	2.57	2.80kn	2.77kn	2.82kn	2.50	2.56	2.79kn	2.51
Magazines you subscribe to	2.76	2.80dg	2.77dg	2.77dg	2.51	2.53	2.78dg	2.51	2.74k	2.79kn	2.81kn	2.48	2.79	2.76kn	2.56
Smaller parcels - that fit through a letterbox	3.10	3.21bcdeg	3.09cdg	2.97	2.93	2.87	3.15cdeg	2.91	3.20jkn	3.13jkn	2.90	2.92	2.80	3.16jkn	2.89
Larger parcels - that do not fit through a letterbox	3.12	3.25bcdeg	3.10g	3.01	2.93	2.92	3.17cdg	2.93	3.23jkn	3.14jkn	2.96	2.92	2.72	3.18jkn	2.87
Items requiring a signature	2.88	2.95cg	2.88	2.81	2.79	2.72	2.91	2.77	2.98ijkn	2.87kn	2.77	2.63	2.83	2.93jkn	2.68

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2582**	175	2365	42	794	1628	160	2521	27	18	5	2566	11
Weighted Base	**2601**	185*	2375	40**	756	1694	151*	2541	29**	12**	5**	2583	13**
Effective Base	**1395**	97	1276	22	431	883	83	1360	16	10	3	1384	8
Bills, invoices and statements	**2.58**	**2.78b**	2.57	2.55	2.57	2.57	**2.76de**	2.58	2.69	2.57	3.01	2.58	2.86
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.78**	**3.00b**	2.76	2.91	2.79	2.76	**3.02de**	2.78	2.66	2.68	2.97	2.78	2.86
Addressed direct mail from organisations that you don't have a relationship with	**2.92**	**3.20b**	2.90	2.57	2.98	2.89	2.91	2.92	2.77	2.90	2.70	2.92	3.00
Invitations, greetings cards and postcards	**2.71**	**2.94b**	2.69	2.92	2.67	2.72	**2.89d**	2.70	3.39	2.25	3.15	2.71	3.00
Personal letters (e.g. from a friend)	**2.65**	**2.97b**	2.62	2.84	2.58	2.65	**2.92de**	2.64	3.13	2.58	2.47	2.65	2.86
Letters from organisations that you have a relationship with	**2.80**	**3.11b**	2.77	2.84	2.81	2.78	2.96	2.79	3.26	2.49	2.92	2.80	3.00
Catalogues and brochures	**2.77**	**3.10b**	2.75	2.83	2.81	2.75	2.85	2.77	3.20	2.41	2.74	2.77	3.00
Magazines you subscribe to	**2.76**	2.88	2.75	2.74	2.74	2.76	2.80	2.75	3.29	2.91	2.50	2.76	3.00
Smaller parcels - that fit through a letterbox	**3.10**	**3.36b**	3.08	3.13	3.14	3.08	3.16	3.10	3.28	3.03	3.06	3.10	3.00
Larger parcels - that do not fit through a letterbox	**3.12**	**3.31b**	3.11	2.84	3.15	3.11	3.15	3.13	3.22	2.82	2.81	3.12	3.00
Items requiring a signature	**2.88**	**3.07b**	2.87	2.74	2.86	2.88	2.99	2.88	3.36	2.17	3.02	2.88	3.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2582**	860	432	860	430	432	-	428	-	432	-	430	-	430	-	430	-
Weighted Base	**2601**	849	416	876	461	421	-**	428	-**	416	-**	433	-**	443	-**	461	-**
Effective Base	**1395**	465	242	443	249	228	-	237	-	242	-	221	-	222	-	249	-
Bills, invoices and statements	**2.58**	2.53	2.54	**2.60a**	**2.69abc**	2.45	-	**2.61e**	-	2.54	-	2.53	-	**2.66eik**	-	**2.69eik**	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.78**	2.73	2.78	2.75	**2.94abc**	2.71	-	2.75	-	2.78	-	2.70	-	**2.80ek**	-	**2.94egikm**	-
Addressed direct mail from organisations that you don't have a relationship with	**2.92**	2.85	2.90	2.94	**3.04a**	2.77	-	2.93	-	2.90	-	2.85	-	**3.02e**	-	**3.04ek**	-
Invitations, greetings cards and postcards	**2.71**	2.68	2.68	2.72	2.77	2.65	-	2.72	-	2.68	-	2.64	-	2.80	-	2.77	-
Personal letters (e.g. from a friend)	**2.65**	2.57	2.67	2.67	**2.73a**	2.58	-	2.56	-	2.67	-	2.60	-	**2.74g**	-	**2.73g**	-
Letters from organisations that you have a relationship with	**2.80**	2.74	2.79	2.83	2.86	2.66	-	**2.81e**	-	2.79	-	2.77	-	**2.88e**	-	**2.86e**	-
Catalogues and brochures	**2.77**	2.65	**2.83a**	**2.80a**	**2.91a**	2.62	-	2.68	-	**2.83e**	-	2.71	-	**2.89eg**	-	**2.91egk**	-
Magazines you subscribe to	**2.76**	2.71	2.74	2.78	2.81	2.71	-	2.70	-	2.74	-	2.70	-	2.86	-	2.81	-
Smaller parcels - that fit through a letterbox	**3.10**	3.06	3.11	3.15	3.09	3.00	-	3.12	-	3.11	-	3.13	-	**3.17e**	-	3.09	-
Larger parcels - that do not fit through a letterbox	**3.12**	3.11	3.15	3.14	3.10	3.13	-	3.10	-	3.15	-	3.07	-	3.20	-	3.10	-
Items requiring a signature	**2.88**	2.81	2.84	**2.95a**	2.92	2.80	-	2.83	-	2.84	-	2.90	-	**3.01egi**	-	2.92	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**825**	-	825	475	346	186	174	256	111	52	33	13	360	367	98	46	666	155	685
	16%	-	*16%*	**19%d**	*13%*	**27%hijk**	**27%hijk**	**25%hijk**	**15%ijk**	**6%k**	*5%*	*3%*	**27%mno**	**21%no**	*5%*	*4%*	*14%*	**32%p**	*13%*
No	**4120**	-	4120	1956	2154	427	443	713	590	849	590	509	870	1303	1947	1098	3796	294	4278
	80%	-	*80%*	*78%*	**82%c**	*62%*	*68%*	**70%e**	**82%efg**	**92%efgh**	**93%efgh**	**97%efghij**	*65%*	**75%l**	**94%lm**	**95%lm**	**82%q**	*61%*	*83%*
I don't know	**211**	-	211	81	130	74	36	45	18	22	12	3	110	64	37	15	172	32	193
	4%	-	*4%*	*3%*	**5%c**	**11%fghijk**	**6%hijk**	**4%jk**	*3%*	*2%*	*2%*	*1%*	**8%mno**	**4%no**	*2%*	*1%*	*4%*	**7%p**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 207

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	**825**	254	201	180	189	455	369	662	148	112	100	194	158	223	451	115	678
	16%	**24%bcd**	*11%*	**16%b**	**15%b**	*16%*	*16%*	**22%h**	*7%*	**18%ln**	*14%*	*14%*	*13%*	**26%jkln**	*14%*	*18%*	*16%*
No	**4120**	756	1488	888	988	2244	1876	2285	1784	481	572	1133	1014	619	2718	483	3391
	80%	*73%*	**85%acd**	**80%a**	**79%a**	*80%*	*79%*	*74%*	**89%g**	*76%*	**82%lm**	**82%lm**	**84%lm**	*71%*	**83%lm**	*76%*	**81%o**
I don't know	**211**	28	63	39	81	91	121	121	73	37	22	54	36	27	112	40	143
	4%	*3%*	*4%*	*4%*	**6%abc**	*3%*	**5%e**	*4%*	*4%*	**6%lmn**	*3%*	*4%*	*3%*	*3%*	*3%*	**6%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	825	732	92	35	737	43	28	17	29	107	65	53	78	47	210	93	55	5	37
	16%	17%b	*13%*	*14%*	17%efg	*10%*	*11%*	*12%*	*14%*	19%mpqr	*15%*	*14%*	17%mr	*10%*	31%hijklmopqr	*13%*	*13%*	*8%*	*10%*
No	4120	3505	615	204	3399	382	214	125	171	417	346	310	356	414	422	585	378	61	322
	80%	*79%*	84%a	*81%*	*79%*	87%d	85%d	86%d	82%ln	74%n	82%ln	83%ln	79%n	87%ln	*62%*	83%ln	86%ln	89%ln	86%ln
I don't know	211	183	28	11	183	16	9	4	8	39	13	10	19	16	46	25	8	2	14
	4%	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*3%*	*4%*	7%kp	*3%*	*3%*	*4%*	*3%*	7%kp	*4%*	*2%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	825	303	355	95	48	21	658	68	315	366	96	25	19	681	44
	16%	*16%*	**18%c**	*13%*	*14%*	*17%*	*17%*	*15%*	**16%jk**	**18%jk**	*12%*	*10%*	**23%jk**	**17%jk**	*13%*
No	4120	1612	1547	565	276	95	3159	371	1606	1560	645	212	65	3165	277
	80%	**83%bc**	*78%*	*78%*	*81%*	*77%*	*81%*	*80%*	*82%*	*79%*	*79%*	*84%*	*76%*	*80%*	*82%*
I don't know	211	29	74	65	18	8	103	27	49	54	76	16	1	102	18
	4%	*2%*	**4%a**	**9%abf**	**5%af**	**6%af**	**3%a**	**6%af**	*2%*	*3%*	**9%him**	**6%him**	*2%*	*3%*	**5%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**825**	123	676	25	343	395	87	787	23	8	*	818	7
	16%	**32%b**	*14%*	**25%b**	**22%e**	*12%*	**28%e**	*16%*	**36%gk**	*30%*	*1%*	*16%*	*23%*
No	**4120**	239	3817	64	1118	2820	183	4049	33	17	10	4098	12
	80%	*62%*	**82%ac**	*64%*	**73%f**	**85%df**	*59%*	**81%h**	*50%*	*66%*	*99%*	**80%h**	*40%*
I don't know	**211**	21	179	11	75	96	41	191	9	1	-	201	11
	4%	*5%*	*4%*	**11%b**	**5%e**	*3%*	**13%de**	*4%*	**14%gk**	*4%*	-	*4%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 207

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**825**	193	205	174	253	56	74	62	59	63	83	32	76	66	93	84	77
	16%	*15%*	*16%*	*13%*	**20%ac**	**13%k**	**17%k**	**15%k**	**14%k**	**15%k**	**19%k**	*7%*	**18%k**	**15%k**	**22%eghk**	**18%k**	**19%k**
No	**4120**	1032	1040	1067	981	348	334	350	352	338	349	389	317	361	321	355	306
	80%	**80%d**	**80%d**	**83%d**	*76%*	**83%n**	*77%*	*82%*	*82%*	*81%*	*78%*	**90%efghijlmnop**	*77%*	*81%*	*75%*	*77%*	*77%*
I don't know	**211**	59	48	49	55	18	27	15	19	15	14	12	21	16	17	22	17
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**640**	-	640	396	243	187	135	218	67	19	11	4	321	285	34	15	514	121	477
	12%	-	*12%*	**16%d**	*9%*	**27%fghijk**	**21%hijk**	**22%hijk**	**9%ijk**	*2%*	*2%*	*1%*	**24%mno**	**16%no**	*2%*	*1%*	*11%*	**25%p**	*9%*
No	**4351**	-	4351	2042	2297	444	494	762	629	888	614	519	938	1391	2022	1134	3978	342	4534
	84%	-	*84%*	*81%*	**87%c**	*65%*	**76%e**	**75%e**	**87%efg**	**96%efgh**	**97%efgh**	**99%efghi**	*70%*	**80%l**	**97%lm**	**98%lm**	**86%q**	*71%*	*88%*
I don't know	**165**	-	165	73	91	56	25	35	23	16	9	2	80	58	26	11	143	18	145
	3%	-	*3%*	*3%*	*3%*	**8%fghijk**	**4%k**	**3%k**	**3%k**	*2%*	*1%*	*	**6%mno**	**3%no**	*1%*	*1%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 208

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	**640**	234	149	144	113	384	257	542	94	70	71	124	147	208	343	72	555
	12%	**23%bcd**	*9%*	**13%bd**	*9%*	**14%f**	*11%*	**18%h**	*5%*	*11%*	*10%*	*9%*	*12%*	**24%jkln**	*10%*	*11%*	*13%*
No	**4351**	781	1557	936	1077	2337	2013	2427	1859	532	604	1224	1035	635	2863	535	3554
	84%	*75%*	**89%acd**	**84%a**	**86%a**	*84%*	*85%*	*79%*	**93%g**	**84%m**	**87%m**	**89%lm**	**86%m**	*73%*	**87%m**	*84%*	*84%*
I don't know	**165**	23	45	29	68	68	96	98	51	28	18	33	25	26	76	30	102
	3%	*2%*	*3%*	*3%*	**5%abc**	*2%*	**4%e**	*3%*	*3%*	**4%ln**	*3%*	*2%*	*2%*	*3%*	*2%*	**5%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	640	585	56	25	585	28	17	10	22	95	43	32	55	27	190	81	40	2	26
	12%	**13%b**	*8%*	*10%*	**14%efg**	*6%*	*7%*	*7%*	**11%mq**	**17%jkmpqr**	*10%*	*9%*	**12%mqr**	*6%*	**28%hijklmopqr**	**11%mq**	*9%*	*3%*	*7%*
No	4351	3693	658	220	3593	399	227	132	177	446	369	327	382	439	453	606	394	65	334
	84%	*84%*	**89%a**	*88%*	*83%*	**90%d**	**91%d**	**90%d**	**85%n**	**79%n**	**87%ln**	**88%ln**	**84%n**	**92%hilno**	*67%*	**86%ln**	**89%ln**	**96%hijlno**	**90%ln**
I don't know	165	142	23	6	141	14	6	4	9	22	12	13	16	11	35	17	7	1	13
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*2%*	**5%p**	*2%*	*2%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 208

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	**640**	228	260	88	39	24	488	62	225	275	88	38	12	501	50
	12%	*12%*	*13%*	*12%*	*11%*	*19%*	*12%*	*13%*	*11%*	*14%*	*11%*	*15%*	*14%*	*13%*	*15%*
No	**4351**	1699	1679	567	281	100	3378	381	1709	1669	661	206	73	3379	279
	84%	**87%cg**	**85%c**	*78%*	*82%*	*81%*	**86%c**	*82%*	**87%j**	*84%*	*81%*	*81%*	*85%*	**86%j**	*82%*
I don't know	**165**	18	36	70	21	*	55	22	35	34	69	9	1	69	10
	3%	*1%*	*2%*	**10%abefg**	**6%abef**	*	*1%*	**5%abf**	*2%*	*2%*	**8%hilmn**	*4%*	*1%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**640**	109	514	18	255	310	75	596	33	8	1	637	2
	12%	**28%b**	*11%*	*18%*	**17%e**	*9%*	**24%de**	*12%*	**51%gk**	*32%*	*12%*	*12%*	*7%*
No	**4351**	257	4018	76	1228	2921	202	4288	27	17	9	4332	10
	84%	*67%*	**86%ac**	*76%*	**80%f**	**88%df**	*65%*	**85%h**	*41%*	*68%*	*88%*	**85%h**	*35%*
I don't know	**165**	18	140	6	53	79	33	143	5	-	-	148	17
	3%	*5%*	*3%*	*6%*	*3%*	*2%*	**11%de**	*3%*	*8%*	-	-	*3%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 208

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	640	144	142	131	224	47	46	51	38	35	68	29	62	40	86	66	72
	12%	*11%*	*11%*	*10%*	**17%abc**	*11%*	*11%*	*12%*	*9%*	*8%*	**15%hikm**	*7%*	**15%hik**	*9%*	**20%efghikm**	**14%ik**	**18%efhikm**
No	4351	1104	1117	1108	1021	367	367	371	380	366	370	390	331	387	331	376	314
	84%	**86%d**	**86%d**	**86%d**	*79%*	**87%lnp**	**84%n**	**87%np**	**89%lnop**	**88%lnop**	*83%*	**90%jlnop**	*80%*	**87%lnp**	*77%*	*82%*	*79%*
I don't know	165	36	34	51	44	8	22	7	11	14	9	14	21	16	13	18	13
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	**5%g**	*2%*	*3%*	*3%*	*2%*	*3%*	**5%g**	*4%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
£0.00-£0.49	63	-	63	38	25	11	7	13	4	10	6	11	19	17	27	17	55	8	65
	1%	-	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%
£0.50-£0.59	96	-	96	49	47	31	12	16	10	4	12	12	43	25	27	24	73	15	89
	2%	-	2%	2%	2%	4%fghi	2%i	2%	1%	*	2%i	2%i	3%mn	1%	1%	2%	2%	3%	2%
£0.60-£0.69	361	-	361	147	214	20	45	58	56	68	70	44	64	114	182	114	346	13	365
	7%	-	7%	6%	8%c	3%	7%e	6%e	8%e	7%e	11%efg	8%e	5%	7%	9%l	10%lm	7%q	3%	7%
£0.70-£0.79	1232	-	1232	601	628	73	84	222	190	284	187	192	157	412	663	379	1165	62	1273
	24%	-	24%	24%	24%	11%	13%	22%ef	26%ef	31%efg	30%efg	37%efgh	12%	24%l	32%lm	33%lm	25%q	13%	25%
£0.80-£0.89	1450	-	1450	706	737	59	130	222	263	368	235	174	188	485	777	409	1357	84	1559
	28%	-	28%	28%	28%	9%	20%e	22%e	37%efg	40%efg	37%efg	33%efg	14%	28%l	37%lm	35%lm	29%q	17%	30%
£0.90-£0.99	520	-	520	220	299	37	56	114	65	115	79	54	93	180	247	132	470	44	543
	10%	-	10%	9%	11%c	5%	9%	11%e	9%	12%e	12%e	10%e	7%	10%l	12%l	11%l	10%	9%	11%
Over £1.00	1435	-	1435	751	681	457	319	370	130	74	45	39	776	500	159	84	1169	255	1262
	28%	-	28%	30%d	26%	66%fghijk	49%ghijk	36%hijk	18%ijk	8%	7%	7%	58%mno	29%no	8%	7%	25%	53%p	24%
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	641	-	641	314	321	17	63	85	111	186	108	71	80	196	365	179	588	46	696
	12%	-	12%	12%	12%	2%	10%e	8%e	15%efg	20%efgk	17%efg	14%eg	6%	11%l	18%lm	15%lm	13%	10%	13%
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	2178	-	2178	1064	1110	507	397	515	235	227	155	142	904	751	524	297	1854	307	2053
	42%	-	42%	42%	42%	74%fghijk	61%ghijk	51%hijk	33%ij	25%	24%	27%	67%mno	43%no	25%	26%	40%	64%p	40%
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	2337	-	2337	1134	1200	163	193	415	373	509	372	311	357	787	1193	684	2193	127	2407
	45%	-	45%	45%	46%	24%	30%	41%ef	52%efg	55%efg	59%efg	59%efg	27%	45%l	57%lm	59%lm	47%q	27%	47%
Mean	1.36	-	1.36	1.54d	1.19	2.25fghijk	1.72hijk	1.76hijk	1.14ijk	0.84	0.82	0.80	1.99mno	1.50no	0.82	0.81	1.30	1.96p	1.22
Std Dev.	1.68	-	1.68	2.01	1.27	2.25	1.95	2.32	1.47	0.31	0.18	0.15	2.12	2.03	0.24	0.17	1.61	2.14	1.44
Std Error	0.02	-	0.02	0.04	0.02	0.09	0.08	0.07	0.06	0.01	0.01	0.01	0.06	0.05	0.01	*	0.02	0.12	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Mean	**1.36**	-	1.36	**1.54d**	1.19	**2.25fghijk**	**1.72hijk**	**1.76hijk**	**1.14ijk**	0.84	0.82	0.80	**1.99mno**	**1.50no**	0.82	0.81	1.30	**1.96p**	1.22
Std Dev.	**1.68**	-	1.68	2.01	1.27	2.25	1.95	2.32	1.47	0.31	0.18	0.15	2.12	2.03	0.24	0.17	1.61	2.14	1.44
Std Error	**0.02**	-	0.02	0.04	0.02	0.09	0.08	0.07	0.06	0.01	0.01	0.01	0.06	0.05	0.01	*	0.02	0.12	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
£0.00-£0.49	**63**	15	20	15	13	35	28	34	25	8	3	19	17	8	39	8	46
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
£0.50-£0.59	**96**	17	37	18	25	53	42	49	45	15	25	18	16	12	59	15	71
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%klmn**	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*
£0.60-£0.69	**361**	49	132	87	94	181	180	191	158	42	55	112	82	45	248	42	298
	7%	*5%*	**8%a**	**8%a**	**7%a**	*6%*	*8%*	*6%*	*8%*	*7%*	*8%*	*8%*	*7%*	*5%*	*8%*	*7%*	*7%*
£0.70-£0.79	**1232**	208	431	277	316	640	592	655	562	141	170	368	301	158	838	145	1006
	24%	*20%*	**25%a**	**25%a**	**25%a**	*23%*	*25%*	*21%*	**28%g**	*22%*	**24%m**	**27%m**	**25%m**	*18%*	**26%m**	*23%*	*24%*
£0.80-£0.89	**1450**	264	528	301	357	792	658	824	606	179	203	417	346	217	966	181	1205
	28%	*25%*	**30%a**	*27%*	*28%*	*28%*	*28%*	*27%*	**30%g**	*28%*	*29%*	*30%*	*29%*	*25%*	*29%*	*28%*	*29%*
£0.90-£0.99	**520**	107	195	106	113	301	219	295	219	65	74	121	127	106	322	65	432
	10%	*10%*	*11%*	*10%*	*9%*	*11%*	*9%*	*10%*	*11%*	*10%*	*11%*	*9%*	*10%*	*12%*	*10%*	*10%*	*10%*
Over £1.00	**1435**	379	408	306	341	787	647	1020	389	182	164	326	319	323	809	182	1153
	28%	**37%bcd**	*23%*	*28%*	*27%*	*28%*	*27%*	**33%h**	*19%*	*29%*	*24%*	*24%*	*26%*	**37%ijkln**	*25%*	*28%*	*27%*
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	**641**	108	242	124	166	350	291	366	268	73	97	188	154	76	439	75	526
	12%	*10%*	*14%*	*11%*	*13%*	*13%*	*12%*	*12%*	*13%*	*12%*	**14%m**	**14%m**	**13%m**	*9%*	**13%m**	*12%*	*12%*
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	**2178**	531	693	454	500	1224	954	1427	715	268	275	511	492	466	1278	268	1773
	42%	**51%bcd**	*40%*	*41%*	*40%*	*44%*	*40%*	**47%h**	*36%*	*43%*	*40%*	*37%*	*41%*	**54%ijkln**	*39%*	*42%*	*42%*
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	**2337**	399	816	530	591	1215	1122	1274	1022	289	322	682	561	327	1565	294	1911
	45%	*38%*	**47%a**	**48%a**	**47%a**	*44%*	**47%e**	*42%*	**51%g**	**46%m**	**46%m**	**49%m**	**46%m**	*38%*	**48%m**	*46%*	*45%*
Mean	**1.36**	**2.09bcd**	1.21	1.21	1.15	**1.51f**	1.18	**1.58h**	1.03	1.20	1.16	1.12	**1.25k**	**2.16ijkln**	1.18	1.20	**1.38o**
Std Dev.	**1.68**	2.49	1.47	1.37	1.14	1.95	1.25	2.00	0.92	1.30	1.25	1.10	1.45	2.74	1.27	1.30	1.74
Std Error	**0.02**	0.07	0.04	0.04	0.03	0.04	0.03	0.04	0.02	0.05	0.05	0.03	0.04	0.10	0.02	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Mean	**1.36**	**2.00bcd**	1.21	1.21	1.15	**1.51f**	1.18	**1.58h**	1.03	1.20	1.16	1.12	**1.25k**	**2.16ijkln**	1.18	1.20	**1.38o**
Std Dev.	**1.68**	2.49	1.47	1.37	1.14	1.95	1.25	2.00	0.92	1.30	1.25	1.10	1.45	2.74	1.27	1.30	1.74
Std Error	**0.02**	0.07	0.04	0.04	0.03	0.04	0.03	0.04	0.02	0.05	0.05	0.03	0.04	0.10	0.02	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
£0.00-£0.49	63	56	8	5	49	8	5	2	-	5	3	4	5	4	15	6	7	2	5
	1%	1%	1%	2%	1%	2%	2%	2%	-	1%	1%	1%	1%	1%	2%	1%	2%	3%ho	1%
£0.50-£0.59	96	88	8	4	81	8	3	3	4	11	4	3	3	8	29	11	6	1	7
	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	4%jkl	2%	1%	2%	2%
£0.60-£0.69	361	299	62	16	303	32	19	7	13	35	30	19	34	54	38	47	33	7	25
	7%	7%	8%	7%	7%	7%	8%	5%	6%	6%	7%	5%	8%	11%ikn	6%	7%	7%	11%	7%
£0.70-£0.79	1232	1045	187	51	1031	100	62	39	53	148	101	103	111	124	98	184	108	16	84
	24%	24%	25%	20%	24%	23%	25%	27%	26%n	26%n	24%n	28%n	25%n	26%n	14%	26%n	25%n	24%n	23%n
£0.80-£0.89	1450	1207	243	87	1191	131	86	41	68	138	152	114	113	142	117	190	157	17	114
	28%	27%	33%a	35%a	28%	30%	34%d	28%	33%ln	24%n	36%llno	30%n	25%n	30%n	17%	27%n	36%llno	25%	31%n
£0.90-£0.99	520	434	86	32	427	57	21	15	21	38	53	39	53	46	56	75	47	10	47
	10%	10%	12%	13%	10%	13%f	8%	11%	10%	7%	12%i	10%	12%	10%	8%	11%	11%	15%i	13%i
Over £1.00	1435	1293	141	56	1238	104	55	37	49	187	80	92	133	98	325	192	83	14	91
	28%	29%bc	19%	22%	29%ef	24%	22%	26%	23%	33%hjkmpqr	19%	25%	29%jmp	21%	48%hijklmopqr	27%jp	19%	20%	24%
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	641	549	92	40	525	54	42	20	30	70	53	63	53	65	50	65	75	5	49
	12%	12%	13%	16%	12%	12%	17%d	14%	14%n	12%n	13%n	17%no	12%	14%n	7%	9%	17%noq	8%	13%n
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	2178	1901	277	105	1850	178	89	62	76	237	169	142	203	163	408	291	161	26	152
	42%	43%b	38%	42%	43%f	40%	36%	42%	37%	42%	40%	38%	45%m	34%	60%hijklmopqr	41%	36%	38%	41%
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	2337	1971	366	106	1945	208	120	64	103	256	202	168	196	248	220	347	205	37	172
	45%	45%	50%a	42%	45%	47%	48%	44%	49%n	45%n	48%n	45%n	43%n	52%n	33%	49%n	46%n	54%n	46%n
Mean	1.36	1.40b	1.12	1.33	1.40efg	1.18	1.05	1.13	1.33mp	1.54mopqr	1.23	1.29	1.39mp	1.07	2.07hijklmopqr	1.25	1.08	1.03	1.20
Std Dev.	1.68	1.72	1.33	1.75	1.75	1.37	0.90	1.16	1.69	1.98	1.57	1.67	1.71	1.08	2.41	1.49	1.07	1.09	1.42
Std Error	0.02	0.03	0.03	0.06	0.03	0.04	0.03	0.05	0.11	0.12	0.09	0.10	0.10	0.07	0.14	0.09	0.06	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Mean	**1.36**	**1.40b**	1.12	1.33	**1.40efg**	1.18	1.05	1.13	**1.33mp**	**1.54mopqr**	1.23	1.29	**1.39mp**	1.07	**2.07hijklmopqr**	1.25	1.08	1.03	1.20
Std Dev.	**1.68**	1.72	1.33	1.75	1.75	1.37	0.90	1.16	1.69	1.98	1.57	1.67	1.71	1.08	2.41	1.49	1.07	1.09	1.42
Std Error	**0.02**	0.03	0.03	0.06	0.03	0.04	0.03	0.05	0.11	0.12	0.09	0.10	0.10	0.07	0.14	0.09	0.06	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
£0.00-£0.49	**63**	21	21	13	8	1	42	9	17	22	18	5	1	39	7
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**2%hm**	*2%*	*2%*	*1%*	*2%*
£0.50-£0.59	**96**	17	57	17	4	*	73	4	30	32	29	3	*	62	3
	2%	*1%*	**3%a**	**2%a**	*1%*	*	**2%a**	*1%*	*2%*	*2%*	**4%him**	*1%*	*	*2%*	*1%*
£0.60-£0.69	**361**	112	163	59	17	7	275	24	138	125	64	28	2	263	30
	7%	*6%*	**8%a**	*8%*	*5%*	*6%*	*7%*	*5%*	*7%*	*6%*	*8%*	**11%lm**	*2%*	*7%*	*9%*
£0.70-£0.79	**1232**	497	476	162	71	20	973	91	470	495	181	51	23	965	74
	24%	**26%g**	*24%*	*22%*	*21%*	*16%*	*25%*	*19%*	*24%*	*25%*	*22%*	*20%*	*27%*	*24%*	*22%*
£0.80-£0.89	**1450**	633	553	170	64	25	1186	89	579	559	225	54	24	1138	78
	28%	**33%bcdeg**	**28%dg**	*23%*	*19%*	*20%*	**30%cdg**	*19%*	**29%k**	*28%*	*28%*	*21%*	*28%*	**29%k**	*23%*
£0.90-£0.99	**520**	212	192	71	33	10	403	44	192	206	85	21	12	398	33
	10%	*11%*	*10%*	*10%*	*10%*	*8%*	*10%*	*9%*	*10%*	*10%*	*10%*	*8%*	*14%*	*10%*	*10%*
Over £1.00	**1435**	454	515	234	145	60	969	205	545	540	216	91	24	1084	115
	28%	*23%*	*26%*	**32%abf**	**42%abcf**	**49%abcf**	*25%*	**44%abcf**	*28%*	*27%*	*26%*	**36%hijm**	*27%*	*27%*	*34%*
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	**641**	292	229	74	29	13	521	41	259	246	95	21	12	505	33
	12%	**15%bcdg**	*12%*	*10%*	*8%*	*10%*	**13%dg**	*9%*	*13%*	*12%*	*12%*	*8%*	*14%*	*13%*	*10%*
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	**2178**	765	793	328	191	72	1558	263	832	831	335	117	39	1663	156
	42%	*39%*	*40%*	**45%af**	**56%abcf**	**58%abcf**	*40%*	**56%abcf**	*42%*	*42%*	*41%*	*46%*	*45%*	*42%*	*46%*
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	**2337**	888	953	324	122	39	1841	161	879	902	388	115	35	1781	150
	45%	**46%deg**	**48%deg**	**45%deg**	*36%*	*31%*	**47%deg**	*35%*	*45%*	*46%*	*47%*	*45%*	*41%*	*45%*	*44%*
Mean	**1.36**	**1.44bc**	1.29	1.21	**1.44c**	**1.64c**	1.36	**1.50bc**	**1.47j**	1.32	1.23	1.18	1.37	1.39	1.23
Std Dev.	**1.68**	1.92	1.57	1.17	1.55	1.72	1.76	1.59	1.90	1.58	1.47	1.01	1.80	1.75	1.26
Std Error	**0.02**	0.04	0.04	0.04	0.08	0.15	0.03	0.07	0.04	0.04	0.05	0.07	0.20	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Mean	**1.36**	**1.44bc**	1.29	1.21	**1.44c**	**1.64c**	1.36	**1.50bc**	**1.47j**	1.32	1.23	1.18	1.37	1.39	1.23
Std Dev.	**1.68**	1.92	1.57	1.17	1.55	1.72	1.76	1.59	1.90	1.58	1.47	1.01	1.80	1.75	1.26
Std Error	**0.02**	0.04	0.04	0.04	0.08	0.15	0.03	0.07	0.04	0.04	0.05	0.07	0.20	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
£0.00-£0.49	**63**	4	59	*	27	34	2	63	-	1	-	63	-
	1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-
£0.50-£0.59	**96**	4	90	2	28	53	15	93	2	1	-	95	*
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	**5%de**	*2%*	*3%*	*3%*	-	*2%*	*
£0.60-£0.69	**361**	17	334	9	110	223	29	355	4	-	2	359	*
	7%	*5%*	*7%*	*10%*	*7%*	*7%*	*9%*	*7%*	*6%*	-	*20%*	*7%*	*
£0.70-£0.79	**1232**	75	1130	27	338	836	58	1212	7	4	3	1224	5
	24%	*20%*	*24%*	*27%*	*22%*	*25%*	*19%*	*24%*	*11%*	*16%*	*32%*	*24%*	*17%*
£0.80-£0.89	**1450**	88	1340	23	381	1022	47	1434	3	9	*	1447	3
	28%	*23%*	*29%*	*23%*	**25%f**	**31%df**	*15%*	**29%h**	*5%*	*37%*	*1%*	**28%h**	*10%*
£0.90-£0.99	**520**	36	476	8	150	346	23	513	4	2	-	518	2
	10%	*9%*	*10%*	*8%*	*10%*	*10%*	*8%*	*10%*	*5%*	*8%*	-	*10%*	*6%*
Over £1.00	**1435**	159	1244	32	501	796	137	1357	45	8	5	1410	19
	28%	**41%b**	*27%*	*32%*	**33%e**	*24%*	**44%de**	*27%*	**69%gk**	*33%*	*47%*	*28%*	*67%*
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	**641**	40	592	8	160	459	23	635	3	3	-	641	-
	12%	*11%*	*13%*	*8%*	*10%*	**14%df**	*7%*	*13%*	*5%*	*13%*	-	*13%*	-
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	**2178**	215	1921	41	715	1297	166	2089	49	14	5	2152	22
	42%	**56%b**	*41%*	*41%*	**47%e**	*39%*	**53%e**	*42%*	**75%gk**	*55%*	*47%*	*42%*	*74%*
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	**2337**	128	2159	50	661	1554	122	2302	13	8	6	2324	7
	45%	*33%*	**46%a**	**50%a**	*43%*	**47%f**	*39%*	**46%h**	*20%*	*33%*	*53%*	**45%h**	*26%*
Mean	**1.36**	**2.48bc**	1.27	1.12	**1.66e**	1.20	**1.55e**	1.33	**3.44gk**	1.39	1.48	1.35	1.71
Std Dev.	**1.68**	3.07	1.48	0.94	2.19	1.34	1.71	1.64	3.08	1.17	1.03	1.68	0.92

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Std Error	**0.02**	0.15	0.02	0.09	0.05	0.02	0.10	0.02	0.41	0.21	0.36	0.02	0.18
Mean	**1.36**	**2.48bc**	1.27	1.12	**1.66e**	1.20	**1.55e**	1.33	**3.44gk**	1.39	1.48	1.35	1.71
Std Dev.	**1.68**	3.07	1.48	0.94	2.19	1.34	1.71	1.64	3.08	1.17	1.03	1.68	0.92
Std Error	**0.02**	0.15	0.02	0.09	0.05	0.02	0.10	0.02	0.41	0.21	0.36	0.02	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
£0.00-£0.49	**63**	16	15	9	24	4	10	2	*	12	3	3	4	3	9	8	7
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*	*	**3%gh**	*1%*	*1%*	*1%*	*1%*	**2%h**	*2%*	*2%*
£0.50-£0.59	**96**	19	21	32	24	1	3	15	2	6	12	8	8	17	9	3	12
	2%	*1%*	*2%*	*3%*	*2%*	*	*1%*	**3%efhq**	*1%*	*2%*	**3%e**	*2%*	*2%*	**4%efho**	*2%*	*1%*	**3%eh**
£0.60-£0.69	**361**	73	92	115	80	28	16	29	37	26	29	37	35	44	25	26	28
	7%	*6%*	*7%*	**9%a**	*6%*	*7%*	*4%*	*7%*	**9%f**	*6%*	*6%*	**8%f**	**8%f**	**10%f**	*6%*	*6%*	*7%*
£0.70-£0.79	**1232**	323	309	322	278	116	111	96	108	105	97	120	110	91	93	112	73
	24%	*25%*	*24%*	*25%*	*22%*	**28%p**	**26%p**	*22%*	*25%*	*25%*	*22%*	**28%p**	**27%p**	*21%*	*22%*	*24%*	*18%*
£0.80-£0.89	**1450**	376	394	344	336	115	131	130	138	121	135	114	110	120	112	123	101
	28%	*29%*	*30%*	*27%*	*26%*	*27%*	*30%*	*30%*	*32%*	*29%*	*30%*	*26%*	*27%*	*27%*	*26%*	*27%*	*25%*
£0.90-£0.99	**520**	144	118	121	137	50	52	41	41	39	38	43	39	39	48	43	46
	10%	*11%*	*9%*	*9%*	*11%*	*12%*	*12%*	*10%*	*10%*	*9%*	*8%*	*10%*	*9%*	*9%*	*11%*	*9%*	*11%*
Over £1.00	**1435**	333	343	346	411	107	111	115	103	106	134	109	107	130	133	145	132
	28%	*26%*	*27%*	*27%*	**32%abc**	*25%*	*26%*	*27%*	*24%*	*25%*	*30%*	*25%*	*26%*	*29%*	*31%*	*32%*	**33%h**
Gave correct price (=0.85 if completed on 1st Jan 2021 onwards)	**641**	167	174	147	153	56	54	58	58	62	54	43	60	44	47	60	46
	12%	*13%*	*13%*	*11%*	*12%*	*13%*	*12%*	*14%*	*14%*	*15%*	*12%*	*10%*	*14%*	*10%*	*11%*	*13%*	*11%*
Over estimated (>0.85 if completed on 1st Jan 2021 onwards)	**2178**	538	520	519	602	173	187	178	172	164	184	171	155	193	201	204	197
	42%	*42%*	*40%*	*40%*	**47%bc**	*41%*	*43%*	*42%*	*40%*	*39%*	*41%*	*39%*	*37%*	*44%*	**47%l**	*44%*	**49%hikl**
Under estimated (<0.85 if completed on 1st Jan 2021 onwards)	**2337**	579	598	625	535	193	194	192	200	190	208	219	200	206	181	197	156
	45%	*45%*	*46%*	**48%d**	*41%*	*46%*	*45%*	*45%*	*47%*	*46%*	*47%*	**51%p**	**48%p**	*46%*	*42%*	*43%*	*39%*
Mean	**1.36**	1.16	1.20	**1.33a**	**1.73abc**	1.19	1.17	1.12	1.10	1.20	1.29	1.24	**1.42gh**	**1.35h**	**1.69efghijk**	**1.62efghik**	**1.92efghijklm**
Std Dev.	**1.68**	1.19	1.31	1.58	2.32	1.31	1.26	0.98	1.05	1.36	1.47	1.40	1.81	1.52	2.16	2.21	2.59
Std Error	**0.02**	0.03	0.04	0.04	0.06	0.06	0.06	0.05	0.05	0.07	0.07	0.07	0.09	0.07	0.10	0.11	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Mean	**1.36**	1.16	1.20	**1.33a**	**1.73abc**	1.19	1.17	1.12	1.10	1.20	1.29	1.24	**1.42gh**	**1.35h**	**1.69efghijk**	**1.62efghik**	**1.92efghijklm**
Std Dev.	**1.68**	1.19	1.31	1.58	2.32	1.31	1.26	0.98	1.05	1.36	1.47	1.40	1.81	1.52	2.16	2.21	2.59
Std Error	**0.02**	0.03	0.04	0.04	0.06	0.06	0.06	0.05	0.05	0.07	0.07	0.07	0.09	0.07	0.10	0.11	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
£0.00-£0.49	350	-	350	180	171	60	60	70	49	48	38	25	120	119	112	63	306	37	348
	7%	-	7%	7%	6%	9%lk	9%lk	7%	7%	5%	6%	5%	9%no	7%	5%	5%	7%	8%	7%
£0.50-£0.59	654	-	654	324	329	82	77	130	101	113	77	74	159	231	264	151	610	37	660
	13%	-	13%	13%	13%	12%	12%	13%	14%	12%	12%	14%	12%	13%	13%	13%	13%q	8%	13%
£0.60-£0.69	2031	-	2031	987	1041	116	157	317	306	512	319	305	273	623	1136	624	1898	126	2123
	39%	-	39%	39%	40%	17%	24%e	31%ef	43%efg	55%efgh	50%efgh	58%efgh	20%	36%l	55%lm	54%lm	41%q	26%	41%
£0.70-£0.79	893	-	893	400	486	67	95	174	145	180	149	83	161	319	413	233	824	58	945
	17%	-	17%	16%	18%	10%	14%e	17%e	20%ef	20%ef	24%efgk	16%e	12%	18%l	20%l	20%l	18%q	12%	18%
£0.80-£0.89	281	-	281	123	157	38	52	60	35	39	32	25	90	95	96	57	250	27	292
	5%	-	5%	5%	6%	6%	8%l	6%	5%	4%	5%	5%	7%	5%	5%	5%	5%	6%	6%
£0.90-£0.99	103	-	103	34	69	16	22	26	12	16	5	7	37	38	28	12	93	10	112
	2%	-	2%	1%	3%c	2%	3%j	3%	2%	2%	1%	1%	3%no	2%	1%	1%	2%	2%	2%
Over £1.00	844	-	844	464	378	309	191	239	71	14	14	6	500	310	34	20	654	185	676
	16%	-	16%	18%d	14%	45%fghijk	29%hijk	24%hijk	10%ijk	1%	2%	1%	37%mno	18%no	2%	2%	14%	38%p	13%
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	260	-	260	137	123	20	18	26	40	82	46	28	38	66	156	74	236	24	272
	5%	-	5%	5%	5%	3%	3%	3%	5%g	9%efg	7%efg	5%g	3%	4%	8%lm	6%lm	5%	5%	5%
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	2478	-	2478	1174	1294	447	384	556	314	319	269	188	832	870	777	457	2156	302	2438
	48%	-	48%	47%	49%	65%ghijk	59%hijk	55%hijk	44%ik	35%	42%i	36%	62%mno	50%no	37%	39%	47%	63%p	47%
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	2419	-	2419	1201	1214	220	251	433	366	521	319	309	471	798	1149	628	2243	155	2446
	47%	-	47%	48%	46%	32%	38%	43%e	51%efg	56%efg	50%efg	59%efghj	35%	46%l	55%lm	54%lm	48%q	32%	47%
Mean	1.00	-	1.00	1.13d	0.89	1.42hijk	1.26hijk	1.34hijk	0.91ijk	0.66	0.66	0.65	1.34mno	1.16no	0.66	0.66	0.97	1.33p	0.91
Std Dev.	1.28	-	1.28	1.53	0.97	1.39	1.56	1.90	1.30	0.25	0.14	0.12	1.48	1.69	0.19	0.13	1.25	1.49	1.10
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.06	0.06	0.05	0.01	0.01	0.01	0.04	0.04	*	*	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Mean	**1.00**	-	1.00	**1.13d**	0.89	**1.42hijk**	**1.26hijk**	**1.34hijk**	**0.91ijk**	0.66	0.66	0.65	**1.34mno**	**1.16no**	0.66	0.66	0.97	**1.33p**	0.91
Std Dev.	**1.28**	-	1.28	1.53	0.97	1.39	1.56	1.90	1.30	0.25	0.14	0.12	1.48	1.69	0.19	0.13	1.25	1.49	1.10
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.06	0.05	0.01	0.01	0.01	0.04	0.04	*	*	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
£0.00-£0.49	350	63	121	76	90	184	167	223	121	41	45	102	78	58	225	42	288
	7%	6%	7%	7%	7%	7%	7%	7%	6%	7%	7%	7%	6%	7%	7%	7%	7%
£0.50-£0.59	654	123	227	138	167	349	305	401	237	90	79	177	158	99	415	91	519
	13%	12%	13%	12%	13%	13%	13%	13%	12%	14%	11%	13%	13%	11%	13%	14%	12%
£0.60-£0.69	2031	351	754	428	498	1105	926	1079	923	245	290	570	508	276	1368	248	1667
	39%	34%	43%a	39%	40%a	40%	39%	35%	46%g	39%m	42%m	41%m	42%m	32%	42%m	39%	40%
£0.70-£0.79	893	167	299	212	216	466	427	496	383	116	122	232	211	145	566	119	725
	17%	16%	17%	19%	17%	17%	18%	16%	19%g	18%	18%	17%	17%	17%	17%	19%	17%
£0.80-£0.89	281	43	98	61	79	141	140	164	115	28	48	86	63	41	197	28	240
	5%	4%	6%	6%	6%	5%	6%	5%	6%	4%	7%	6%	5%	5%	6%	4%	6%
£0.90-£0.99	103	12	32	19	40	44	59	56	43	18	23	27	24	8	73	18	82
	2%	1%	2%	2%	3%a	2%	2%	2%	2%	3%m	3%m	2%	2%	1%	2%	3%	2%
Over £1.00	844	280	221	173	170	501	343	649	183	91	86	186	165	242	438	91	690
	16%	27%bcd	13%	16%	13%	18%f	14%	21%h	9%	14%	12%	14%	14%	28%ijkln	13%	14%	16%
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	260	56	106	39	59	162	97	151	107	26	41	60	71	34	172	28	211
	5%	5%	6%c	3%	5%	6%f	4%	5%	5%	4%	6%	4%	6%	4%	5%	4%	5%
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	2478	577	775	526	600	1352	1126	1539	903	300	338	642	531	485	1511	302	2026
	48%	56%bcd	44%	47%	48%	48%	48%	50%h	45%	48%	49%	47%	44%	56%ijkln	46%	47%	48%
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	2419	405	870	544	600	1275	1143	1378	995	304	314	678	606	350	1598	307	1974
	47%	39%	50%a	49%a	48%a	46%	48%	45%	50%g	48%m	45%	49%m	50%m	40%	49%m	48%	47%
Mean	1.00	1.48bcd	0.90	0.91	0.85	1.11f	0.88	1.16h	0.78	0.85	0.86	0.82	0.92	1.67ijkln	0.87	0.84	1.03o
Std Dev.	1.28	1.95	1.06	1.11	0.82	1.48	0.96	1.55	0.62	0.82	0.88	0.75	1.09	2.25	0.91	0.81	1.35
Std Error	0.02	0.05	0.03	0.03	0.02	0.03	0.02	0.03	0.01	0.03	0.03	0.02	0.03	0.08	0.02	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Mean	**1.00**	**1.48bcd**	0.90	0.91	0.85	**1.11f**	0.88	**1.16h**	0.78	0.85	0.86	0.82	0.92	**1.67ijkln**	0.87	0.84	**1.03o**
Std Dev.	**1.28**	1.95	1.06	1.11	0.82	1.48	0.96	1.55	0.62	0.82	0.88	0.75	1.09	2.25	0.91	0.81	1.35
Std Error	**0.02**	0.05	0.03	0.03	0.02	0.03	0.02	0.03	0.01	0.03	0.03	0.02	0.03	0.08	0.02	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
£0.00-£0.49	350	307	43	20	289	32	18	11	11	29	24	15	23	34	79	41	31	7	25
	7%	7%	6%	8%	7%	7%	7%	8%	5%	5%	6%	4%	5%	7%	12%hijklor	6%	7%	11%k	7%
£0.50-£0.59	654	558	96	32	556	52	32	14	34	95	55	36	67	57	60	105	47	8	44
	13%	13%	13%	13%	13%	12%	13%	10%	16%kn	17%knp	13%	10%	15%n	12%	9%	15%n	11%	12%	12%
£0.60-£0.69	2031	1684	347	105	1679	177	110	65	75	209	182	173	152	219	169	306	194	25	152
	39%	38%	47%a	42%	39%	40%	44%	44%d	36%n	37%n	43%ln	46%hiln	34%n	46%hiln	25%	44%ln	44%ln	37%n	41%n
£0.70-£0.79	893	769	124	46	732	85	51	25	45	80	88	74	92	78	83	102	91	13	72
	17%	17%	17%	18%	17%	19%	20%	17%	22%ino	14%	21%n	20%n	20%n	16%	12%	15%	21%n	19%	19%n
£0.80-£0.89	281	243	38	8	227	33	11	10	6	26	19	20	27	21	33	46	29	7	26
	5%	5%	5%	3%	5%	8%	4%	7%	3%	5%	4%	5%	6%	4%	5%	6%	7%	10%h	7%h
£0.90-£0.99	103	89	14	4	82	12	5	3	5	9	12	7	10	12	14	8	6	3	9
	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	1%	4%o	2%
Over £1.00	844	770	74	36	754	49	24	17	32	115	44	48	81	55	240	96	43	4	45
	16%	17%b	10%	14%	17%efg	11%	9%	12%	15%q	20%jkmopqr	10%	13%	18%jpqr	12%	35%hijklmopqr	14%	10%	6%	12%
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	260	222	38	18	217	23	12	8	11	33	14	23	13	23	33	41	27	6	17
	5%	5%	5%	7%	5%	5%	5%	5%	5%	6%	3%	6%	3%	5%	5%	6%	6%	8%l	5%
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	2478	2148	330	117	2079	213	113	72	102	249	209	169	237	221	400	294	199	31	183
	48%	49%	45%	47%	48%	48%	45%	49%	49%	44%	49%	45%	52%o	46%	59%hijkmopqr	42%	45%	46%	49%
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	2419	2051	367	116	2023	204	125	66	96	281	201	181	204	233	245	368	215	31	173
	47%	46%	50%	46%	47%	46%	50%	46%	46%n	50%n	47%n	48%n	45%n	49%n	36%	52%n	49%n	46%	46%n
Mean	1.00	1.03b	0.86	1.02	1.04efg	0.87	0.78	0.82	1.04mp	1.15mpr	0.95	1.04p	1.05mp	0.84	1.41hjklmopqr	0.92	0.78	0.79	0.89
Std Dev.	1.28	1.30	1.10	1.50	1.34	0.96	0.64	0.89	1.38	1.57	1.26	1.54	1.34	0.84	1.67	1.20	0.68	0.72	1.00
Std Error	0.02	0.02	0.03	0.05	0.03	0.03	0.02	0.04	0.09	0.09	0.08	0.09	0.08	0.05	0.10	0.07	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Mean	**1.00**	**1.03b**	0.86	1.02	**1.04efg**	0.87	0.78	0.82	**1.04mp**	**1.15mpr**	0.95	**1.04p**	**1.05mp**	0.84	**1.41hjklmopqr**	0.92	0.78	0.79	0.89
Std Dev.	**1.28**	1.30	1.10	1.50	1.34	0.96	0.64	0.89	1.38	1.57	1.26	1.54	1.34	0.84	1.67	1.20	0.68	0.72	1.00
Std Error	**0.02**	0.02	0.03	0.05	0.03	0.03	0.02	0.04	0.09	0.09	0.08	0.09	0.08	0.05	0.10	0.07	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
£0.00-£0.49	350	102	150	56	30	9	252	39	131	106	77	27	5	238	32
	7%	5%	8%a	8%	9%	8%	6%	8%a	7%	5%	9%lm	11%lm	6%	6%	10%lm
£0.50-£0.59	654	196	264	119	41	30	460	70	229	253	126	26	13	482	39
	13%	10%	13%a	16%af	12%	24%abdf	12%	15%a	12%	13%	15%h	10%	15%	12%	12%
£0.60-£0.69	2031	885	773	238	97	28	1657	125	818	814	272	84	27	1632	111
	39%	45%bcdeg	39%cdeg	33%	28%	23%	42%cdeg	27%	42%jkn	41%jn	33%	33%	32%	41%jkn	33%
£0.70-£0.79	893	340	354	120	57	16	695	73	298	357	161	49	21	655	70
	17%	17%	18%	17%	17%	13%	18%	16%	15%	18%	20%h	19%	25%	17%	21%h
£0.80-£0.89	281	107	96	37	34	6	203	40	113	102	41	18	6	215	24
	5%	5%	5%	5%	10%abcf	5%	5%	9%bf	6%	5%	5%	7%	7%	5%	7%
£0.90-£0.99	103	32	52	12	3	3	84	6	40	46	10	7	-	85	7
	2%	2%	3%	2%	1%	2%	2%	1%	2%	2%	1%	3%	-	2%	2%
Over £1.00	844	284	286	143	80	32	570	112	341	301	130	43	13	642	56
	16%	15%	14%	20%abf	23%abf	25%abf	15%	24%abf	17%	15%	16%	17%	15%	16%	17%
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	260	141	86	25	6	1	227	7	118	105	26	4	2	223	6
	5%	7%bcdeg	4%g	3%	2%	*	6%dg	1%	6%jkn	5%kn	3%	2%	3%	6%jkn	2%
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	2478	923	925	352	192	60	1848	252	934	949	385	138	47	1883	185
	48%	47%	47%	49%	56%abf	48%	47%	54%abf	47%	48%	47%	55%	55%	48%	55%
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	2419	881	964	348	143	64	1846	207	918	925	407	111	37	1843	148
	47%	45%	49%	48%	42%	51%	47%	44%	47%	47%	50%	44%	43%	47%	44%
Mean	1.00	1.11bc	0.94	0.92	0.96	0.98	1.02	0.96	1.09jn	0.98	0.93	0.88	0.81	1.03	0.87
Std Dev.	1.28	1.58	1.13	0.89	0.90	0.88	1.37	0.89	1.48	1.22	1.07	0.76	0.53	1.36	0.71
Std Error	0.02	0.04	0.03	0.03	0.05	0.08	0.02	0.04	0.03	0.03	0.04	0.05	0.06	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Mean	**1.00**	**1.11bc**	0.94	0.92	0.96	0.98	1.02	0.96	**1.09jn**	0.98	0.93	0.88	0.81	1.03	0.87
Std Dev.	**1.28**	1.58	1.13	0.89	0.90	0.88	1.37	0.89	1.48	1.22	1.07	0.76	0.53	1.36	0.71
Std Error	**0.02**	0.04	0.03	0.03	0.05	0.08	0.02	0.04	0.03	0.03	0.04	0.05	0.06	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
£0.00-£0.49	**350**	17	329	4	108	213	29	343	4	2	2	348	*
	7%	*4%*	*7%*	*4%*	*7%*	*6%*	*9%*	*7%*	*6%*	*6%*	*19%*	*7%*	*
£0.50-£0.59	**654**	44	598	13	181	433	40	639	10	3	*	652	2
	13%	*11%*	*13%*	*13%*	*12%*	*13%*	*13%*	*13%*	*15%*	*11%*	*1%*	*13%*	*8%*
£0.60-£0.69	**2031**	122	1868	41	553	1397	81	2008	4	9	3	2022	6
	39%	*32%*	**40%a**	*41%*	**36%f**	**42%df**	*26%*	**40%h**	*6%*	*37%*	*33%*	**40%h**	*21%*
£0.70-£0.79	**893**	42	838	13	243	601	50	884	5	3	-	892	1
	17%	*11%*	**18%a**	*13%*	*16%*	*18%*	*16%*	*18%*	*8%*	*12%*	-	*17%*	*4%*
£0.80-£0.89	**281**	21	256	4	92	175	13	276	*	3	-	280	1
	5%	*5%*	*5%*	*4%*	*6%*	*5%*	*4%*	*6%*	*	*12%*	-	*5%*	*4%*
£0.90-£0.99	**103**	12	87	4	38	54	10	101	1	-	-	102	1
	2%	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*2%*	-	-	*2%*	*3%*
Over £1.00	**844**	126	697	20	319	438	87	775	41	5	5	821	17
	16%	**33%b**	*15%*	*20%*	**21%e**	*13%*	**28%de**	*15%*	**62%gk**	*21%*	*47%*	*16%*	*60%*
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	**260**	12	244	4	70	173	16	255	3	1	1	259	-
	5%	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*2%*	*9%*	*5%*	-
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	**2478**	223	2207	48	785	1517	176	2389	47	16	5	2452	21
	48%	**58%b**	*47%*	*48%*	**51%e**	*46%*	**57%e**	*48%*	**73%gk**	*62%*	*48%*	*48%*	*71%*
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	**2419**	149	2222	48	680	1620	118	2382	15	9	4	2406	9
	47%	*39%*	**48%a**	*49%*	*44%*	**49%df**	*38%*	**47%h**	*22%*	*36%*	*43%*	**47%h**	*29%*
Mean	**1.00**	**1.91bc**	0.93	0.89	**1.27e**	0.87	**1.09e**	0.99	**2.22gk**	1.12	1.06	1.00	1.28
Std Dev.	**1.28**	2.59	1.08	0.80	1.83	0.89	1.25	1.26	2.10	1.21	0.59	1.28	0.72

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Std Error	**0.02**	0.13	0.02	0.08	0.05	0.02	0.07	0.02	0.28	0.21	0.21	0.02	0.14
Mean	**1.00**	**1.91bc**	0.93	0.89	**1.27e**	0.87	**1.09e**	0.99	**2.22gk**	1.12	1.06	1.00	1.28
Std Dev.	**1.28**	2.59	1.08	0.80	1.83	0.89	1.25	1.26	2.10	1.21	0.59	1.28	0.72
Std Error	**0.02**	0.13	0.02	0.08	0.05	0.02	0.07	0.02	0.28	0.21	0.21	0.02	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
£0.00-£0.49	350	77	91	98	84	13	26	37	31	32	28	29	27	43	22	29	33
	7%	6%	7%	8%	7%	3%	6%	9%e	7%e	8%e	6%	7%	7%	10%e	5%	6%	8%e
£0.50-£0.59	654	149	175	193	137	47	59	44	63	47	65	66	59	68	38	62	36
	13%	12%	14%	15%d	11%	11%	14%	10%	15%	11%	15%	15%np	14%	15%np	9%	13%	9%
£0.60-£0.69	2031	510	537	500	484	180	156	175	176	172	190	175	179	146	168	178	138
	39%	40%	42%	39%	38%	43%m	36%	41%	41%	41%	42%m	40%	43%m	33%	39%	39%	35%
£0.70-£0.79	893	265	215	199	215	91	105	69	85	77	53	68	63	67	74	75	66
	17%	21%c	17%	15%	17%	22%j	24%gjklmop	16%	20%j	19%j	12%	16%	15%	15%	17%	16%	17%
£0.80-£0.89	281	68	74	67	72	13	24	32	18	23	32	19	13	36	24	24	24
	5%	5%	6%	5%	6%	3%	6%	7%el	4%	6%	7%el	4%	3%	8%el	6%	5%	6%
£0.90-£0.99	103	40	22	19	22	20	7	13	7	6	9	6	6	6	6	6	10
	2%	3%c	2%	1%	2%	5%hikmno	2%	3%	2%	1%	2%	1%	2%	1%	1%	1%	3%
Over £1.00	844	174	178	214	277	58	58	59	51	58	70	70	67	78	98	88	91
	16%	14%	14%	17%	21%abc	14%	13%	14%	12%	14%	16%	16%	16%	18%	23%efghij	19%h	23%efghij
Gave correct price (=0.66 if completed on 1st Jan 2021 onwards)	260	71	67	51	71	21	20	30	20	28	19	11	19	20	27	21	23
	5%	6%	5%	4%	5%	5%	5%	7%k	5%	7%k	4%	3%	5%	5%	6%	5%	6%
Over estimated (>0.66 if completed on 1st Jan 2021 onwards)	2478	643	583	573	679	216	226	201	200	190	193	196	168	210	235	229	215
	48%	50%c	45%	44%	53%bc	51%l	52%l	47%	47%	46%	43%	45%	41%	47%	55%jkl	50%l	54%jl
Under estimated (<0.66 if completed on 1st Jan 2021 onwards)	2419	570	642	666	541	185	188	197	209	198	235	226	227	213	168	211	162
	47%	44%	50%ad	52%ad	42%	44%	43%	46%	49%n	48%	53%fnp	52%np	55%efnp	48%	39%	46%	41%
Mean	1.00	0.86	0.85	0.97ab	1.33abc	0.88	0.86	0.84	0.81	0.87	0.89	0.88	1.08fgh	0.96	1.35efghijkm	1.18efghijk	1.48efghijklm
Std Dev.	1.28	0.80	0.89	1.17	1.89	0.80	0.81	0.78	0.79	1.01	0.86	0.89	1.47	1.07	1.85	1.69	2.13
Std Error	0.02	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.07	0.05	0.09	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Mean	**1.00**	0.86	0.85	**0.97ab**	**1.33abc**	0.88	0.86	0.84	0.81	0.87	0.89	0.88	**1.08fgh**	0.96	**1.35efghijkm**	**1.18efghijk**	**1.48efghijklm**
Std Dev.	**1.28**	0.80	0.89	1.17	1.89	0.80	0.81	0.78	0.79	1.01	0.86	0.89	1.47	1.07	1.85	1.69	2.13
Std Error	**0.02**	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.07	0.05	0.09	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very good (5)	1210	-	1210	670	537	263	222	259	152	141	91	82	486	411	313	172	1047	159	1184
	23%	-	23%	27%d	20%	38%ghijk	34%ghijk	26%ijk	21%ij	15%	14%	16%	36%mno	24%no	15%	15%	23%	33%p	23%
Fairly good (4)	1814	-	1814	872	941	268	228	367	227	336	212	176	497	594	724	388	1635	171	1864
	35%	-	35%	35%	36%	39%h	35%	36%	32%	36%	33%	33%	37%	34%	35%	33%	35%	35%	36%
Neither good nor poor (3)	1085	-	1085	491	593	72	92	199	177	209	165	171	164	376	545	336	1021	55	1125
	21%	-	21%	20%	23%	11%	14%	20%ef	25%ef	23%ef	26%efg	33%efghi	12%	22%l	26%lm	29%lm	22%l	11%	22%
Fairly poor (2)	690	-	690	280	406	41	64	137	110	156	114	68	105	247	338	182	618	64	645
	13%	-	13%	11%	15%c	6%	10%e	14%e	15%ef	17%ef	18%ef	13%e	8%	14%l	16%l	16%l	13%	13%	13%
Very poor (1)	287	-	287	161	123	28	30	50	43	64	48	24	58	93	136	72	255	33	283
	6%	-	6%	6%d	5%	4%	5%	5%	6%	7%	8%	5%	4%	5%	7%l	6%	5%	7%	5%
I don't know	69	-	69	38	30	14	17	3	9	16	5	4	31	12	25	9	60	-	55
	1%	-	1%	2%	1%	2%g	3%g	*	1%	2%g	1%	1%	2%mo	1%	1%	1%	1%	-	1%
NET Very/fairly good	3024	-	3024	1542	1478	531	451	626	379	477	303	258	982	1005	1037	560	2681	329	3048
	59%	-	59%	61%d	56%	77%fghijk	69%ghijk	62%hijk	53%	52%	48%	49%	73%mno	58%no	50%	48%	58%	69%p	59%
NET Very/fairly poor	978	-	978	440	530	69	94	187	153	220	162	93	163	341	475	254	873	96	928
	19%	-	19%	18%	20%	10%	14%	18%e	21%ef	24%efgk	25%efgk	18%e	12%	20%l	23%l	22%l	19%	20%	18%
Mean	3.58	-	3.58	3.65d	3.52	4.04fghijk	3.87ghijk	3.64hijk	3.47j	3.37	3.29	3.43	3.95mno	3.57no	3.36	3.35	3.57	3.75p	3.59
Std Dev.	1.15	-	1.15	1.18	1.12	1.06	1.14	1.15	1.16	1.15	1.15	1.05	1.10	1.16	1.12	1.11	1.14	1.24	1.14
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 211

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very good (5)	**1210**	314	362	243	292	675	535	818	374	127	138	301	276	284	716	129	1027
	23%	**30%bcd**	*21%*	*22%*	*23%*	*24%*	*23%*	**27%h**	*19%*	*20%*	*20%*	*22%*	*23%*	**33%ijkln**	*22%*	*20%*	*24%*
Fairly good (4)	**1814**	368	651	384	411	1020	795	1097	683	214	222	525	450	299	1197	214	1509
	35%	*35%*	*37%*	*35%*	*33%*	*37%*	*34%*	*36%*	*34%*	*34%*	*32%*	**38%j**	*37%*	*34%*	*36%*	*34%*	*36%*
Neither good nor poor (3)	**1085**	177	364	243	301	541	544	568	499	153	178	271	231	155	680	156	847
	21%	*17%*	*21%*	**22%a**	**24%a**	*19%*	**23%o**	*19%*	**25%g**	**24%lm**	**26%klmn**	*20%*	*19%*	*18%*	*21%*	*24%*	*20%*
Fairly poor (2)	**690**	112	269	157	152	381	309	380	302	82	102	186	168	94	455	85	555
	13%	*11%*	**15%a**	*14%*	*12%*	*14%*	*13%*	*12%*	**15%g**	*13%*	*15%*	*13%*	*14%*	*11%*	*14%*	*13%*	*13%*
Very poor (1)	**287**	61	82	62	82	143	145	166	120	42	47	81	66	30	194	42	229
	6%	*6%*	*5%*	*6%*	*7%*	*5%*	*6%*	*5%*	*6%*	**7%m**	**7%m**	*6%*	*5%*	*3%*	**6%m**	*7%*	*5%*
I don't know	**69**	7	23	19	20	30	39	37	26	11	7	16	16	6	39	11	45
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly good	**3024**	682	1013	626	703	1695	1329	1916	1058	341	360	827	727	584	1913	344	2536
	59%	**66%bcd**	*58%*	*57%*	*56%*	**61%f**	*56%*	**62%h**	*53%*	*54%*	*52%*	**60%j**	**60%j**	**67%ijkln**	**58%j**	*54%*	**60%o**
NET Very/fairly poor	**978**	173	351	220	234	524	454	547	422	124	149	266	234	124	649	127	784
	19%	*17%*	*20%*	*20%*	*19%*	*19%*	*19%*	*18%*	**21%g**	**20%m**	**21%m**	**19%m**	**19%m**	*14%*	**20%m**	*20%*	*19%*
Mean	**3.58**	**3.74bcd**	3.54	3.54	3.55	3.62	3.54	**3.67h**	3.45	3.49	3.44	3.57	**3.59j**	**3.83ijkln**	3.55	3.49	**3.61o**
Std Dev.	**1.15**	1.17	1.12	1.15	1.17	1.15	1.16	1.16	1.14	1.16	1.17	1.15	1.15	1.11	1.15	1.16	1.15
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very good	(5)	**1210**	1061	149	65	1018	93	64	34	50	169	94	76	95	97	214	131	92	18	75
		23%	*24%*	*20%*	*26%*	*24%*	*21%*	*26%*	*24%*	*24%*	**30%jklmopr**	*22%*	*20%*	*21%*	*20%*	**32%jklmopr**	*19%*	*21%*	*26%*	*20%*
Fairly good	(4)	**1814**	1576	238	79	1529	132	91	62	71	203	138	137	132	155	258	270	165	22	109
		35%	*36%*	*32%*	*31%*	**35%e**	*30%*	**36%e**	**43%de**	*34%*	*36%*	*32%*	*37%*	*29%*	*33%*	**38%lr**	**38%lr**	**37%lr**	*33%*	*29%*
Neither good nor poor		**1085**	905	180	47	885	122	52	26	50	112	94	72	122	92	99	154	89	20	102
	(3)	***21%***	*20%*	**24%a**	*19%*	*20%*	**28%dfg**	*21%*	*18%*	**24%n**	*20%*	**22%n**	*19%*	**27%mn**	*19%*	*15%*	**22%n**	*20%*	**29%n**	**27%lkmnp**
Fairly poor	(2)	**690**	573	117	38	580	66	30	15	26	39	71	59	71	81	62	104	69	7	59
		13%	*13%*	*16%*	*15%*	*13%*	*15%*	*12%*	*10%*	**12%l**	*7%*	**17%ln**	**16%ln**	**16%ln**	**17%ln**	*9%*	**15%ln**	**16%ln**	*10%*	**16%ln**
Very poor	(1)	**287**	241	46	18	247	22	11	7	11	29	21	23	29	43	36	33	22	1	22
		6%	*5%*	*6%*	*7%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	**9%q**	*5%*	*5%*	*5%*	*1%*	*6%*
I don't know		**69**	63	5	3	60	6	2	*	1	12	6	4	4	8	9	12	4	1	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*
NET Very/fairly good		**3024**	2637	387	144	2547	225	156	97	121	372	231	214	227	253	472	400	257	40	185
		59%	**60%b**	*53%*	*57%*	**59%e**	*51%*	**62%e**	**66%de**	**58%r**	**66%jklmor**	*55%*	*57%*	*50%*	*53%*	**70%hjklmopr**	*57%*	**58%r**	*59%*	*50%*
NET Very/fairly poor		**978**	815	163	56	826	88	41	22	36	68	92	82	100	124	97	137	90	7	81
		19%	*18%*	*22%*	*22%*	*19%*	*20%*	*16%*	*15%*	*17%*	*12%*	**22%inq**	**22%inq**	**22%inq**	**26%hinq**	*14%*	**19%l**	**20%l**	*11%*	**22%inq**
Mean		**3.58**	**3.61b**	3.45	3.55	3.59	3.48	**3.67e**	**3.70e**	3.60	**3.80hjklmopr**	3.51	3.50	3.43	3.39	**3.83hjklmopr**	3.52	3.54	**3.74lmr**	3.43
Std Dev.		**1.15**	1.15	1.16	1.23	1.16	1.14	1.12	1.09	1.13	1.11	1.16	1.17	1.17	1.24	1.14	1.10	1.13	0.99	1.16
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.06	0.07	0.08	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very good (5)	1210	687	335	110	50	24	1021	74	713	338	106	35	12	1051	46
	23%	**35%bcdefg**	*17%*	*15%*	*15%*	*19%*	**26%bcdg**	*16%*	**36%ijklmn**	**17%j**	*13%*	*14%*	*13%*	**27%ijkln**	*14%*
Fairly good (4)	1814	648	761	230	137	28	1409	166	667	802	234	83	18	1469	101
	35%	*33%*	**39%ace**	*32%*	**40%ce**	*23%*	**36%e**	**36%e**	**34%j**	**41%hjln**	*29%*	*33%*	*21%*	**37%jln**	*30%*
Neither good nor poor (3)	1085	330	461	218	49	21	791	70	304	446	264	47	16	750	63
	21%	*17%*	**23%adfg**	**30%abdefg**	*14%*	*17%*	**20%adg**	*15%*	*15%*	**23%hm**	**32%hikmn**	*19%*	*19%*	**19%h**	*19%*
Fairly poor (2)	690	207	294	93	65	28	501	93	208	280	114	64	19	488	83
	13%	*11%*	**15%a**	*13%*	**19%acf**	**23%acf**	*13%*	**20%abcf**	*11%*	**14%h**	*14%*	**25%hijm**	**22%hm**	*12%*	**24%hijm**
Very poor (1)	287	62	103	67	34	18	165	52	67	88	79	24	21	156	44
	6%	*3%*	**5%a**	**9%abf**	**10%abf**	**14%abf**	*4%*	**11%abf**	*3%*	*4%*	**10%him**	**9%him**	**24%hijkmn**	*4%*	**13%him**
I don't know	69	11	22	8	6	5	33	11	10	25	20	1	*	35	2
	1%	*1%*	*1%*	*1%*	*2%*	**4%abf**	*1%*	**2%af**	*1%*	*1%*	**2%hm**	*	*	*1%*	*
NET Very/fairly good	3024	1335	1096	340	187	52	2430	240	1380	1140	340	118	30	2520	147
	59%	**69%bcdefg**	**55%ce**	*47%*	*55%*	*42%*	**62%bcdeg**	*51%*	**70%ijklmn**	**58%jkln**	*42%*	*46%*	*35%*	**64%ijkln**	*43%*
NET Very/fairly poor	978	269	397	159	99	46	666	145	275	368	193	88	40	644	127
	19%	*14%*	**20%af**	**22%af**	**29%abf**	**37%abcf**	**17%a**	**31%abcf**	*14%*	**19%h**	**24%him**	**35%hijm**	**46%hijm**	*16%*	**37%hijm**
Mean	3.58	**3.87bcdefg**	**3.48ceg**	3.31	3.31	3.11	**3.67bcdeg**	3.26	**3.89ijklmn**	**3.52jkln**	**3.22l**	3.16	2.78	**3.71ijkln**	3.07
Std Dev.	1.15	1.11	1.10	1.16	1.23	1.37	1.12	1.27	1.11	1.07	1.15	1.22	1.38	1.11	1.27
Std Error	0.02	0.03	0.02	0.04	0.07	0.12	0.02	0.06	0.02	0.02	0.04	0.08	0.15	0.02	0.07

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Historic increases
Pre 25th March 2019 - 67p
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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very good	(5)	**1210**	147	1038	25	413	718	78	1176	21	7	4	1204	2
		23%	**38%b**	*22%*	*25%*	**27%e**	*22%*	*25%*	*23%*	*32%*	*27%*	*35%*	*24%*	*8%*
Fairly good	(4)	**1814**	86	1696	32	505	1224	86	1766	26	8	2	1800	12
		35%	*22%*	**36%a**	*32%*	*33%*	**37%df**	*28%*	*35%*	*40%*	*32%*	*21%*	*35%*	*42%*
Neither good nor poor	(3)	**1085**	84	979	23	337	665	83	1057	7	8	2	1072	11
		21%	*22%*	*21%*	*23%*	*22%*	*20%*	**27%e**	*21%*	*11%*	*31%*	*21%*	*21%*	*39%*
Fairly poor	(2)	**690**	42	637	12	181	474	36	680	8	2	-	689	1
		13%	*11%*	*14%*	*12%*	*12%*	*14%*	*12%*	*14%*	*12%*	*8%*	-	*13%*	*5%*
Very poor	(1)	**287**	23	258	6	83	186	19	281	4	1	2	285	*
		6%	*6%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*	*2%*	*23%*	*6%*	*
I don't know		**69**	1	64	3	16	43	9	67	-	-	-	67	2
		1%	*	*1%*	*3%*	*1%*	*1%*	*3%*	*1%*	-	-	-	*1%*	*7%*
NET Very/fairly good		**3024**	234	2734	56	918	1942	164	2942	47	15	6	3004	14
		59%	*61%*	*59%*	*56%*	*60%*	*59%*	*53%*	*59%*	*72%*	*59%*	*56%*	*59%*	*50%*
NET Very/fairly poor		**978**	64	895	18	263	660	55	960	11	3	2	974	1
		19%	*17%*	*19%*	*18%*	*17%*	*20%*	*18%*	*19%*	*17%*	*10%*	*23%*	*19%*	*5%*
Mean		**3.58**	**3.77b**	3.57	3.58	**3.65e**	3.56	3.56	3.58	3.82	3.74	3.46	3.58	3.56
Std Dev.		**1.15**	1.24	1.14	1.19	1.16	1.15	1.18	1.15	1.17	1.04	1.60	1.15	0.74
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.07	0.02	0.16	0.18	0.56	0.02	0.16

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Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very good (5)	1210	258	304	290	358	85	83	89	97	103	105	79	82	128	127	134	97
	23%	20%	24%	22%	28%ac	20%	19%	21%	22%	25%	23%	18%	20%	29%efgkl	30%efgkl	29%efgkl	24%
Fairly good (4)	1814	507	447	435	425	152	173	182	146	125	176	150	154	131	141	149	135
	35%	39%cd	35%	34%	33%	36%	40%im	42%imno	34%	30%	39%im	35%	37%	30%	33%	32%	34%
Neither good nor poor (3)	1085	242	253	324	267	88	95	58	91	79	83	132	92	100	100	82	84
	21%	19%	20%	25%abd	21%	21%g	22%g	14%	21%g	19%	19%	31%efghijlop	22%g	23%g	23%gj	18%	21%g
Fairly poor (2)	690	201	192	136	162	72	66	64	66	70	56	43	58	35	42	64	56
	13%	16%c	15%c	11%	13%	17%kmn	15%m	15%m	15%m	17%kmn	12%	10%	14%m	8%	10%	14%m	14%m
Very poor (1)	287	65	80	75	68	20	14	31	22	35	23	26	18	30	17	27	24
	6%	5%	6%	6%	5%	5%	3%	7%	5%	8%fn	5%	6%	4%	7%	4%	6%	6%
I don't know	69	12	16	31	10	4	3	5	9	3	4	2	11	17	3	4	3
	1%	1%	1%	2%ad	1%	1%	1%	1%	2%	1%	1%	1%	3%	4%efijknop	1%	1%	1%
NET Very/fairly good	3024	765	751	725	783	238	256	271	243	228	281	230	236	260	268	283	232
	59%	60%	58%	56%	61%	56%	59%	63%k	56%	55%	63%k	53%	57%	59%	62%k	61%	58%
NET Very/fairly poor	978	266	272	210	230	92	80	95	87	105	79	69	76	66	59	91	80
	19%	21%c	21%c	16%	18%	22%n	18%	22%mn	20%	25%jkmn	18%	16%	18%	15%	14%	20%	20%
Mean	3.58	3.54	3.55	3.58	3.66	3.51	3.57	3.55	3.55	3.46	3.64	3.50	3.56	3.69	3.75eik	3.65	3.57
Std Dev.	1.15	1.13	1.18	1.13	1.17	1.14	1.06	1.19	1.15	1.27	1.13	1.09	1.10	1.19	1.11	1.21	1.18
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.06	0.06	0.05	0.05	0.05	0.06	0.05	0.06	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very good (5)	**1221**	-	1221	655	563	237	205	268	145	157	115	94	442	414	365	209	1080	134	1206
	24%	-	*24%*	**26%d**	*21%*	**35%ghijk**	**31%hijk**	**26%hijk**	*20%*	*17%*	*18%*	*18%*	**33%mno**	**24%no**	*18%*	*18%*	*23%*	*28%*	*23%*
Fairly good (4)	**1915**	-	1915	901	1013	272	247	374	254	329	236	203	519	627	769	439	1721	185	1938
	37%	-	*37%*	*36%*	*39%*	*40%*	*38%*	*37%*	*35%*	*36%*	*37%*	*39%*	*39%*	*36%*	*37%*	*38%*	*37%*	*38%*	*38%*
Neither good nor poor (3)	**1086**	-	1086	535	548	91	101	201	181	237	143	130	193	383	511	273	1001	79	1137
	21%	-	*21%*	*21%*	*21%*	*13%*	*16%*	**20%e**	**25%efg**	**26%efg**	**23%ef**	**25%ef**	*14%*	**22%l**	**25%l**	**24%l**	*22%*	*16%*	*22%*
Fairly poor (2)	**629**	-	629	256	366	45	63	125	94	135	98	68	109	219	301	165	574	46	575
	12%	-	*12%*	*10%*	**14%c**	*7%*	*10%*	**12%e**	**13%e**	**15%ef**	**15%ef**	**13%e**	*8%*	**13%l**	**14%l**	**14%l**	*12%*	*10%*	*11%*
Very poor (1)	**246**	-	246	132	111	31	22	43	36	53	37	23	54	79	113	60	209	37	252
	5%	-	*5%*	*5%*	*4%*	*5%*	*3%*	*4%*	*5%*	*6%*	*6%*	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	**8%p**	*5%*
I don't know	**60**	-	60	32	28	10	14	3	9	11	5	7	24	12	24	12	51	-	48
	1%	-	*1%*	*1%*	*1%*	**1%g**	**2%g**	*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*1%*	-	*1%*
NET Very/fairly good	**3136**	-	3136	1556	1577	509	452	642	399	486	351	297	961	1041	1134	648	2801	318	3144
	61%	-	*61%*	*62%*	*60%*	**74%ghijk**	**69%hijk**	**63%hij**	*55%*	*53%*	*55%*	*57%*	**72%mno**	**60%n**	*54%*	*56%*	*60%*	*66%*	*61%*
NET Very/fairly poor	**874**	-	874	389	478	77	86	168	130	188	135	91	162	298	413	226	782	83	827
	17%	-	*17%*	*15%*	*18%*	*11%*	*13%*	**17%e**	**18%e**	**20%ef**	**21%ef**	**17%e**	*12%*	**17%l**	**20%l**	**19%l**	*17%*	*17%*	*16%*
Mean	**3.64**	-	3.64	**3.68d**	3.60	**3.94ghijk**	**3.86ghijk**	**3.69hijk**	3.53	3.44	3.47	3.53	**3.90mno**	**3.63no**	3.47	3.50	3.63	3.69	3.64
Std Dev.	**1.12**	-	1.12	1.13	1.10	1.08	1.08	1.12	1.11	1.11	1.13	1.07	1.08	1.12	1.11	1.10	1.11	1.20	1.11
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 212

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very good (5)	**1221**	307	368	244	302	675	546	807	397	140	158	305	291	257	754	141	1029
	24%	***30%bcd***	*21%*	*22%*	*24%*	*24%*	*23%*	***26%h***	*20%*	*22%*	*23%*	*22%*	*24%*	***30%ijkln***	*23%*	*22%*	*24%*
Fairly good (4)	**1915**	376	676	422	441	1052	863	1143	742	217	247	557	437	330	1242	218	1590
	37%	*36%*	*39%*	*38%*	*35%*	*38%*	*36%*	*37%*	*37%*	*34%*	*36%*	*40%*	*36%*	*38%*	*38%*	*34%*	*38%*
Neither good nor poor (3)	**1086**	172	387	236	292	559	528	578	480	149	159	255	268	157	681	153	849
	21%	*17%*	***22%a***	***21%a***	***23%a***	*20%*	*22%*	*19%*	***24%g***	***24%km***	*23%*	*18%*	*22%*	*18%*	*21%*	*24%*	*20%*
Fairly poor (2)	**629**	119	227	141	142	346	283	374	250	73	90	177	149	85	416	74	512
	12%	*11%*	*13%*	*13%*	*11%*	*12%*	*12%*	*12%*	*12%*	*12%*	*13%*	*13%*	*12%*	*10%*	*13%*	*12%*	*12%*
Very poor (1)	**246**	59	71	54	62	129	116	135	109	40	30	75	53	35	157	40	194
	5%	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*6%*	*4%*	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*
I don't know	**60**	6	23	11	19	29	30	30	26	10	10	12	10	5	32	10	37
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly good	**3136**	683	1044	666	743	1727	1409	1950	1140	357	405	862	728	587	1996	359	2620
	61%	***66%bcd***	*60%*	*60%*	*59%*	*62%*	*60%*	***64%h***	*57%*	*57%*	*58%*	*62%*	*60%*	***68%ijln***	*61%*	*56%*	***62%o***
NET Very/fairly poor	**874**	177	298	195	205	475	399	510	359	113	119	252	202	120	573	114	706
	17%	*17%*	*17%*	*18%*	*16%*	*17%*	*17%*	*17%*	*18%*	*18%*	*17%*	***18%m***	*17%*	*14%*	*17%*	*18%*	*17%*
Mean	**3.64**	**3.73b**	3.60	3.60	3.63	3.65	3.62	**3.70h**	3.54	3.55	3.61	3.61	3.64	**3.80ijkln**	3.62	3.55	3.66
Std Dev.	**1.12**	1.17	1.08	1.11	1.12	1.12	1.12	1.12	1.11	1.15	1.11	1.13	1.11	1.09	1.12	1.15	1.11
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very good	(5)	**1221**	1080	141	66	1023	91	71	36	55	169	100	85	83	102	203	135	90	17	74
		24%	**24%b**	*19%*	**26%b**	*24%*	*21%*	**28%de**	*25%*	**26%lo**	**30%lmopr**	*24%*	*23%*	*18%*	*21%*	**30%lmopr**	*19%*	*20%*	*25%*	*20%*
Fairly good	(4)	**1915**	1642	273	89	1619	148	87	62	75	216	136	149	180	167	256	261	179	30	117
		37%	*37%*	*37%*	*35%*	*37%*	*33%*	*35%*	**42%ef**	*36%*	*38%*	*32%*	**40%r**	**40%r**	*35%*	*38%*	*37%*	**41%jr**	**45%jr**	*31%*
Neither good nor poor	(3)	**1086**	908	178	43	880	125	54	27	43	103	110	68	97	92	112	158	97	13	112
		21%	*21%*	**24%c**	*17%*	*20%*	**28%dfg**	*22%*	*18%*	*21%*	*18%*	**26%ikn**	*18%*	*21%*	*19%*	*17%*	*22%*	*22%*	*19%*	**30%hiklmnop**
Fairly poor	(2)	**629**	530	98	34	539	49	26	14	23	41	54	48	64	75	68	112	54	5	43
		12%	*12%*	*13%*	*14%*	*12%*	*11%*	*11%*	*10%*	*11%*	*7%*	**13%l**	**13%l**	**14%l**	**16%ln**	*10%*	**16%ln**	*12%*	*8%*	*12%*
Very poor	(1)	**246**	203	42	17	204	24	10	7	11	25	17	18	24	34	30	28	18	2	22
		5%	*5%*	*6%*	*7%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*7%*	*4%*	*4%*	*4%*	*3%*	*6%*
I don't know		**60**	56	4	3	53	4	2	*	1	9	6	4	4	6	9	10	4	-	4
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
NET Very/fairly good		**3136**	2723	413	154	2642	239	158	98	130	385	236	234	264	270	459	395	268	47	192
		61%	**62%b**	*56%*	*61%*	**61%e**	*54%*	**63%e**	**67%de**	**62%r**	**68%jlmor**	*56%*	**63%r**	*58%*	*57%*	**68%jlmor**	*56%*	**61%r**	**69%jmor**	*51%*
NET Very/fairly poor		**874**	734	140	51	744	73	37	21	34	66	72	66	88	108	98	140	72	8	65
		17%	*17%*	*19%*	*20%*	*17%*	*17%*	*15%*	*14%*	*16%*	*12%*	*17%*	*18%*	**19%l**	**23%lnq**	*14%*	**20%l**	*16%*	*12%*	**17%l**
Mean		**3.64**	**3.66b**	3.51	3.61	3.64	3.53	**3.73e**	**3.72e**	**3.67r**	**3.84jklmopr**	3.59	3.64	3.52	3.49	**3.80jlmor**	3.52	3.61	**3.79r**	3.49
Std Dev.		**1.12**	1.12	1.12	1.21	1.12	1.11	1.11	1.09	1.14	1.08	1.11	1.12	1.11	1.20	1.11	1.10	1.07	1.02	1.12
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.07	0.06	0.07	0.07	0.06	0.06	0.08	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very good (5)	1221	689	340	105	59	23	1029	82	710	344	106	39	15	1055	54
	24%	**35%bcdefg**	*17%*	*14%*	*17%*	*18%*	**26%bcdg**	*18%*	**36%ijklmn**	**17%j**	*13%*	*15%*	*18%*	**27%ijkn**	*16%*
Fairly good (4)	1915	718	809	228	117	33	1528	151	725	856	239	67	18	1581	85
	37%	**37%c**	**41%ceg**	*31%*	*34%*	*27%*	**39%ceg**	*32%*	**37%jkln**	**43%hjkln**	*29%*	*26%*	*21%*	**40%ijkln**	*25%*
Neither good nor poor (3)	1086	292	449	253	66	20	740	86	278	414	292	73	19	692	92
	21%	*15%*	**23%af**	**35%abdefg**	*19%*	*16%*	**19%a**	*18%*	*14%*	**21%hm**	**36%hlmn**	**29%him**	*22%*	**18%h**	**27%hm**
Fairly poor (2)	629	186	271	82	62	25	456	88	196	269	95	51	12	465	64
	12%	*10%*	**14%a**	*11%*	**18%acf**	**20%acf**	*12%*	**19%abcf**	*10%*	**14%h**	*12%*	**20%hijm**	*14%*	*12%*	**19%hijm**
Very poor (1)	246	50	89	48	35	19	139	55	51	76	68	23	20	127	43
	5%	*3%*	**4%a**	**7%af**	**10%abf**	**16%abcf**	*4%*	**12%abcf**	*3%*	*4%*	**8%him**	**9%him**	**24%hijkm**	*3%*	**13%hijm**
I don't know	60	10	18	10	1	4	28	5	9	20	18	1	*	29	1
	1%	*1%*	*1%*	*1%*	*	**3%af**	*1%*	*1%*	*	*1%*	**2%hn**	*	*	*1%*	*
NET Very/fairly good	3136	1408	1149	333	177	56	2557	233	1436	1200	344	106	34	2636	139
	61%	**72%bcdefg**	**58%ceg**	*46%*	*52%*	*45%*	**65%bcdeg**	*50%*	**73%ijklmn**	**61%jkln**	*42%*	*42%*	*40%*	**67%ijkln**	*41%*
NET Very/fairly poor	874	236	359	130	98	45	595	142	247	345	163	74	33	592	107
	17%	*12%*	**18%af**	**18%a**	**29%abcf**	**36%abcf**	**15%a**	**31%abcf**	*13%*	**17%h**	**20%hm**	**29%hijm**	**38%hijm**	*15%*	**32%hijm**
Mean	3.64	**3.94bcdefg**	**3.53cdeg**	3.36	3.30	3.12	**3.73bcdeg**	3.25	**3.94ijklmn**	**3.57jkln**	3.27	3.19	2.95	**3.76ijkln**	3.13
Std Dev.	1.12	1.06	1.07	1.08	1.25	1.37	1.08	1.28	1.07	1.05	1.10	1.19	1.43	1.07	1.26
Std Error	0.02	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.02	0.02	0.04	0.08	0.16	0.02	0.07

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very good	(5)	**1221**	127	1068	26	400	745	75	1191	20	6	4	1217	*
		24%	**33%b**	*23%*	*26%*	**26%e**	*23%*	*24%*	*24%*	*31%*	*23%*	*36%*	*24%*	*1%*
Fairly good	(4)	**1915**	103	1779	33	541	1277	98	1876	17	11	1	1905	9
		37%	*27%*	**38%a**	*33%*	*35%*	*39%*	*31%*	*37%*	*27%*	*44%*	*9%*	*37%*	*32%*
Neither good nor poor	(3)	**1086**	92	970	25	323	684	79	1044	16	6	6	1065	15
		21%	*24%*	*21%*	*25%*	*21%*	*21%*	*26%*	*21%*	*25%*	*22%*	*54%*	*21%*	*52%*
Fairly poor	(2)	**629**	40	579	9	183	411	34	618	7	1	-	626	3
		12%	*11%*	*12%*	*9%*	*12%*	*12%*	*11%*	*12%*	*11%*	*5%*	-	*12%*	*9%*
Very poor	(1)	**246**	18	223	4	73	155	18	240	4	1	-	246	*
		5%	*5%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	-	*5%*	*
I don't know		**60**	3	54	3	15	39	6	58	-	-	-	58	2
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	*7%*
NET Very/fairly good		**3136**	230	2847	59	941	2022	173	3067	37	17	5	3122	10
		61%	*60%*	*61%*	*59%*	*61%*	*61%*	*56%*	*61%*	*57%*	*68%*	*46%*	*61%*	*33%*
NET Very/fairly poor		**874**	58	802	13	256	565	53	857	11	3	-	872	3
		17%	*15%*	*17%*	*13%*	*17%*	*17%*	*17%*	*17%*	*18%*	*10%*	-	*17%*	*9%*
Mean		**3.64**	3.74	3.63	3.69	3.67	3.63	3.58	3.64	3.64	3.75	3.82	3.64	3.26
Std Dev.		**1.12**	1.17	1.11	1.10	1.13	1.11	1.15	1.12	1.22	1.05	0.98	1.12	0.65
Std Error		**0.02**	0.06	0.02	0.11	0.03	0.02	0.07	0.02	0.16	0.19	0.35	0.02	0.14

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very good (5)	1221	281	302	298	341	83	85	113	89	100	112	83	82	133	115	139	87
	24%	22%	23%	23%	26%a	20%	20%	26%	21%	24%	25%	19%	20%	30%efhklp	27%	30%efhklp	22%
Fairly good (4)	1915	512	467	460	476	177	174	161	160	132	175	159	182	119	169	159	148
	37%	40%	36%	36%	37%	42%im	40%m	38%m	37%m	32%	39%m	37%m	44%imo	27%	39%m	34%	37%m
Neither good nor poor (3)	1086	267	265	295	259	86	115	66	94	91	79	127	80	89	90	84	85
	21%	21%	21%	23%	20%	21%	26%gjo	15%	22%	22%	18%	29%egjlmnop	19%	20%	21%	18%	21%
Fairly poor (2)	629	167	168	144	148	54	48	66	55	53	60	48	37	60	40	53	55
	12%	13%	13%	11%	12%	13%	11%	15%ln	13%	13%	13%	11%	9%	14%	9%	12%	14%
Very poor (1)	246	49	73	63	60	20	10	20	22	34	16	17	23	24	14	26	20
	5%	4%	6%	5%	5%	5%	2%	5%	5%	8%fjkn	4%	4%	6%	5%	3%	6%	5%
I don't know	60	7	17	29	6	1	3	3	9	5	3	*	10	19	3	-	3
	1%	1%	1%	2%ad	*	*	1%	1%	2%ko	1%	1%	*	2%eko	4%efgjknop	1%	-	1%
NET Very/fairly good	3136	793	769	758	817	260	259	273	249	232	287	241	265	252	284	298	235
	61%	62%	60%	59%	63%	62%	60%	64%	58%	56%	64%	56%	64%	57%	66%ikm	65%i	59%
NET Very/fairly poor	874	217	241	208	209	74	58	85	77	87	76	64	60	84	54	79	76
	17%	17%	19%	16%	16%	17%	13%	20%fn	18%	21%fn	17%	15%	14%	19%	13%	17%	19%n
Mean	3.64	3.63	3.59	3.62	3.69	3.59	3.64	3.66	3.57	3.51	3.69	3.56	3.65	3.65	3.78hikp	3.72	3.57
Std Dev.	1.12	1.08	1.15	1.11	1.12	1.09	0.99	1.16	1.12	1.22	1.10	1.04	1.08	1.21	1.05	1.17	1.13
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.06	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	643	-	643	269	370	81	103	133	124	114	62	26	184	257	202	88	620	21	643
Weighted Base	146	-**	146	69	74	22*	18*	26*	27*	22*	21*	10**	40*	53	53	31*	141	4**	643
Effective Base	365	-	365	163	209	34	77	100	92	89	39	12	87	191	112	49	350	15	643
Very good (5)	13	-	13	5	8	2	3	5	2	2	-	1	5	6	3	1	12	1	67
	9%	-	9%	8%	11%	9%	15%j	18%hij	6%	7%	-	10%	12%	12%n	5%	3%	9%	13%	10%
Fairly good (4)	32	-	32	15	16	4	6	5	6	3	6	1	10	11	10	7	30	2	137
	22%	-	22%	22%	22%	17%	35%gj	20%	23%	15%	26%	11%	25%	22%	19%	21%	21%	39%	21%
Neither good nor poor (3)	26	-	26	12	14	3	2	4	6	5	5	2	5	10	11	6	26	*	123
	18%	-	18%	17%	19%	13%	12%	15%	23%	22%	21%	15%	13%	19%	21%	19%	18%	12%	19%
Fairly poor (2)	41	-	41	18	22	9	4	5	7	7	5	4	12	12	17	9	40	1	177
	28%	-	28%	26%	30%	40%fg	21%	21%	25%	33%	24%	43%	31%	23%	31%	30%	28%	31%	28%
Very poor (1)	30	-	30	16	12	4	3	6	6	4	5	2	7	12	11	6	30	*	123
	21%	-	21%	23%	16%	19%	17%	24%	22%	20%	22%	18%	18%	23%	20%	20%	21%	4%	19%
I don't know	3	-	3	3	1	*	*	1	*	1	1	*	*	1	2	2	3	-	16
	2%	-	2%	4%	1%	2%	1%	2%	1%	2%	6%	3%	1%	2%	4%	5%	2%	-	2%
NET Very/fairly good	45	-	45	20	25	6	9	10	8	5	6	2	15	18	13	8	42	2	204
	31%	-	31%	29%	33%	26%	50%ehij	38%i	29%	22%	26%	21%	37%n	33%	24%	25%	30%	53%	32%
NET Very/fairly poor	71	-	71	34	34	13	7	12	13	12	10	6	20	24	28	16	70	1	300
	49%	-	49%	49%	46%	59%f	38%	45%	47%	53%	46%	60%	49%	46%	52%	51%	49%	36%	47%
Mean	2.70	-	2.70	2.63	2.82	2.57	3.09hij	2.87	2.66	2.55	2.56	2.51	2.81	2.76	2.54	2.54	2.67	3.26	2.76
Std Dev.	1.29	-	1.29	1.29	1.28	1.27	1.40	1.48	1.25	1.21	1.16	1.28	1.34	1.36	1.18	1.18	1.28	1.33	1.29
Std Error	0.05	-	0.05	0.08	0.07	0.14	0.14	0.13	0.11	0.11	0.15	0.26	0.10	0.09	0.08	0.13	0.05	0.29	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 213

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	643	179	201	97	166	380	263	355	282	82	72	162	155	120	389	82	522
Weighted Base	146	46	50	20*	30	96	50	85	58	16*	14*	37*	37*	30*	88	16*	121
Effective Base	365	109	124	39	108	233	133	246	126	50	51	85	86	78	216	50	299
Very good (5)	13	4	3	2	4	7	6	9	4	2	2	4	3	2	8	2	10
	9%	8%	7%	12%	14%	7%	13%	11%	7%	15%	13%	10%	8%	6%	9%	15%	8%
Fairly good (4)	32	7	14	4	7	20	11	21	10	3	3	7	10	6	21	3	27
	22%	15%	28%a	21%	23%	21%	22%	25%	18%	18%	22%	20%	27%	19%	23%	18%	22%
Neither good nor poor (3)	26	9	8	4	5	17	9	14	11	5	1	6	7	4	15	5	20
	18%	20%	16%	17%	17%	18%	17%	17%	20%	33%jkmn	11%	17%	18%	15%	17%	33%p	16%
Fairly poor (2)	41	13	14	7	7	27	14	20	19	4	6	10	10	8	25	4	35
	28%	28%	28%	32%	25%	28%	28%	23%	33%g	23%	42%km	26%	27%	25%	29%	23%	29%
Very poor (1)	30	13	10	3	5	22	8	19	11	2	2	9	6	10	17	2	27
	21%	28%	19%	14%	17%	23%	16%	23%	19%	12%	12%	24%	17%	33%ijln	19%	12%	22%
I don't know	3	1	1	1	1	1	2	2	2	-	-	1	1	1	2	-	3
	2%	1%	2%	5%	3%	2%	4%	2%	3%	-	-	4%	3%	2%	3%	-	2%
NET Very/fairly good	45	10	17	7	11	27	18	30	14	5	5	11	13	7	29	5	37
	31%	22%	34%a	32%	37%a	29%	35%	35%h	25%	32%	35%	29%	35%	25%	33%	32%	30%
NET Very/fairly poor	71	26	24	9	13	49	22	39	30	5	7	18	16	17	42	5	62
	49%	56%d	48%	46%	43%	52%	44%	46%	52%	35%	54%	49%	44%	59%l	48%	35%	51%o
Mean	2.70	2.45	2.74	2.84	2.90a	2.60	2.87	2.77	2.60	3.00m	2.82	2.65	2.82m	2.38	2.75m	3.00	2.65
Std Dev.	1.29	1.27	1.26	1.30	1.36	1.27	1.32	1.35	1.21	1.26	1.33	1.33	1.25	1.31	1.29	1.26	1.29
Std Error	0.05	0.10	0.09	0.14	0.11	0.07	0.08	0.07	0.07	0.14	0.16	0.11	0.10	0.12	0.07	0.14	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**643**	346	297	126	-	-	-	643	-	-	-	-	-	-	-	-	-	-	-
Weighted Base	**146**	101	45	18*	-**	-**	-**	146	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**
Effective Base	**365**	227	150	71	-	-	-	365	-	-	-	-	-	-	-	-	-	-	-
Very good (5)	**13**	9	5	1	-	-	-	13	-	-	-	-	-	-	-	-	-	-	-
	9%	*9%*	*11%*	*6%*	-	-	-	*9%*	-	-	-	-	-	-	-	-	-	-	-
Fairly good (4)	**32**	24	7	4	-	-	-	32	-	-	-	-	-	-	-	-	-	-	-
	22%	***24%b***	*15%*	*20%*	-	-	-	*22%*	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor (3)	**26**	16	10	4	-	-	-	26	-	-	-	-	-	-	-	-	-	-	-
	18%	*16%*	*21%*	*24%*	-	-	-	*18%*	-	-	-	-	-	-	-	-	-	-	-
Fairly poor (2)	**41**	28	13	5	-	-	-	41	-	-	-	-	-	-	-	-	-	-	-
	28%	*28%*	*29%*	*29%*	-	-	-	*28%*	-	-	-	-	-	-	-	-	-	-	-
Very poor (1)	**30**	21	10	4	-	-	-	30	-	-	-	-	-	-	-	-	-	-	-
	21%	*20%*	*21%*	*20%*	-	-	-	*21%*	-	-	-	-	-	-	-	-	-	-	-
I don't know	**3**	3	1	*	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	2%	*3%*	*2%*	*1%*	-	-	-	*2%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly good	**45**	33	12	5	-	-	-	45	-	-	-	-	-	-	-	-	-	-	-
	31%	*33%*	*26%*	*26%*	-	-	-	*31%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly poor	**71**	49	23	9	-	-	-	71	-	-	-	-	-	-	-	-	-	-	-
	49%	*48%*	*51%*	*49%*	-	-	-	*49%*	-	-	-	-	-	-	-	-	-	-	-
Mean	**2.70**	2.72	2.64	2.63	-	-	-	2.70	-	-	-	-	-	-	-	-	-	-	-
Std Dev.	**1.29**	1.29	1.29	1.22	-	-	-	1.29	-	-	-	-	-	-	-	-	-	-	-
Std Error	**0.05**	0.07	0.08	0.11	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**643**	205	261	89	68	16	466	84	269	246	86	27	10	515	37
Weighted Base	**146**	49	59	18*	16*	3**	108	19*	65	53	18*	7**	2**	118	9**
Effective Base	**365**	107	160	54	36	11	264	46	143	142	65	15	9	282	22
Very good (5)	**13**	4	6	2	1	1	10	2	6	5	2	1	*	10	1
	9%	*8%*	*10%*	*11%*	*6%*	*22%*	*9%*	*8%*	*9%*	*9%*	*9%*	*12%*	*10%*	*9%*	*12%*
Fairly good (4)	**32**	15	10	3	3	1	24	4	18	10	3	1	*	28	1
	22%	**30%bc**	*16%*	*15%*	*20%*	*40%*	*23%*	*23%*	**28%i**	*18%*	*16%*	*12%*	*12%*	*23%*	*12%*
Neither good nor poor (3)	**26**	7	10	6	3	*	17	3	10	10	5	1	*	20	1
	18%	*15%*	*17%*	**31%abf**	*19%*	*10%*	*16%*	*18%*	*15%*	*19%*	**29%hm**	*13%*	*9%*	*17%*	*12%*
Fairly poor (2)	**41**	14	20	3	4	*	34	4	20	16	3	1	*	36	1
	28%	*29%*	**34%c**	*17%*	*23%*	*13%*	**32%c**	*22%*	*31%*	*30%*	*20%*	*12%*	*23%*	*31%*	*14%*
Very poor (1)	**30**	8	12	4	5	*	21	5	11	11	4	3	1	22	4
	21%	*17%*	*21%*	*23%*	*29%*	*14%*	*19%*	*27%*	*17%*	*20%*	*23%*	*47%*	*46%*	*18%*	*47%*
I don't know	**3**	1	1	1	*	-	2	*	1	2	*	*	-	3	*
	2%	*2%*	*2%*	*3%*	*2%*	-	*2%*	*2%*	*1%*	*4%*	*3%*	*5%*	-	*2%*	*4%*
NET Very/fairly good	**45**	19	15	5	4	2	34	6	24	14	4	2	*	38	2
	31%	*38%*	*26%*	*26%*	*26%*	*63%*	*31%*	*32%*	*36%*	*27%*	*25%*	*24%*	*22%*	*32%*	*24%*
NET Very/fairly poor	**71**	23	32	7	8	1	55	9	31	27	8	4	1	58	5
	49%	*46%*	*55%*	*40%*	*52%*	*28%*	*51%*	*48%*	*48%*	*50%*	*43%*	*59%*	*69%*	*49%*	*61%*
Mean	**2.70**	2.83	2.59	2.73	2.49	3.43	2.70	2.64	2.80	2.64	2.67	2.27	2.17	2.73	2.25
Std Dev.	**1.29**	1.26	1.28	1.33	1.31	1.64	1.27	1.37	1.27	1.27	1.30	1.60	-	1.27	1.55
Std Error	**0.05**	0.09	0.08	0.14	0.16	0.41	0.06	0.15	0.08	0.08	0.14	0.31	-	0.06	0.26

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**643**	62	567	14	217	383	43	623	8	6	1	637	5
Weighted Base		**146**	11*	130	5**	44	92	11**	142	1**	2**	***	144	2**
Effective Base		**365**	44	332	5	115	223	28	358	7	3	1	363	2
Very good	(5)	**13**	3	10	1	5	6	2	13	*	*	-	13	*
		9%	***27%b***	*7%*	*16%*	*10%*	*7%*	*23%*	*9%*	*26%*	*20%*	-	*9%*	*11%*
Fairly good	(4)	**32**	2	28	1	10	20	2	30	*	1	-	32	-
		22%	*17%*	*22%*	*28%*	*22%*	*22%*	*18%*	*21%*	*42%*	*58%*	-	*22%*	-
Neither good nor poor	(3)	**26**	3	23	*	7	18	2	26	*	*	-	26	-
		18%	*23%*	*18%*	*9%*	*15%*	*19%*	*15%*	*18%*	*20%*	*17%*	-	*18%*	-
Fairly poor	(2)	**41**	1	38	2	12	27	2	40	*	*	*	40	1
		28%	*13%*	***29%a***	*41%*	*28%*	*29%*	*17%*	*28%*	*12%*	*6%*	*100%*	*28%*	*64%*
Very poor	(1)	**30**	2	28	*	9	19	2	30	-	-	-	30	*
		21%	*15%*	*22%*	*3%*	*21%*	*20%*	*23%*	*21%*	-	-	-	*21%*	*5%*
I don't know		**3**	*	3	*	1	2	*	3	-	-	-	3	*
		2%	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	-	-	-	*2%*	*21%*
NET Very/fairly good		**45**	5	38	2	14	26	4	43	1	1	-	45	*
		31%	***44%b***	*29%*	*44%*	*33%*	*29%*	*41%*	*30%*	*69%*	*78%*	-	*31%*	*11%*
NET Very/fairly poor		**71**	3	66	2	22	46	4	70	*	*	*	70	1
		49%	*29%*	***51%a***	*45%*	*50%*	*50%*	*40%*	*49%*	*12%*	*6%*	*100%*	*49%*	*68%*
Mean		**2.70**	**3.28b**	2.63	3.12	2.72	2.65	3.01	2.68	3.84	3.91	2.00	2.70	2.35
Std Dev.		**1.29**	1.49	1.26	1.36	1.33	1.24	1.59	1.28	-	-	-	1.29	-
Std Error		**0.05**	0.19	0.05	0.38	0.09	0.06	0.25	0.05	-	-	-	0.05	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 213

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	643	159	175	152	157	58	52	49	64	58	53	42	47	63	58	53	46
Weighted Base	146	39*	36*	36*	36*	14*	14**	11*	13*	12**	11*	10**	8**	17*	13*	11*	12**
Effective Base	365	94	97	80	97	37	28	31	45	24	35	27	24	33	42	36	24
Very good (5)	13	4	3	3	4	1	1	2	1	1	1	1	1	2	2	*	2
	9%	10%	8%	8%	11%	9%	4%	18%	9%	7%	9%	5%	8%	9%	16%	4%	13%
Fairly good (4)	32	7	7	9	8	1	5	2	2	2	2	2	1	6	2	3	3
	22%	19%	19%	26%	23%	9%	32%	15%	18%	16%	23%	22%	18%	32%e	15%	29%e	25%
Neither good nor poor (3)	26	7	8	5	6	3	2	2	3	3	2	1	2	3	3	2	1
	18%	18%	23%	15%	16%	19%	16%	20%	28%	21%	19%	6%	22%	17%	21%	14%	12%
Fairly poor (2)	41	9	11	12	9	3	4	3	4	5	2	4	2	6	3	3	3
	28%	23%	32%	32%	26%	19%	27%	24%	28%	43%	22%	35%	31%	32%	22%	29%	28%
Very poor (1)	30	11	6	6	7	6	3	3	2	1	3	3	2	1	3	2	2
	21%	29%	17%	16%	20%	41%hm	21%	24%m	13%	11%	28%m	30%	21%	6%	22%m	22%m	16%
I don't know	3	*	1	1	1	*	-	-	*	*	-	*	-	1	1	*	1
	2%	1%	2%	2%	4%	3%	-	-	4%	1%	-	1%	-	4%	5%	3%	5%
NET Very/fairly good	45	11	10	12	12	2	5	4	3	3	3	3	2	7	4	4	5
	31%	29%	27%	34%	34%	18%	36%	32%	27%	23%	31%	27%	26%	41%e	31%	33%	39%
NET Very/fairly poor	71	20	17	17	17	8	7	5	5	7	5	7	4	6	6	6	5
	49%	52%	49%	49%	46%	60%	48%	48%	42%	54%	50%	65%	52%	37%	44%	51%	45%
Mean	2.70	2.57	2.69	2.76	2.78	2.23	2.72	2.78	2.80	2.64	2.63	2.36	2.61	3.07e	2.79	2.63	2.91
Std Dev.	1.29	1.36	1.22	1.25	1.35	1.38	1.28	1.49	1.22	1.14	1.40	1.34	1.30	1.16	1.46	1.29	1.40
Std Error	0.05	0.11	0.09	0.10	0.11	0.19	0.18	0.21	0.16	0.15	0.19	0.21	0.19	0.15	0.19	0.18	0.21

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
1st class - all the time	**1144**	-	1144	642	501	188	151	295	192	176	82	60	340	486	318	142	985	149	1072
	22%	-	*22%*	**26%d**	*19%*	**27%ijk**	**23%jk**	**29%fijk**	**27%ijk**	**19%jk**	*13%*	*11%*	**25%no**	**28%no**	*15%*	*12%*	*21%*	**31%p**	*21%*
1st class - most of the time	**1195**	-	1195	580	614	141	201	277	192	197	114	73	342	469	384	187	1074	110	1187
	23%	-	*23%*	*23%*	*23%*	**21%k**	**31%eijk**	**27%eijk**	**27%jk**	**21%k**	*18%*	*14%*	**26%no**	**27%no**	*18%*	*16%*	*23%*	*23%*	*23%*
1st and 2nd class in equal amounts	**901**	-	901	443	456	165	107	166	94	168	106	95	272	260	369	201	810	83	934
	17%	-	*17%*	*18%*	*17%*	**24%fghij**	*16%*	*16%*	*13%*	**18%h**	*17%*	*18%*	**20%n**	*15%*	*18%*	*17%*	*17%*	*17%*	*18%*
2nd class - most of the time	**1231**	-	1231	542	685	95	126	179	147	245	224	215	221	327	683	439	1150	76	1324
	24%	-	*24%*	*22%*	**26%c**	*14%*	**19%e**	*18%*	**20%e**	**27%efgh**	**35%efghi**	**41%efghi**	*16%*	*19%*	**33%lm**	**38%lmn**	**25%q**	*16%*	*26%*
2nd class - all the time	**446**	-	446	188	255	24	33	65	63	95	96	70	57	128	261	166	424	22	427
	9%	-	*9%*	*7%*	**10%c**	*4%*	*5%*	*6%*	**9%e**	**10%efg**	**15%efghi**	**13%efg**	*4%*	**7%l**	**13%lm**	**14%lm**	**9%q**	*5%*	*8%*
I never send letters or cards	**168**	-	168	96	71	51	19	23	21	37	13	5	70	44	55	18	132	32	151
	3%	-	*3%*	*4%*	*3%*	**7%fghijk**	*3%*	*2%*	*3%*	**4%k**	*2%*	*1%*	**5%mno**	*3%*	*3%*	*2%*	*3%*	**7%p**	*3%*
I don't know	**70**	-	70	22	47	22	16	10	10	5	*	7	38	20	11	7	60	8	61
	1%	-	*1%*	*1%*	**2%c**	**3%gij**	**2%lj**	*1%*	**1%j**	*	*	**1%j**	**3%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET 1st Class all/most of the time	**2339**	-	2339	1221	1115	330	352	572	383	373	196	133	682	955	702	329	2059	259	2259
	45%	-	*45%*	**49%d**	*42%*	**48%ijk**	**54%ijk**	**56%eijk**	**53%ijk**	**40%jk**	*31%*	*25%*	**51%no**	**55%no**	**34%o**	*28%*	*44%*	**54%p**	*44%*
NET 2nd Class all/most of the time	**1677**	-	1677	729	941	119	159	244	210	340	320	285	278	454	945	605	1574	99	1751
	33%	-	*33%*	*29%*	**36%c**	*17%*	**24%e**	**24%e**	**29%e**	**37%efgh**	**50%efghi**	**54%efghi**	*21%*	**26%l**	**45%lm**	**52%lmn**	**34%q**	*21%*	*34%*
NET Any 1st Class	**3240**	-	3240	1665	1571	495	459	738	478	541	302	228	954	1215	1071	530	2869	342	3193
	63%	-	*63%*	**66%d**	*60%*	**72%ijk**	**70%ijk**	**73%hijk**	**66%ijk**	**59%jk**	*48%*	*43%*	**71%no**	**70%no**	**51%o**	*46%*	*62%*	**71%p**	*62%*
Any 2nd Class	**2578**	-	2578	1173	1397	284	266	410	305	508	425	380	550	715	1313	805	2385	181	2685
	50%	-	*50%*	*47%*	**53%c**	*41%*	*41%*	*40%*	*42%*	**55%efgh**	**67%efghi**	**72%efghi**	*41%*	*41%*	**63%lm**	**69%lmn**	**51%q**	*38%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
1st class - all the time	**1144**	232	301	237	374	533	611	768	365	156	156	311	256	202	722	157	930
	22%	**22%b**	*17%*	**21%b**	**30%abc**	*19%*	**26%e**	**25%h**	*18%*	*25%*	*22%*	*22%*	*21%*	*23%*	*22%*	*25%*	*22%*
1st class - most of the time	**1195**	259	406	258	273	664	531	815	368	121	150	311	277	255	738	123	1006
	23%	*25%*	*23%*	*23%*	*22%*	*24%*	*22%*	**27%h**	*18%*	*19%*	*22%*	*23%*	*23%*	**29%ijkln**	*22%*	*19%*	*24%*
1st and 2nd class in equal amounts	**901**	209	304	202	186	513	388	529	351	98	123	224	236	163	583	98	752
	17%	**20%d**	*17%*	*18%*	*15%*	*18%*	*16%*	*17%*	*18%*	*16%*	*18%*	*16%*	*20%*	*19%*	*18%*	*15%*	*18%*
2nd class - most of the time	**1231**	260	468	257	246	728	503	625	585	150	168	327	302	194	796	151	1015
	24%	**25%d**	**27%d**	*23%*	*20%*	**26%f**	*21%*	*20%*	**29%g**	*24%*	*24%*	*24%*	*25%*	*22%*	*24%*	*24%*	*24%*
2nd class - all the time	**446**	58	172	108	109	229	217	209	231	64	78	138	92	32	308	66	347
	9%	*6%*	**10%a**	**10%a**	**9%a**	*8%*	*9%*	*7%*	**11%g**	**10%m**	**11%lm**	**10%m**	**8%m**	*4%*	**9%m**	*10%*	*8%*
I never send letters or cards	**168**	14	62	35	57	76	92	90	78	35	12	46	39	13	97	35	113
	3%	*1%*	**4%a**	**3%a**	**5%a**	*3%*	*4%*	*3%*	*4%*	**6%jmn**	*2%*	*3%*	*3%*	*1%*	*3%*	**6%p**	*3%*
I don't know	**70**	8	38	11	14	46	24	32	28	6	7	24	5	9	37	6	50
	1%	*1%*	**2%a**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*	*1%*	*1%*	*1%*	*1%*
NET 1st Class all/most of the time	**2339**	490	707	495	647	1198	1142	1583	732	277	306	621	533	458	1460	280	1936
	45%	**47%b**	*40%*	*45%*	**51%bc**	*43%*	**48%e**	**52%h**	*37%*	*44%*	*44%*	*45%*	*44%*	**53%ijkln**	*44%*	*44%*	*46%*
NET 2nd Class all/most of the time	**1677**	317	640	365	355	957	720	834	815	214	246	465	394	225	1105	217	1361
	33%	*31%*	**37%ad**	*33%*	*28%*	**34%f**	*30%*	*27%*	**41%g**	**34%m**	**35%m**	**34%m**	**33%m**	*26%*	**34%m**	*34%*	*32%*
NET Any 1st Class	**3240**	699	1012	697	833	1711	1530	2112	1084	375	429	845	769	621	2043	379	2687
	63%	**67%b**	*58%*	**63%b**	**66%b**	*61%*	*65%*	**69%h**	*54%*	*59%*	*62%*	*61%*	*64%*	**71%ijkln**	*62%*	*59%*	*64%*
Any 2nd Class	**2578**	526	944	567	541	1470	1108	1363	1167	312	369	689	630	389	1688	315	2113
	50%	**51%d**	**54%d**	**51%d**	*43%*	**53%f**	*47%*	*44%*	**58%g**	*49%*	**53%m**	*50%*	**52%m**	*45%*	**51%m**	*49%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 214

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
1st class - all the time	1144	1019	125	57	987	73	58	26	60	179	81	56	106	95	218	105	88	11	61
	22%	23%b	17%	23%	23%eg	17%	23%e	18%	29%jkmopqr	32%jklmopqr	19%	15%	23%kor	20%	32%jklmopqr	15%	20%	17%	16%
1st class - most of the time	1195	1030	165	62	998	101	62	35	47	133	116	79	91	120	158	159	95	15	85
	23%	23%	22%	25%	23%	23%	25%	24%	23%	24%	27%	21%	20%	25%	23%	23%	21%	23%	23%
1st and 2nd class in equal amounts	901	754	147	34	750	80	41	30	34	88	74	72	89	77	101	133	81	13	67
	17%	17%	20%c	13%	17%	18%	16%	20%	16%	16%	18%	19%	20%	16%	15%	19%	18%	19%	18%
2nd class - most of the time	1231	1022	209	65	1010	123	57	41	51	100	90	106	100	118	122	202	121	18	105
	24%	23%	28%a	26%	23%	28%d	23%	28%d	25%	18%	21%	28%in	22%	25%	18%	29%in	28%in	27%	28%in
2nd class - all the time	446	378	68	23	368	46	26	8	8	34	47	31	54	52	39	72	32	7	38
	9%	9%	9%	9%	9%g	10%g	10%g	5%	4%	6%	11%hin	8%h	12%hin	11%hin	6%	10%h	7%	11%h	10%hin
I never send letters or cards	168	155	13	5	148	12	4	4	8	21	13	23	9	10	29	22	15	2	10
	3%	4%	2%	2%	3%	3%	2%	3%	4%	4%	3%	6%lmr	2%	2%	4%	3%	3%	3%	3%
I don't know	70	62	8	5	58	6	4	2	1	8	3	6	5	4	12	10	10	1	5
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%
NET 1st Class all/most of the time	2339	2049	290	119	1985	173	120	61	107	312	197	135	197	216	376	265	182	27	147
	45%	46%b	39%	47%	46%e	39%	48%e	42%	51%kopr	55%jklmopqr	46%ko	36%	43%	45%k	55%jklmopqr	38%	41%	40%	39%
NET 2nd Class all/most of the time	1677	1400	277	88	1377	169	82	49	59	134	137	136	153	170	161	274	153	25	143
	33%	32%	38%a	35%	32%	38%d	33%	33%	28%	24%	32%in	37%in	34%in	36%in	24%	39%hin	35%in	38%in	38%hin
NET Any 1st Class	3240	2803	437	153	2735	254	160	91	140	400	271	208	286	292	477	398	263	40	214
	63%	63%	59%	61%	63%e	58%	64%	62%	68%kor	71%kmopqr	64%	56%	63%	61%	70%kmopqr	57%	60%	58%	57%
Any 2nd Class	2578	2154	424	121	2128	249	123	78	93	222	212	209	243	247	262	407	234	38	211
	50%	49%	58%ac	48%	49%	57%df	49%	54%	44%	39%	50%in	56%hin	54%hin	52%in	39%	58%hin	53%in	56%in	57%hin

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 214

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
1st class - all the time	**1144**	459	446	146	63	25	904	88	486	406	175	54	15	892	69
	22%	*24%*	*23%*	*20%*	*18%*	*20%*	*23%*	*19%*	**25%i**	*21%*	*21%*	*21%*	*17%*	*23%*	*20%*
1st class - most of the time	**1195**	456	482	170	66	13	938	79	457	500	169	51	10	957	61
	23%	**23%eg**	**24%eg**	**23%eg**	*19%*	*11%*	**24%eg**	*17%*	*23%*	**25%in**	*21%*	*20%*	*12%*	**24%in**	*18%*
1st and 2nd class in equal amounts	**901**	326	343	156	58	17	668	74	314	369	163	39	14	683	53
	17%	*17%*	*17%*	**22%af**	*17%*	*14%*	*17%*	*16%*	*16%*	*19%*	*20%*	*15%*	*16%*	*17%*	*16%*
2nd class - most of the time	**1231**	477	509	123	91	27	986	118	460	495	193	60	16	955	76
	24%	**25%c**	**26%c**	*17%*	**27%c**	*22%*	**25%c**	**25%c**	*23%*	*25%*	*24%*	*23%*	*19%*	*24%*	*22%*
2nd class - all the time	**446**	200	129	72	29	13	329	42	198	144	60	26	14	342	40
	9%	**10%b**	*7%*	**10%b**	*8%*	*11%*	*8%*	*9%*	**10%i**	*7%*	*7%*	*10%*	**17%ijm**	*9%*	**12%i**
I never send letters or cards	**168**	23	44	40	28	27	67	55	42	51	35	18	16	93	34
	3%	*1%*	*2%*	**5%abf**	**8%abf**	**22%abcdfg**	*2%*	**12%abcf**	*2%*	*3%*	**4%hm**	**7%him**	**19%hijkm**	*2%*	**10%hijm**
I don't know	**70**	5	23	19	8	2	28	10	13	14	24	6	-	26	6
	1%	*	**1%a**	**3%af**	**2%af**	*1%*	*1%*	**2%af**	*1%*	*1%*	**3%him**	**2%him**	-	*1%*	*2%*
NET 1st Class all/most of the time	**2339**	915	927	316	129	38	1842	167	943	906	344	105	25	1849	130
	45%	**47%deg**	**47%deg**	**44%eg**	*38%*	*31%*	**47%deg**	*36%*	**48%jln**	**46%ln**	*42%*	*41%*	*29%*	**47%ln**	*38%*
NET 2nd Class all/most of the time	**1677**	677	638	195	119	41	1315	160	658	639	253	86	31	1297	116
	33%	**35%c**	**32%c**	*27%*	**35%c**	*33%*	**34%c**	**34%c**	*33%*	*32%*	*31%*	*34%*	*36%*	*33%*	*34%*
NET Any 1st Class	**3240**	1240	1270	472	186	55	2510	241	1257	1275	507	144	39	2532	183
	63%	**64%deg**	**64%deg**	**65%deg**	*55%*	*44%*	**64%deg**	*52%*	**64%ln**	**64%ln**	**62%l**	*57%*	*45%*	**64%ln**	*54%*
Any 2nd Class	**2578**	1002	981	351	177	57	1983	234	972	1008	415	125	45	1980	169
	50%	*52%*	*50%*	*48%*	*52%*	*46%*	*51%*	*50%*	*49%*	*51%*	*51%*	*49%*	*52%*	*50%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
1st class - all the time	1144	125	1002	17	399	679	66	1111	15	9	4	1135	6
	22%	33%bc	21%	17%	26%e	21%	21%	22%	23%	34%	35%	22%	20%
1st class - most of the time	1195	97	1060	38	367	734	94	1159	22	4	1	1185	9
	23%	25%	23%	38%b	24%	22%	30%e	23%	34%	15%	11%	23%	32%
1st and 2nd class in equal amounts	901	64	824	13	265	583	53	875	20	5	-	899	2
	17%	17%	18%	13%	17%	18%	17%	17%	30%gk	19%	-	18%	6%
2nd class - most of the time	1231	64	1152	15	334	845	52	1216	4	5	2	1226	3
	24%	17%	25%a	15%	22%	26%df	17%	24%h	6%	22%	19%	24%h	11%
2nd class - all the time	446	18	413	15	109	307	30	439	4	1	1	443	2
	9%	5%	9%a	15%a	7%	9%	10%	9%	6%	3%	12%	9%	6%
I never send letters or cards	168	10	159	*	44	121	3	164	-	2	2	166	-
	3%	3%	3%	*	3%	4%	1%	3%	-	8%	23%	3%	-
I don't know	70	6	63	1	17	41	12	62	*	-	-	63	7
	1%	2%	1%	1%	1%	1%	4%de	1%	*	-	-	1%	26%
NET 1st Class all/most of the time	2339	222	2062	55	766	1413	160	2270	37	13	5	2320	15
	45%	58%b	44%	56%	50%e	43%	52%e	45%	57%	49%	46%	45%	52%
NET 2nd Class all/most of the time	1677	82	1565	30	443	1152	82	1655	8	6	3	1669	5
	33%	21%	33%a	30%	29%	35%df	26%	33%h	12%	24%	31%	33%h	17%
NET Any 1st Class	3240	286	2886	68	1031	1996	213	3145	57	17	5	3219	17
	63%	75%b	62%	68%	67%e	60%	69%e	63%	88%gk	68%	46%	63%	58%
Any 2nd Class	2578	146	2389	43	708	1735	135	2530	28	11	3	2568	7
	50%	38%	51%a	43%	46%	52%df	43%	50%	43%	43%	31%	50%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
1st class - all the time	**1144**	285	290	272	298	81	105	99	104	90	95	91	90	91	87	105	106
	22%	*22%*	*22%*	*21%*	*23%*	*19%*	*24%*	*23%*	*24%*	*22%*	*21%*	*21%*	*22%*	*21%*	*20%*	*23%*	*27%*
1st class - most of the time	**1195**	265	309	331	290	92	78	95	93	106	109	117	99	116	113	87	90
	23%	*21%*	*24%*	**26%a**	*22%*	*22%*	*18%*	*22%*	*22%*	**26%f**	*24%*	**27%fo**	*24%*	**26%f**	**26%fo**	*19%*	*23%*
1st and 2nd class in equal amounts	**901**	233	226	199	243	71	69	93	68	74	85	65	72	61	88	94	61
	17%	*18%*	*17%*	*15%*	*19%*	*17%*	*16%*	**22%m**	*16%*	*18%*	*19%*	*15%*	*17%*	*14%*	*20%*	*20%*	*15%*
2nd class - most of the time	**1231**	327	316	293	295	123	117	87	120	102	94	98	92	103	95	105	95
	24%	*25%*	*24%*	*23%*	*23%*	**29%gl**	*27%*	*20%*	*28%*	*25%*	*21%*	*23%*	*22%*	*23%*	*22%*	*23%*	*24%*
2nd class - all the time	**446**	122	106	103	115	35	45	42	37	25	44	31	35	37	30	48	37
	9%	*10%*	*8%*	*8%*	*9%*	*8%*	*10%*	*10%*	*9%*	*6%*	*10%*	*7%*	*8%*	*8%*	*7%*	*10%*	*9%*
I never send letters or cards	**168**	37	38	64	29	11	14	12	6	14	18	18	21	25	9	11	9
	3%	*3%*	*3%*	**5%ad**	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*4%*	*4%*	**5%h**	**6%hn**	*2%*	*2%*	*2%*
I don't know	**70**	16	8	26	20	8	7	1	2	4	2	12	6	9	9	11	*
	1%	*1%*	*1%*	**2%b**	*2%*	*2%*	*2%*	*	*	*1%*	*1%*	**3%ghp**	*1%*	*2%*	**2%p**	**2%gp**	*
NET 1st Class all/most of the time	**2339**	550	598	604	587	173	183	194	198	197	204	208	189	207	200	192	196
	45%	*43%*	*46%*	*47%*	*46%*	*41%*	*42%*	*45%*	*46%*	*47%*	*46%*	*48%*	*46%*	*47%*	*46%*	*42%*	*49%*
NET 2nd Class all/most of the time	**1677**	449	422	396	410	159	162	128	157	127	138	129	127	141	124	154	133
	33%	*35%*	*33%*	*31%*	*32%*	**38%n**	*37%*	*30%*	*36%*	*31%*	*31%*	*30%*	*31%*	*32%*	*29%*	*33%*	*33%*
NET Any 1st Class	**3240**	783	824	803	830	244	252	287	265	270	289	273	261	269	288	286	257
	63%	*61%*	*64%*	*62%*	*64%*	*58%*	*58%*	**67%ef**	*62%*	*65%*	*65%*	*63%*	*63%*	*61%*	**67%ef**	*62%*	*64%*
Any 2nd Class	**2578**	682	648	596	653	230	230	222	224	201	222	195	199	202	212	248	194
	50%	**53%c**	*50%*	*46%*	*51%*	**55%k**	*53%*	*52%*	*52%*	*48%*	*50%*	*45%*	*48%*	*46%*	*49%*	*54%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2259	-	2259	1145	1112	270	330	537	349	434	219	120	600	886	773	339	2083	158	2259
Weighted Base	2339	-**	2339	1221	1115	330	352	572	383	373	196*	133*	682	955	702	329	2059	259	2259
Effective Base	1276	-	1276	671	604	172	195	344	191	217	95	71	366	530	380	165	1148	120	2259
What stamps I have to hand	487	-	487	290	197	54	68	96	89	86	60	34	122	185	180	94	417	64	449
	21%	-	21%	24%d	18%	16%	19%	17%	23%	23%	31%efg	25%	18%	19%	26%lm	28%lm	20%	25%	20%
Value for money	509	-	509	304	206	114	103	153	65	49	18	7	217	218	74	25	432	76	444
	22%	-	22%	25%d	18%	35%hijk	29%hijk	27%hijk	17%k	13%	9%	5%	32%mno	23%no	11%	8%	21%	29%p	20%
Speed of delivery	1503	-	1503	791	711	179	191	349	282	266	144	92	370	631	502	236	1327	170	1478
	64%	-	64%	65%	64%	54%	54%	61%	74%efg	71%efg	73%efg	69%ef	54%	66%l	71%l	72%l	64%	66%	65%
I don't want others to think that I don't want to use a 1st class stamp	168	-	168	109	59	39	30	51	30	8	10	1	69	81	18	10	130	36	146
	7%	-	7%	9%d	5%	12%ik	9%ik	9%ik	8%ik	2%	5%	*	10%no	8%no	3%	3%	6%	14%p	6%
Value of the item to be sent	354	-	354	208	144	78	66	123	27	29	20	10	144	151	59	30	277	76	299
	15%	-	15%	17%d	13%	24%hijk	19%hik	22%hijk	7%	8%	10%	7%	21%mno	16%no	8%	9%	13%	29%p	13%
Security (i.e. that items sent will reach their destination intact)	362	-	362	218	144	79	71	119	43	25	11	15	150	162	51	26	301	57	325
	15%	-	15%	18%d	13%	24%hijk	20%hij	21%hij	11%	7%	6%	11%	22%no	17%no	7%	8%	15%	22%p	14%
Not much difference in cost between 1st and 2nd class post	505	-	505	248	257	73	77	119	78	85	45	28	150	198	158	72	441	62	515
	22%	-	22%	20%	23%	22%	22%	21%	20%	23%	23%	21%	22%	21%	22%	22%	21%	24%	23%
Postal service are less likely to lose the mail / will treat it better	386	-	386	221	165	67	72	100	57	32	35	23	139	157	90	59	332	50	364
	16%	-	16%	18%	15%	20%l	20%l	18%l	15%l	8%	18%l	18%l	20%n	16%	13%	18%	16%	19%	16%
Other (please specify)	11	-	11	8	3	*	1	2	3	3	1	2	1	5	5	2	11	-	15
	*	-	*	1%	*	*	*	*	1%	1%	*	1%	*	1%	1%	1%	1%	-	1%
No particular reason	84	-	84	46	38	7	13	15	10	27	10	2	20	25	39	12	81	1	75
	4%	-	4%	4%	3%	2%	4%	3%	3%	7%egh	5%	1%	3%	3%	5%m	4%	4%	1%	3%
I don't know	36	-	36	15	21	12	6	7	4	2	-	4	18	11	7	4	22	14	24
	2%	-	2%	1%	2%	4%i	2%	1%	1%	1%	-	3%	3%	1%	1%	1%	1%	5%p	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2259**	552	632	439	636	1184	1075	1273	962	287	316	579	529	401	1424	291	1848
Weighted Base	**2339**	490	707	495	647	1198	1142	1583	732	277	306	621	533	458	1460	280	1936
Effective Base	**1276**	253	371	267	390	624	655	773	534	178	192	325	287	223	800	180	1031
What stamps I have to hand	**487**	133	148	82	124	281	206	318	166	58	66	134	99	110	300	60	410
	21%	**27%cd**	*21%*	*17%*	*19%*	**23%f**	*18%*	*20%*	*23%*	*21%*	*22%*	*22%*	*19%*	*24%*	*21%*	*21%*	*21%*
Value for money	**509**	142	143	102	122	285	224	413	95	38	59	116	119	157	294	38	458
	22%	**29%bcd**	*20%*	*21%*	*19%*	*24%*	*20%*	**26%h**	*13%*	*14%*	*19%*	*19%*	**22%l**	**34%ijkln**	*20%*	*14%*	**24%o**
Speed of delivery	**1503**	314	463	329	397	777	726	989	497	172	202	390	352	301	945	173	1259
	64%	*64%*	*65%*	*67%*	*61%*	*65%*	*64%*	*62%*	**68%g**	*62%*	*66%*	*63%*	*66%*	*66%*	*65%*	*62%*	*65%*
I don't want others to think that I don't want to use a 1st class stamp	**168**	49	53	33	33	102	66	129	39	18	19	38	37	43	95	18	138
	7%	**10%d**	*7%*	*7%*	*5%*	*9%*	*6%*	*8%*	*5%*	*7%*	*6%*	*6%*	*7%*	*9%*	*6%*	*7%*	*7%*
Value of the item to be sent	**354**	120	101	68	64	221	132	263	88	35	39	81	84	98	205	35	305
	15%	**24%bcd**	*14%*	*14%*	*10%*	**18%f**	*12%*	**17%h**	*12%*	*13%*	*13%*	*13%*	*16%*	**21%ijkn**	*14%*	*13%*	*16%*
Security (i.e. that items sent will reach their destination intact)	**362**	126	98	78	61	224	138	293	68	34	52	65	86	101	202	34	303
	15%	**26%bcd**	*14%*	**16%d**	*9%*	**19%f**	*12%*	**18%h**	*9%*	*12%*	**17%k**	*11%*	**16%k**	**22%ikn**	*14%*	*12%*	*16%*
Not much difference in cost between 1st and 2nd class post	**505**	107	171	87	140	278	227	339	165	57	80	124	109	117	313	57	435
	22%	*22%*	**24%c**	*18%*	*22%*	*23%*	*20%*	*21%*	*23%*	*20%*	*26%*	*20%*	*20%*	*26%*	*21%*	*20%*	*22%*
Postal service are less likely to lose the mail / will treat it better	**386**	110	133	79	63	243	143	275	107	32	51	115	76	88	242	32	337
	16%	**22%d**	**19%d**	**16%d**	*10%*	**20%f**	*12%*	*17%*	*15%*	*12%*	*17%*	**18%i**	*14%*	**19%i**	*17%*	*12%*	**17%o**
Other (please specify)	**11**	1	4	1	5	5	6	4	8	3	2	5	-	1	7	3	8
	*	*	*1%*	*	*1%*	*	*1%*	*	**1%g**	*1%*	*1%*	*1%*	-	*	*	*1%*	*
No particular reason	**84**	9	20	22	32	30	54	55	29	16	12	19	21	8	53	16	61
	4%	*2%*	*3%*	*4%*	**5%a**	*2%*	**5%e**	*3%*	*4%*	**6%m**	*4%*	*3%*	*4%*	*2%*	*4%*	*6%*	*3%*
I don't know	**36**	*	12	8	16	12	24	21	12	3	3	13	7	*	22	3	23
	2%	*	*2%*	*2%*	**3%a**	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**2%m**	*1%*	*	*2%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2259	1542	717	322	1174	401	389	295	130	162	133	95	129	119	163	118	125	59	342
Weighted Base	2339	2049	290	119*	1985	173	120	61	107	312	197	135*	197	216	376	265	182	27*	147
Effective Base	1276	1088	196	76	981	172	183	204	118	148	117	83	108	106	146	108	109	34	140
What stamps I have to hand	487 21%	428 21%	58 20%	22 18%	420 21%	35 20%	22 18%	9 15%	22 21%	65 21%	48 25%	24 18%	35 18%	38 18%	75 20%	69 26%	44 24%	9 34%lmr	26 18%
Value for money	509 22%	476 23%bc	33 12%	16 13%	443 22%	28 16%	26 22%	13 21%	27 25%j	78 25%j	24 12%	23 17%	50 25%j	35 16%	114 30%jkmpqr	63 24%j	29 16%	3 12%	25 17%
Speed of delivery	1503 64%	1299 63%	204 70%	87 73%	1257 63%	128 74%dg	78 65%	40 65%	67 63%	194 62%	115 59%	99 73%jn	126 64%	142 66%	211 56%	176 67%	127 70%n	19 70%	109 75%hijn
I don't want others to think that I don't want to use a 1st class stamp	168 7%	153 7%	15 5%	6 5%	150 8%f	10 6%	4 3%	4 6%	12 11%jmpq	24 8%	9 5%	11 8%	17 8%p	7 3%	51 14%jmopq	14 5%	4 2%	- -	10 7%
Value of the item to be sent	354 15%	309 15%	44 15%	18 15%	309 16%	20 12%	16 13%	9 15%	15 14%	56 18%	20 10%	25 18%	27 14%	32 15%	62 16%	47 18%	25 14%	3 10%	17 12%
Security (i.e. that items sent will reach their destination intact)	362 15%	337 16%b	25 9%	11 10%	316 16%	21 12%	16 13%	9 15%	16 15%	56 18%j	16 8%	31 23%jo	30 15%	38 18%j	78 21%jo	28 10%	23 13%	2 6%	19 13%
Not much difference in cost between 1st and 2nd class post	505 22%	457 22%	48 17%	16 13%	428 22%	33 19%	30 25%	15 25%	21 19%	58 19%	48 25%	36 27%	39 20%	53 24%	77 20%	46 17%	50 27%	4 15%	29 20%
Postal service are less likely to lose the mail / will treat it better	386 16%	328 16%	58 20%	28 24%	322 16%	31 18%	23 19%	10 16%	16 15%	56 18%	30 15%	28 20%	24 12%	41 19%	59 16%	38 14%	30 16%	5 18%	26 17%
Other (please specify)	11 *	10 *	1 *	* *	8 *	* *	2 1%	2 3%de	1 1%	- -	- -	- -	- -	1 1%	- -	3 1%	3 2%	- -	* *
No particular reason	84 4%	71 3%	12 4%	4 4%	70 4%	7 4%	5 4%	2 3%	1 1%	13 4%	13 7%hkn	1 1%	8 4%	13 6%n	5 1%	7 3%	9 5%	3 11%hknor	4 3%
I don't know	36 2%	33 2%	3 1%	2 1%	35 2%	* *	- -	1 1%f	1 1%	10 3%	2 1%	4 3%	3 2%	2 1%	7 2%	2 1%	3 1%	- -	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2259	893	869	307	140	37	1762	177	946	861	313	100	26	1807	126
Weighted Base	2339	915	927	316	129*	38**	1842	167*	943	906	344	105*	25**	1849	130*
Effective Base	1276	504	495	177	72	20	999	92	524	480	190	60	13	1003	74
What stamps I have to hand	487	231	185	42	22	*	416	22	189	199	63	22	7	388	29
	21%	25%bcg	20%	13%	17%	*	23%cg	13%	20%	22%	18%	21%	29%	21%	23%
Value for money	509	205	195	59	44	4	400	48	239	181	71	15	1	420	16
	22%	22%	21%	19%	34%abcf	10%	22%	29%	25%in	20%	21%	15%	3%	23%n	13%
Speed of delivery	1503	669	593	146	67	23	1262	90	693	558	182	52	10	1251	61
	64%	73%bcdg	64%c	46%	52%	60%	68%cdg	54%	73%ijkmn	62%jn	53%	49%	39%	68%ijkn	47%
I don't want others to think that I don't want to use a 1st class stamp	168	81	47	20	15	3	128	18	75	60	23	5	3	135	9
	7%	9%b	5%	6%	11%b	9%	7%	11%b	8%	7%	7%	5%	14%	7%	7%
Value of the item to be sent	354	145	145	34	21	8	290	28	164	146	29	14	1	310	15
	15%	16%	16%	11%	16%	20%	16%	17%	17%j	16%j	8%	13%	4%	17%j	11%
Security (i.e. that items sent will reach their destination intact)	362	162	135	37	21	4	297	25	178	136	31	11	5	314	16
	15%	18%	15%	12%	16%	11%	16%	15%	19%j	15%j	9%	10%	22%	17%j	13%
Not much difference in cost between 1st and 2nd class post	505	200	198	60	30	15	398	45	221	199	50	29	4	420	33
	22%	22%	21%	19%	23%	40%	22%	27%	23%j	22%j	15%	28%j	15%	23%j	25%j
Postal service are less likely to lose the mail / will treat it better	386	165	145	37	23	9	310	32	155	142	52	24	7	297	31
	16%	18%c	16%	12%	18%	24%	17%	19%	16%	16%	15%	23%	30%	16%	24%
Other (please specify)	11	7	3	-	1	-	10	1	7	4	*	-	-	11	-
	*	1%	*	-	1%	-	1%	1%	1%	*	*	-	-	1%	-
No particular reason	84	17	32	29	3	4	49	6	22	29	28	3	3	50	6
	4%	2%	3%	9%abf	2%	9%	3%	4%	2%	3%	8%him	3%	10%	3%	4%
I don't know	36	3	14	16	*	-	17	*	3	11	15	3	-	15	3
	2%	*	2%a	5%abfg	*	-	1%	*	*	1%	4%him	3%h	-	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2259**	228	1976	55	794	1307	158	2203	28	13	5	2244	10
Weighted Base	**2339**	222	2062	55*	766	1413	160*	2270	37**	13**	5**	2320	15**
Effective Base	**1276**	132	1115	31	449	738	93	1238	19	7	3	1265	9
What stamps I have to hand	**487**	54	421	11	146	306	35	474	6	2	4	482	2
	21%	*25%*	*20%*	*20%*	*19%*	*22%*	*22%*	*21%*	*15%*	*15%*	*75%*	*21%*	*10%*
Value for money	**509**	71	422	16	185	282	42	487	13	3	4	503	3
	22%	**32%b**	*20%*	*29%*	*24%*	*20%*	*26%*	*21%*	*35%*	*27%*	*76%*	*22%*	*17%*
Speed of delivery	**1503**	131	1329	43	476	934	93	1471	20	5	5	1496	2
	64%	*59%*	*64%*	*77%*	*62%*	*66%*	*58%*	*65%*	*55%*	*42%*	*100%*	*64%*	*15%*
I don't want others to think that I don't want to use a 1st class stamp	**168**	27	140	2	74	81	13	155	8	4	*	167	1
	7%	**12%b**	*7%*	*3%*	**10%e**	*6%*	*8%*	*7%*	*22%*	*30%*	*2%*	*7%*	*7%*
Value of the item to be sent	**354**	42	300	12	127	184	42	349	4	*	*	353	-
	15%	*19%*	*15%*	*22%*	*17%*	*13%*	**27%de**	*15%*	*11%*	*2%*	*2%*	*15%*	-
Security (i.e. that items sent will reach their destination intact)	**362**	52	308	2	143	189	30	343	16	3	-	362	-
	15%	**24%bc**	*15%*	*4%*	**19%e**	*13%*	*19%*	*15%*	*44%*	*23%*	-	*16%*	-
Not much difference in cost between 1st and 2nd class post	**505**	43	452	10	167	321	17	494	2	5	4	502	-
	22%	*20%*	*22%*	*18%*	**22%f**	**23%f**	*11%*	*22%*	*6%*	*41%*	*78%*	*22%*	-
Postal service are less likely to lose the mail / will treat it better	**386**	46	329	11	161	203	21	374	8	*	3	382	2
	16%	*21%*	*16%*	*20%*	**21%e**	*14%*	*13%*	*16%*	*21%*	*2%*	*53%*	*16%*	*10%*
Other (please specify)	**11**	2	9	-	4	7	*	11	-	*	-	11	-
	*	*1%*	*	-	*1%*	*	*	*	-	*4%*	-	*	-
No particular reason	**84**	9	75	-	32	42	10	82	-	2	-	84	-
	4%	*4%*	*4%*	-	*4%*	*3%*	*6%*	*4%*	-	*14%*	-	*4%*	-
I don't know	**36**	5	28	3	7	20	9	27	-	1	-	28	8
	2%	*2%*	*1%*	*5%*	*1%*	*1%*	**6%de**	*1%*	-	*8%*	-	*1%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 215

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2259**	557	577	572	553	181	172	204	198	188	191	187	180	205	180	191	182
Weighted Base	**2339**	550	598	604	587	173*	183	194	198	197	204	208	189*	207	200	192	196
Effective Base	**1276**	313	329	304	333	91	106	117	115	110	105	104	95	105	110	105	119
What stamps I have to hand	**487**	98	123	118	147	33	36	29	41	35	47	33	37	49	62	48	38
	21%	*18%*	*21%*	*20%*	**25%a**	*19%*	*20%*	*15%*	*21%*	*18%*	*23%*	*16%*	*20%*	*23%*	**31%gikp**	*25%*	*19%*
Value for money	**509**	91	134	128	156	25	36	31	40	41	53	47	38	43	63	39	54
	22%	*17%*	*22%*	*21%*	**27%a**	*14%*	*20%*	*16%*	*20%*	*21%*	**26%e**	*23%*	*20%*	*21%*	**31%efg**	*21%*	**27%eg**
Speed of delivery	**1503**	365	386	375	377	127	118	120	131	135	120	134	110	131	131	114	132
	64%	*66%*	*64%*	*62%*	*64%*	**74%jlo**	*64%*	*62%*	*66%*	*69%*	*59%*	*64%*	*59%*	*63%*	*66%*	*60%*	*67%*
I don't want others to think that I don't want to use a 1st class stamp	**168**	49	50	35	34	20	13	16	15	14	20	8	10	18	8	15	11
	7%	*9%*	*8%*	*6%*	*6%*	**12%kn**	*7%*	*8%*	*8%*	*7%*	*10%*	*4%*	*5%*	*9%*	*4%*	*8%*	*6%*
Value of the item to be sent	**354**	61	97	88	108	15	26	20	30	26	41	22	34	32	32	34	41
	15%	*11%*	*16%*	*15%*	**18%a**	*8%*	*14%*	*10%*	*15%*	*13%*	**20%eg**	*11%*	*18%*	*15%*	*16%*	*18%*	**21%egk**
Security (i.e. that items sent will reach their destination intact)	**362**	71	79	114	98	26	24	21	23	25	32	25	38	51	30	26	42
	15%	*13%*	*13%*	**19%a**	*17%*	*15%*	*13%*	*11%*	*11%*	*13%*	*15%*	*12%*	*20%*	**25%ghiko**	*15%*	*14%*	**22%gh**
Not much difference in cost between 1st and 2nd class post	**505**	112	119	150	124	32	37	44	41	36	41	47	51	52	46	38	39
	22%	*20%*	*20%*	*25%*	*21%*	*18%*	*20%*	*23%*	*21%*	*19%*	*20%*	*23%*	*27%*	*25%*	*23%*	*20%*	*20%*
Postal service are less likely to lose the mail / will treat it better	**386**	65	109	112	100	19	17	28	36	28	44	34	36	43	28	28	44
	16%	*12%*	**18%a**	**19%a**	*17%*	*11%*	*9%*	*15%*	**18%f**	*14%*	**21%f**	*16%*	*19%*	**21%f**	*14%*	*15%*	**22%ef**
Other (please specify)	**11**	3	2	3	3	1	*	2	-	2	-	1	2	1	3	-	-
	*	*1%*	*	*1%*	*	*	*	*1%*	-	*1%*	-	*	*1%*	*1%*	*1%*	-	-
No particular reason	**84**	24	22	23	14	8	6	11	5	15	2	10	7	6	*	10	4
	4%	*4%*	*4%*	*4%*	*2%*	**5%n**	*3%*	**6%n**	*2%*	**8%jn**	*1%*	**5%n**	*4%*	*3%*	*	**5%n**	*2%*
I don't know	**36**	5	7	17	7	-	4	1	3	*	3	10	4	3	-	5	2
	2%	*1%*	*1%*	*3%*	*1%*	-	*2%*	*1%*	*2%*	*	*2%*	**5%egin**	*2%*	*1%*	-	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2685	-	2685	1217	1461	284	260	418	310	560	489	364	544	728	1413	853	2548	125	2685
Weighted Base	2578	-**	2578	1173	1397	284	266	410	305	508	425	380	550	715	1313	805	2385	181*	2685
Effective Base	1423	-	1423	656	761	169	155	236	158	286	206	220	324	392	708	423	1332	86	2685
What stamps I have to hand	781 30%	- -	781 30%	352 30%	426 31%	52 18%	57 21%	110 27%	90 30%e	192 38%efg	128 30%e	152 40%efghj	109 20%	199 28%l	472 36%lm	280 35%lm	738 31%	38 21%	814 30%
Cost of postage	1349 52%	- -	1349 52%	579 49%	764 55%c	123 43%	159 60%eg	203 49%	165 54%e	278 55%e	219 52%	202 53%	281 51%	368 52%	699 53%	421 52%	1251 52%	93 51%	1411 53%
Speed of delivery	1017 39%	- -	1017 39%	465 40%	552 40%	94 33%	98 37%	156 38%	97 32%	221 44%eh	183 43%eh	168 44%eh	192 35%	253 35%	572 44%lm	351 44%lm	938 39%	72 40%	1102 41%
I don't want others to think that I don't want to use a 1st class stamp	69 3%	- -	69 3%	38 3%	31 2%	16 6%hijk	6 2%	25 6%hijk	1 *	9 2%	6 1%	6 1%	22 4%no	25 4%n	21 2%	12 1%	59 2%	10 5%	63 2%
Value of the item to be sent	518 20%	- -	518 20%	245 21%	273 20%	81 29%hijk	68 26%ijk	99 24%ij	53 17%	85 17%	67 16%	65 17%	149 27%no	152 21%n	216 16%	131 16%	458 19%	53 29%p	560 21%
Security (i.e. that items sent will reach their destination intact)	205 8%	- -	205 8%	87 7%	118 8%	41 14%hijk	35 13%ijk	40 10%i	22 7%	21 4%	24 6%	22 6%	76 14%mno	62 9%n	67 5%	46 6%	169 7%	32 18%p	212 8%
Not much difference in cost between 1st and 2nd class post	369 14%	- -	369 14%	161 14%	207 15%	51 18%k	35 13%	67 16%k	52 17%k	82 16%k	47 11%	35 9%	85 16%o	119 17%o	164 13%	82 10%	344 14%	22 12%	365 14%
Postal service are less likely to lose the mail / will treat it better	191 7%	- -	191 7%	92 8%	99 7%	46 16%ghijk	31 12%hijk	32 8%	15 5%	22 4%	25 6%	20 5%	77 14%mno	47 7%	67 5%	45 6%	165 7%	21 12%	187 7%
Other (please specify)	40 2%	- -	40 2%	13 1%	27 2%	- -	3 1%	3 1%	2 1%	21 4%eghk	8 2%	2 *	3 1%	5 1%	31 2%m	10 1%	39 2%	1 *	49 2%
No particular reason	160 6%	- -	160 6%	81 7%	78 6%	14 5%	16 6%	23 6%	31 10%i	21 4%	31 7%	25 7%	30 5%	54 7%	76 6%	56 7%	146 6%	11 6%	166 6%
I don't know	18 1%	- -	18 1%	6 1%	12 1%	3 1%	5 2%	3 1%	2 1%	1 *	2 *	2 1%	8 1%	5 1%	5 *	4 *	18 1%	- -	20 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2685**	712	882	523	568	1594	1091	1217	1420	316	367	693	684	394	1744	321	2190
Weighted Base	**2578**	526	944	567	541	1470	1108	1363	1167	312	369	689	630	389	1688	315	2113
Effective Base	**1423**	306	501	295	326	805	618	688	717	180	199	373	350	209	921	182	1152
What stamps I have to hand	**781**	170	306	145	160	476	305	377	386	94	116	203	176	139	495	95	648
	30%	*32%*	**32%c**	*26%*	*30%*	**32%f**	*28%*	*28%*	**33%g**	*30%*	*32%*	*29%*	*28%*	*36%*	*29%*	*30%*	*31%*
Cost of postage	**1349**	259	525	275	290	785	564	711	622	192	203	359	295	197	857	195	1075
	52%	*49%*	*56%*	*48%*	*54%*	*53%*	*51%*	*52%*	*53%*	**62%klmn**	*55%*	*52%*	*47%*	*51%*	*51%*	**62%p**	*51%*
Speed of delivery	**1017**	238	399	195	186	637	380	519	480	93	151	288	246	171	686	93	867
	39%	**45%cd**	**42%cd**	*34%*	*34%*	**43%f**	*34%*	*38%*	*41%*	*30%*	**41%l**	**42%l**	**39%l**	**44%l**	**41%l**	*30%*	**41%o**
I don't want others to think that I don't want to use a 1st class stamp	**69**	17	23	18	10	40	28	39	30	8	17	9	20	12	46	8	57
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	**5%k**	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*
Value of the item to be sent	**518**	120	188	101	110	307	211	296	207	51	77	152	117	86	346	51	440
	20%	*23%*	*20%*	*18%*	*20%*	*21%*	*19%*	*22%*	*18%*	*16%*	*21%*	*22%*	*19%*	*22%*	*21%*	*16%*	*21%*
Security (i.e. that items sent will reach their destination intact)	**205**	42	79	33	51	121	84	113	87	30	37	47	38	38	123	30	161
	8%	*8%*	*8%*	*6%*	*9%*	*8%*	*8%*	*8%*	*7%*	*10%*	*10%*	*7%*	*6%*	*10%*	*7%*	*9%*	*8%*
Not much difference in cost between 1st and 2nd class post	**369**	58	139	92	80	196	172	219	145	49	44	89	123	50	256	49	309
	14%	*11%*	*15%*	*16%*	*15%*	*13%*	*16%*	*16%*	*12%*	*16%*	*12%*	*13%*	**20%jkm**	*13%*	*15%*	*15%*	*15%*
Postal service are less likely to lose the mail / will treat it better	**191**	50	68	33	41	117	74	107	79	24	28	47	44	30	119	24	153
	7%	*9%*	*7%*	*6%*	*8%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*
Other (please specify)	**40**	10	13	12	5	23	17	23	16	5	1	12	12	2	25	5	28
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*
No particular reason	**160**	23	49	48	39	72	87	74	75	19	20	45	36	14	102	19	118
	6%	*4%*	*5%*	**8%a**	*7%*	*5%*	**8%e**	*5%*	*6%*	*6%*	*5%*	*7%*	*6%*	*4%*	*6%*	*6%*	*6%*
I don't know	**18**	*	5	8	5	5	13	7	10	3	5	3	4	-	12	3	12
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2685	1610	1075	469	1254	640	462	329	114	112	137	147	161	147	115	173	148	107	533
Weighted Base	2578	2154	424	121	2128	249	123	78	93	222	212	209	243	247	262	407	234	38*	211
Effective Base	1423	1147	286	123	1050	260	175	171	105	103	118	130	135	131	104	156	132	42	218
What stamps I have to hand	781 30%	646 30%	135 32%	33 27%	642 30%	77 31%	39 32%	23 29%	30 33%n	59 27%	66 31%	67 32%n	62 26%	68 28%	52 20%	154 38%ln	83 36%n	12 32%	65 31%n
Cost of postage	1349 52%	1124 52%	225 53%	66 55%	1118 53%	120 48%	69 56%	42 54%	56 61%q	117 53%	104 49%	102 49%	135 56%q	137 56%q	134 51%	202 50%	130 56%q	14 36%	106 50%
Speed of delivery	1017 39%	849 39%	168 40%	44 36%	827 39%	109 44%	49 40%	32 41%	41 44%	71 32%	68 32%	85 41%	105 43%	104 42%	102 39%	141 35%	110 47%ljo	19 49%	91 43%j
I don't want others to think that I don't want to use a 1st class stamp	69 3%	60 3%	9 2%	2 2%	61 3%	3 1%	3 2%	2 2%	2 2%	7 3%	2 1%	7 3%	5 2%	4 2%	22 8%jlmopr	10 3%	2 1%	- -	3 2%
Value of the item to be sent	518 20%	449 21%	68 16%	20 17%	424 20%	48 19%	23 19%	23 29%def	23 25%o	34 15%	45 21%	55 26%lo	45 19%	61 25%o	64 24%o	52 13%	45 19%	8 22%	40 19%
Security (i.e. that items sent will reach their destination intact)	205 8%	178 8%	27 6%	11 9%	172 8%	13 5%	8 7%	12 16%def	7 8%	22 10%	12 6%	18 9%	22 9%	13 5%	45 17%jmopr	18 4%	17 7%	2 4%	11 5%
Not much difference in cost between 1st and 2nd class post	369 14%	309 14%	59 14%	14 12%	313 15%	28 11%	16 13%	12 15%	21 22%jmqr	23 10%	41 19%q	30 14%	32 13%	29 12%	33 13%	71 17%	33 14%	2 6%	26 12%
Postal service are less likely to lose the mail / will treat it better	191 7%	165 8%	26 6%	6 5%	162 8%	14 6%	9 7%	6 8%	6 7%	16 7%	11 5%	17 8%	24 10%m	8 3%	26 10%m	38 9%m	16 7%	2 5%	13 6%
Other (please specify)	40 2%	33 2%	7 2%	2 2%	32 2%	6 3%	1 1%	* *	- -	1 1%	7 3%mnp	4 2%	3 1%	- -	- -	17 4%mnp	- -	1 2%mnp	5 3%mnp
No particular reason	160 6%	124 6%	35 8%	12 10%	137 6%	14 6%	5 4%	4 5%	6 6%	14 6%	13 6%	14 6%	20 8%	12 5%	17 7%	27 7%	14 6%	3 7%	11 5%
I don't know	18 1%	12 1%	6 1%	4 3%a	16 1%	1 *	1 *	* 1%	1 1%	2 1%	3 1%	1 *	5 2%	- -	2 1%	3 1%	- -	- -	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2685	1047	1047	331	188	62	2094	250	1051	1053	394	125	46	2104	171
Weighted Base	2578	1002	981	351	177	57*	1983	234	972	1008	415	125*	45**	1980	169
Effective Base	1423	539	544	194	108	35	1083	143	525	557	226	79	27	1083	106
What stamps I have to hand	781	337	314	77	43	9	651	52	305	319	113	30	11	624	41
	30%	34%ceg	32%ceg	22%	24%	15%	33%ceg	22%	31%	32%	27%	24%	24%	32%	24%
Cost of postage	1349	531	519	170	82	41	1050	123	519	535	195	64	28	1054	92
	52%	53%	53%	48%	46%	71%abcdfg	53%	52%	53%	53%	47%	51%	62%	53%	54%
Speed of delivery	1017	424	407	116	61	9	831	70	410	400	148	39	18	810	56
	39%	42%ceg	42%ceg	33%e	35%e	16%	42%ceg	30%	42%	40%	36%	31%	40%	41%	33%
I don't want others to think that I don't want to use a 1st class stamp	69	28	28	6	6	*	56	7	36	18	13	2	*	54	2
	3%	3%	3%	2%	4%	*	3%	3%	4%	2%	3%	1%	1%	3%	1%
Value of the item to be sent	518	196	228	60	25	8	424	33	227	221	48	18	2	448	19
	20%	20%	23%dg	17%	14%	14%	21%g	14%	23%jn	22%jn	12%	14%	4%	23%jn	11%
Security (i.e. that items sent will reach their destination intact)	205	81	77	36	11	2	157	12	83	86	24	10	*	169	10
	8%	8%	8%	10%	6%	3%	8%	5%	9%	9%	6%	8%	*	9%	6%
Not much difference in cost between 1st and 2nd class post	369	152	131	51	27	4	283	32	137	158	51	13	6	295	19
	14%	15%	13%	14%	16%	7%	14%	14%	14%	16%	12%	10%	13%	15%	11%
Postal service are less likely to lose the mail / will treat it better	191	80	64	25	15	6	145	21	70	90	20	8	2	160	11
	7%	8%	7%	7%	8%	10%	7%	9%	7%	9%j	5%	7%	6%	8%	6%
Other (please specify)	40	13	15	12	-	*	27	*	12	18	9	-	-	30	-
	2%	1%	2%	4%afg	-	*	1%	*	1%	2%	2%	-	-	2%	-
No particular reason	160	56	57	26	14	7	113	20	48	60	37	12	2	108	14
	6%	6%	6%	7%	8%	11%	6%	9%	5%	6%	9%hm	10%	3%	5%	8%
I don't know	18	1	7	5	2	2	8	4	1	9	5	1	-	10	1
	1%	*	1%	1%a	1%a	3%af	*	2%af	*	1%	1%h	1%	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2685**	159	2485	41	777	1769	139	2632	28	15	2	2675	8
Weighted Base	**2578**	146*	2389	43**	708	1735	135*	2530	28**	11**	3**	2568	7**
Effective Base	**1423**	85	1314	23	410	940	73	1391	18	10	2	1416	5
What stamps I have to hand	**781**	54	712	15	236	518	27	776	3	3	-	781	-
	30%	*37%*	*30%*	*34%*	**33%f**	*30%*	*20%*	*31%*	*9%*	*25%*	-	*30%*	-
Cost of postage	**1349**	71	1260	18	379	901	70	1336	8	4	1	1348	-
	52%	*49%*	*53%*	*42%*	*53%*	*52%*	*52%*	*53%*	*31%*	*33%*	*38%*	*52%*	-
Speed of delivery	**1017**	70	934	13	298	683	36	1004	6	5	-	1015	2
	39%	*48%*	*39%*	*31%*	**42%f**	**39%f**	*27%*	*40%*	*22%*	*44%*	-	*40%*	*27%*
I don't want others to think that I don't want to use a 1st class stamp	**69**	7	62	*	20	39	10	63	3	2	-	69	-
	3%	*5%*	*3%*	*	*3%*	*2%*	**7%e**	*3%*	*12%*	*16%*	-	*3%*	-
Value of the item to be sent	**518**	32	480	6	161	340	17	508	6	2	-	516	1
	20%	*22%*	*20%*	*13%*	*23%*	*20%*	*13%*	*20%*	*22%*	*20%*	-	*20%*	*21%*
Security (i.e. that items sent will reach their destination intact)	**205**	13	191	1	65	123	17	194	6	2	1	202	2
	8%	*9%*	*8%*	*3%*	*9%*	*7%*	*13%*	*8%*	*23%*	*17%*	*38%*	*8%*	*24%*
Not much difference in cost between 1st and 2nd class post	**369**	15	348	6	104	252	12	361	3	2	2	366	*
	14%	*10%*	*15%*	*13%*	*15%*	*15%*	*9%*	*14%*	*13%*	*17%*	*62%*	*14%*	*3%*
Postal service are less likely to lose the mail / will treat it better	**191**	10	178	3	55	116	21	183	6	-	-	189	2
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	**15%de**	*7%*	*23%*	-	-	*7%*	*23%*
Other (please specify)	**40**	2	38	-	16	24	1	39	-	-	-	39	1
	2%	*1%*	*2%*	-	*2%*	*1%*	*	*2%*	-	-	-	*2%*	*8%*
No particular reason	**160**	3	151	5	41	105	14	159	*	1	-	160	-
	6%	*2%*	*6%*	*13%*	*6%*	*6%*	*10%*	*6%*	*1%*	*6%*	-	*6%*	-
I don't know	**18**	*	14	4	4	9	5	17	1	-	-	18	*
	1%	*	*1%*	*9%*	*1%*	*	**4%de**	*1%*	*3%*	-	-	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	2685	679	666	646	694	237	229	213	221	224	221	221	224	201	231	226	237
Weighted Base	2578	682	648	596	653	230	230	222	224	201	222	195	199	202	212	248	194
Effective Base	1423	364	361	311	391	126	123	114	121	118	123	104	104	103	128	134	132
What stamps I have to hand	781 *30%*	192 *28%*	212 *33%*	175 *29%*	201 *31%*	70 *30%*	67 *29%*	55 *25%*	78 *35%*	60 *30%*	73 *33%*	66 *34%*	61 *30%*	49 *24%*	69 *32%*	65 *26%*	68 *35%*
Cost of postage	1349 *52%*	361 *53%*	338 *52%*	309 *52%*	341 *52%*	130 *56%*	118 *51%*	114 *51%*	117 *52%*	107 *53%*	113 *51%*	108 *56%*	90 *45%*	111 *55%*	106 *50%*	121 *49%*	115 **59%l**
Speed of delivery	1017 *39%*	258 *38%*	287 **44%c**	208 *35%*	263 *40%*	82 *36%*	87 *38%*	89 *40%*	111 **50%elm**	90 *45%*	86 *39%*	72 *37%*	68 *34%*	68 *34%*	87 *41%*	102 *41%*	74 *38%*
I don't want others to think that I don't want to use a 1st class stamp	69 *3%*	16 *2%*	19 *3%*	15 *2%*	19 *3%*	3 *1%*	5 *2%*	8 *4%*	8 *4%*	9 *4%*	2 *1%*	3 *2%*	10 *5%*	2 *1%*	3 *2%*	7 *3%*	8 *4%*
Value of the item to be sent	518 *20%*	131 *19%*	132 *20%*	121 *20%*	134 *20%*	55 *24%*	46 *20%*	31 *14%*	39 *18%*	44 *22%*	49 *22%*	41 *21%*	35 *18%*	45 *22%*	43 *20%*	43 *17%*	47 **24%g**
Security (i.e. that items sent will reach their destination intact)	205 *8%*	55 *8%*	47 *7%*	41 *7%*	63 *10%*	19 *8%*	12 *5%*	24 **11%m**	15 *7%*	21 **11%m**	11 *5%*	15 *8%*	18 *9%*	7 *4%*	24 **12%m**	16 *6%*	22 **11%m**
Not much difference in cost between 1st and 2nd class post	369 *14%*	86 *13%*	77 *12%*	102 *17%*	105 *16%*	30 *13%*	26 *11%*	30 *13%*	36 **16%j**	26 *13%*	14 *6%*	31 **16%j**	38 **19%j**	33 **16%j**	28 *13%*	43 **17%j**	34 **18%j**
Postal service are less likely to lose the mail / will treat it better	191 *7%*	52 *8%*	47 *7%*	41 *7%*	51 *8%*	18 *8%*	13 *6%*	21 *10%*	19 *8%*	14 *7%*	14 *6%*	9 *5%*	17 *9%*	14 *7%*	20 *9%*	21 *8%*	10 *5%*
Other (please specify)	40 *2%*	9 *1%*	9 *1%*	9 *2%*	12 *2%*	1 *	6 *3%*	3 *1%*	2 *1%*	7 *3%*	* *	1 *	5 *2%*	4 *2%*	5 *2%*	3 *1%*	4 *2%*
No particular reason	160 *6%*	57 **8%d**	36 *6%*	40 *7%*	27 *4%*	19 **8%lo**	24 **10%lop**	14 *6%*	9 *4%*	5 *2%*	22 **10%lop**	11 *6%*	8 *4%*	20 **10%lop**	15 *7%*	6 *2%*	6 *3%*
I don't know	18 *1%*	4 *1%*	3 *	3 *	8 *1%*	- -	1 *1%*	2 *1%*	- -	* *	3 *1%*	2 *1%*	1 *	* *	4 *2%*	2 *1%*	2 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very reliant (5)	1945	-	1945	943	1001	157	178	352	276	393	302	287	335	629	981	588	1802	138	1969
	38%	-	*38%*	*38%*	*38%*	*23%*	*27%*	**35%ef**	**38%ef**	**43%efg**	**48%efgh**	**55%efghi**	*25%*	**36%l**	**47%lm**	**51%lm**	**39%q**	*29%*	*38%*
Fairly reliant (4)	1975	-	1975	948	1024	252	258	411	279	350	243	183	510	689	776	426	1741	210	1968
	38%	-	*38%*	*38%*	*39%*	*37%*	*40%*	*40%*	*39%*	*38%*	*38%*	*35%*	*38%*	*40%*	*37%*	*37%*	*38%*	*44%*	*38%*
Neither reliant nor not reliant (3)	725	-	725	369	352	136	124	168	89	110	59	40	260	257	209	99	646	70	691
	14%	-	*14%*	*15%*	*13%*	**20%hijk**	**19%hijk**	**17%ijk**	*12%*	*12%*	*9%*	*8%*	**19%mno**	**15%no**	*10%*	*9%*	*14%*	*15%*	*13%*
Not very reliant (2)	342	-	342	165	175	93	56	64	46	42	29	12	149	111	82	40	299	42	359
	7%	-	*7%*	*7%*	*7%*	**13%fghijk**	**9%ijk**	**6%k**	**6%k**	*5%*	*4%*	*2%*	**11%mno**	**6%no**	*4%*	*3%*	*6%*	*9%*	*7%*
Not at all reliant (1)	124	-	124	71	50	35	23	15	24	23	1	3	59	39	27	4	109	15	126
	2%	-	*2%*	*3%*	*2%*	**5%gijk**	**4%gijk**	*1%*	**3%gjk**	**2%jk**	*	*1%*	**4%mno**	**2%o**	*1%*	*	*2%*	*3%*	*2%*
Don't know	44	-	44	15	29	14	13	5	4	6	1	-	27	10	7	1	37	5	43
	1%	-	*1%*	*1%*	*1%*	**2%gjk**	**2%gjk**	*1%*	*1%*	*1%*	*	-	**2%mno**	*1%*	*	*	*1%*	*1%*	*1%*
NET Very/fairly reliant	3921	-	3921	1891	2024	409	436	763	555	743	545	470	845	1318	1757	1015	3543	348	3937
	76%	-	*76%*	*75%*	*77%*	*60%*	**67%e**	**75%ef**	**77%ef**	**80%efg**	**86%efghi**	**90%efghi**	*63%*	**76%l**	**84%lm**	**88%lm**	*76%*	*72%*	*76%*
NET Not at all/not very reliant	466	-	466	236	225	128	80	79	71	64	30	14	208	149	108	44	408	57	485
	9%	-	*9%*	*9%*	*9%*	**19%fghijk**	**12%gijk**	**8%k**	**10%jk**	**7%k**	*5%*	*3%*	**16%mno**	**9%no**	*5%*	*4%*	*9%*	*12%*	*9%*
Mean	4.03	-	4.03	4.01	4.06	3.60	**3.80e**	**4.01ef**	**4.03ef**	**4.14efg**	**4.29efghi**	**4.41efghi**	3.70	**4.02l**	**4.25lm**	**4.34lmn**	**4.05q**	3.87	4.04
Std Dev.	1.00	-	1.00	1.02	0.98	1.14	1.06	0.95	1.04	0.97	0.83	0.77	1.10	0.99	0.88	0.80	1.00	1.03	1.01
Std Error	0.01	-	0.01	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very reliant (5)	**1945**	458	653	385	448	1111	834	1042	873	246	272	482	467	362	1221	246	1610
	38%	**44%bcd**	*37%*	*35%*	*36%*	**40%f**	*35%*	*34%*	**44%g**	*39%*	*39%*	*35%*	*39%*	**42%k**	*37%*	*39%*	*38%*
Fairly reliant (4)	**1975**	369	706	446	453	1076	899	1233	717	204	272	563	461	324	1296	208	1648
	38%	*36%*	*40%*	*40%*	*36%*	*39%*	*38%*	**40%h**	*36%*	*32%*	**39%l**	**41%l**	*38%*	*37%*	**39%l**	*33%*	**39%o**
Neither reliant nor not reliant (3)	**725**	113	224	174	214	337	388	463	245	111	90	205	166	93	461	114	555
	14%	*11%*	*13%*	**16%a**	**17%ab**	*12%*	**16%e**	**15%h**	*12%*	**18%m**	*13%*	**15%m**	*14%*	*11%*	*14%*	**18%p**	*13%*
Not very reliant (2)	**342**	71	109	74	88	180	162	222	114	41	46	95	80	59	221	41	283
	7%	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*
Not at all reliant (1)	**124**	24	37	25	38	61	63	83	39	18	12	25	27	28	64	18	92
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
Don't know	**44**	3	22	3	17	24	20	24	16	10	1	11	7	3	19	10	23
	1%	*	*1%*	*	**1%ac**	*1%*	*1%*	*1%*	*1%*	**2%j**	*	*1%*	*1%*	*	*1%*	**1%p**	*1%*
NET Very/fairly reliant	**3921**	828	1360	832	901	2187	1733	2275	1591	450	544	1045	928	686	2516	455	3257
	76%	**80%d**	**78%d**	*75%*	*72%*	**78%f**	*73%*	*74%*	**79%g**	*71%*	**78%l**	*76%*	**77%l**	**79%l**	**77%l**	*71%*	**77%o**
NET Not at all/not very reliant	**466**	95	146	99	126	241	225	305	153	59	58	120	107	87	285	59	375
	9%	*9%*	*8%*	*9%*	*10%*	*9%*	*10%*	**10%h**	*8%*	*9%*	*8%*	*9%*	*9%*	*10%*	*9%*	*9%*	*9%*
Mean	**4.03**	**4.13cd**	**4.06d**	3.99	3.95	**4.08f**	3.97	3.96	**4.14g**	4.00	4.08	4.01	4.05	4.08	4.04	3.99	4.05
Std Dev.	**1.00**	1.01	0.97	0.99	1.05	0.99	1.02	1.02	0.97	1.05	0.97	0.97	1.00	1.04	0.98	1.05	0.99
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 217

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very reliant (5)	1945	1622	323	112	1626	168	102	49	82	214	178	135	185	179	226	245	182	32	136
	38%	*37%*	**44%a**	**44%a**	*38%*	*38%*	*41%*	*34%*	*39%*	*38%*	**42%n**	*36%*	*41%*	*38%*	*33%*	*35%*	*41%*	**47%n**	*36%*
Fairly reliant (4)	1975	1718	258	75	1652	170	95	59	81	192	159	136	165	201	275	281	163	21	149
	38%	**39%c**	*35%*	*30%*	*38%*	*39%*	*38%*	*40%*	*39%*	*34%*	*38%*	*37%*	*36%*	*42%*	*41%*	*40%*	*37%*	*32%*	*40%*
Neither reliant nor not reliant (3)	725	629	96	42	619	58	31	18	24	110	53	49	60	57	89	120	57	11	47
	14%	*14%*	*13%*	*17%*	*14%*	*13%*	*12%*	*12%*	*11%*	**20%hjmnpr**	*13%*	*13%*	*13%*	*12%*	*13%*	*17%*	*13%*	*16%*	*13%*
Not very reliant (2)	342	299	43	16	278	31	17	16	13	30	22	32	35	31	55	41	19	2	28
	7%	*7%*	*6%*	*6%*	*6%*	*7%*	*7%*	**11%def**	*6%*	*5%*	*5%*	*9%*	*8%*	*6%*	*8%*	*6%*	*4%*	*4%*	*8%*
Not at all reliant (1)	124	113	11	3	106	10	5	3	7	10	10	19	4	5	26	11	14	1	9
	2%	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	**5%ilmo**	*1%*	*1%*	**4%l**	*2%*	*3%*	*1%*	*2%*
Don't know	44	39	5	4	38	5	2	1	3	7	1	1	4	3	7	6	5	1	4
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly reliant	3921	3340	581	186	3278	338	197	108	162	405	338	271	350	380	501	526	345	53	285
	76%	*76%*	*79%*	*74%*	*76%*	*77%*	*79%*	*74%*	*78%*	*72%*	**80%l**	*73%*	*77%*	**80%l**	*74%*	*75%*	*78%*	*78%*	*76%*
NET Not at all/not very reliant	466	412	53	19	385	41	21	19	19	40	32	51	40	36	81	52	33	3	38
	9%	*9%*	*7%*	*8%*	*9%*	*9%*	*9%*	**13%dl**	*9%*	*7%*	*8%*	**14%ijmopq**	*9%*	*8%*	*12%*	*7%*	*8%*	*5%*	*10%*
Mean	4.03	4.01	**4.15a**	4.12	4.03	4.04	**4.10g**	3.93	4.06	4.02	**4.12kn**	3.90	**4.09k**	**4.09k**	3.93	4.01	**4.10k**	**4.21kn**	4.01
Std Dev.	1.00	1.01	0.96	0.99	1.00	1.00	0.98	1.05	1.02	0.98	0.98	1.14	0.97	0.93	1.07	0.95	1.01	0.92	1.01
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.05	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very reliant (5)	**1945**	1945	-	-	-	-	1945	-	1363	438	94	31	12	1800	43
	38%	**100%bcdefg**	-	-	-	-	**50%bcdeg**	-	**69%ijklmn**	**22%jkn**	*11%*	*12%*	*14%*	**46%ijkln**	*13%*
Fairly reliant (4)	**1975**	-	1975	-	-	-	1975	-	463	1185	240	71	11	1648	83
	38%	-	**100%acdefg**	-	-	-	**50%acdeg**	-	*24%*	**60%hjklmn**	**29%hl**	**28%l**	*13%*	**42%hjkln**	*24%*
Neither reliant nor not reliant (3)	**725**	-	-	725	-	-	-	-	80	178	394	57	16	258	73
	14%	-	-	**100%abdefg**	-	-	-	-	*4%*	**9%hm**	**48%hiklmn**	**22%him**	**19%him**	**7%h**	**21%him**
Not very reliant (2)	**342**	-	-	-	342	-	-	342	35	146	65	82	12	182	94
	7%	-	-	-	**100%abcefg**	-	-	**73%abcef**	*2%*	**7%hm**	**8%hm**	**32%hijlm**	**14%hm**	**5%h**	**28%hijlm**
Not at all reliant (1)	**124**	-	-	-	-	124	-	124	25	27	22	13	34	53	48
	2%	-	-	-	-	**100%abcdfg**	-	**27%abcdf**	*1%*	*1%*	**3%m**	**5%him**	**40%hijkmn**	*1%*	**14%hijkm**
Don't know	**44**	-	-	-	-	-	-	-	3	5	2	-	-	8	-
	1%	-	-	-	-	-	-	-	*	*	*	-	-	*	-
NET Very/fairly reliant	**3921**	1945	1975	-	-	-	3921	-	1826	1623	334	102	23	3449	125
	76%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**93%ijklmn**	**82%jkln**	*41%*	*40%*	*27%*	**87%ijkln**	*37%*
NET Not at all/not very reliant	**466**	-	-	-	342	124	-	466	61	173	87	95	47	234	142
	9%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	*3%*	**9%hm**	**11%hm**	**37%hijm**	**54%hijkm**	**6%h**	**42%hijm**
Mean	**4.03**	**5.00fg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.50bcdeg**	**1.73e**	**4.58ijklmn**	**3.94jkln**	**3.39kln**	**3.10l**	2.46	**4.26ijkln**	**2.94l**
Std Dev.	**1.00**	0.00	0.00	*	0.00	0.00	0.50	0.44	0.77	0.85	0.89	1.14	1.47	0.87	1.26
Std Error	**0.01**	0.00	0.00	*	0.00	0.00	0.01	0.02	0.02	0.02	0.03	0.07	0.16	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very reliant (5)	**1945**	182	1728	36	613	1243	90	1921	15	8	1	1944	1
	38%	**47%b**	*37%*	*36%*	**40%f**	**38%f**	*29%*	*38%*	*23%*	*30%*	*10%*	*38%*	*2%*
Fairly reliant (4)	**1975**	121	1820	35	543	1321	112	1932	27	8	1	1968	7
	38%	*32%*	**39%a**	*35%*	*35%*	**40%d**	*36%*	*38%*	*42%*	*31%*	*12%*	*38%*	*23%*
Neither reliant nor not reliant (3)	**725**	45	664	17	217	438	71	692	10	7	4	710	12
	14%	*12%*	*14%*	*17%*	*14%*	*13%*	**23%de**	*14%*	*16%*	*28%*	*34%*	*14%*	*42%*
Not very reliant (2)	**342**	27	307	7	116	202	23	325	10	3	2	337	2
	7%	*7%*	*7%*	*7%*	*8%*	*6%*	*8%*	*6%*	**16%gk**	*10%*	*19%*	*7%*	*8%*
Not at all reliant (1)	**124**	7	114	2	41	80	3	122	2	-	-	123	1
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	*2%*
Don't know	**44**	2	40	3	7	27	11	35	-	-	3	35	7
	1%	*1%*	*1%*	*3%*	*	*1%*	**3%de**	*1%*	-	-	*25%*	*1%*	*24%*
NET Very/fairly reliant	**3921**	302	3548	70	1155	2564	202	3853	43	16	2	3911	7
	76%	*79%*	*76%*	*70%*	**75%f**	**77%f**	*65%*	*77%*	*66%*	*62%*	*22%*	*76%*	*24%*
NET Not at all/not very reliant	**466**	34	422	10	157	282	27	446	12	3	2	461	3
	9%	*9%*	*9%*	*10%*	*10%*	*9%*	*9%*	*9%*	**18%g**	*10%*	*19%*	*9%*	*10%*
Mean	**4.03**	**4.16b**	4.02	3.97	4.03	**4.05f**	3.87	**4.04h**	3.68	3.82	3.17	**4.04h**	3.18
Std Dev.	**1.00**	1.01	1.00	1.04	1.04	0.99	0.97	1.00	1.09	1.00	1.03	1.00	0.77
Std Error	**0.01**	0.05	0.01	0.11	0.03	0.02	0.06	0.01	0.14	0.18	0.39	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 217

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very reliant (5)	1945	465	514	444	521	180	132	154	176	171	167	118	153	173	201	169	151
	38%	36%	40%c	34%	40%c	43%fk	30%	36%k	41%fk	41%fk	37%k	27%	37%k	39%fk	47%fgjklop	37%k	38%k
Fairly reliant (4)	1975	508	494	498	476	142	196	169	181	142	171	191	153	154	158	168	150
	38%	*40%*	*38%*	*39%*	*37%*	*34%*	45%eim	*40%*	*42%*	*34%*	*38%*	44%eim	*37%*	*35%*	*37%*	*37%*	*37%*
Neither reliant nor not reliant (3)	725	177	177	212	159	63	64	50	49	65	64	81	65	66	46	73	40
	14%	*14%*	*14%*	16%d	*12%*	*15%*	*15%*	*12%*	*11%*	*16%*	*14%*	19%ghnp	*16%*	*15%*	*11%*	*16%*	*10%*
Not very reliant (2)	342	96	76	88	81	23	31	42	21	28	28	28	28	32	16	34	32
	7%	*8%*	*6%*	*7%*	*6%*	*6%*	*7%*	10%hn	*5%*	*7%*	*6%*	*7%*	*7%*	*7%*	*4%*	*7%*	8%n
Not at all reliant (1)	124	27	25	27	46	7	9	11	3	7	15	12	11	4	6	16	24
	2%	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*1%*	*2%*	3%h	*3%*	*3%*	*1%*	*1%*	3%h	6%efhimn
Don't know	44	11	5	21	7	6	4	1	1	3	1	2	4	15	3	1	3
	1%	*1%*	*	2%b	*1%*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	3%ghijknop	*1%*	*	*1%*
NET Very/fairly reliant	3921	973	1009	942	997	322	328	324	357	313	339	309	306	327	359	337	301
	76%	*76%*	78%c	*73%*	*77%*	*76%*	*75%*	*76%*	83%fgiklmop	*75%*	*76%*	*71%*	*74%*	*74%*	83%fgijklmop	*73%*	*75%*
NET Not at all/not very reliant	466	123	101	115	127	30	39	54	23	35	43	40	39	35	22	49	56
	9%	*10%*	*8%*	*9%*	*10%*	*7%*	*9%*	13%hn	*5%*	*8%*	*10%*	*9%*	*9%*	*8%*	*5%*	11%hn	14%ehmn
Mean	4.03	4.01	4.09c	3.98	4.05	4.12k	3.96	3.97	4.18fgjklop	4.07k	4.01	3.87	4.00	4.08k	4.24fgijklop	3.96	3.94
Std Dev.	1.00	1.00	0.97	0.99	1.05	0.97	0.96	1.06	0.86	1.00	1.04	0.98	1.03	0.96	0.90	1.06	1.16
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very reliant (5)	1970	-	1970	925	1038	217	238	409	277	340	262	227	455	686	829	489	1794	172	2052
	38%	-	38%	37%	39%	32%	36%	40%e	38%	37%	41%e	43%e	34%	40%l	40%l	42%l	39%	36%	40%
Fairly reliant (4)	1979	-	1979	949	1025	250	264	402	272	386	224	179	514	675	790	404	1770	188	1978
	38%	-	38%	38%	39%	36%	40%	40%	38%	42%k	35%	34%	38%	39%	38%	35%	38%	39%	38%
Neither reliant nor not reliant (3)	818	-	818	441	375	139	105	148	114	135	106	71	244	261	312	177	717	91	750
	16%	-	16%	18%d	14%	20%gik	16%	15%	16%	15%	17%	13%	18%	15%	15%	15%	15%	19%	15%
Not very reliant (2)	254	-	254	127	125	56	29	42	33	38	31	25	85	75	93	55	230	19	242
	5%	-	5%	5%	5%	8%fghl	4%	4%	5%	4%	5%	5%	6%	4%	4%	5%	5%	4%	5%
Not at all reliant (1)	86	-	86	53	33	13	9	9	16	16	10	15	21	24	40	24	80	6	85
	2%	-	2%	2%	1%	2%	1%	1%	2%	2%	2%	3%g	2%	1%	2%	2%	2%	1%	2%
Don't know	50	-	50	17	34	11	8	5	7	8	1	9	20	12	18	10	44	5	49
	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly reliant	3949	-	3949	1874	2063	468	501	812	549	726	487	406	969	1361	1619	893	3564	360	4030
	77%	-	77%	75%	78%c	68%	77%e	80%e	76%e	79%e	77%e	77%e	72%	78%l	78%l	77%l	77%	75%	78%
NET Not at all/not very reliant	339	-	339	180	159	69	38	50	49	54	40	39	107	99	133	80	311	24	327
	7%	-	7%	7%	6%	10%fgl	6%	5%	7%	6%	6%	7%	8%	6%	6%	7%	7%	5%	6%
Mean	4.08	-	4.08	4.03	4.12c	3.89	4.07e	4.15e	4.07e	4.09e	4.10e	4.12e	3.98	4.12l	4.10l	4.11l	4.08	4.06	4.11
Std Dev.	0.94	-	0.94	0.97	0.92	1.01	0.91	0.88	0.96	0.91	0.95	1.00	0.97	0.92	0.95	0.97	0.95	0.90	0.94
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very reliant (5)	**1970**	444	656	401	469	1100	870	1122	819	251	268	493	454	376	1215	251	1616
	38%	**43%bcd**	*37%*	*36%*	*37%*	*39%*	*37%*	*37%*	**41%g**	*40%*	*39%*	*36%*	*38%*	**43%kn**	*37%*	*39%*	*38%*
Fairly reliant (4)	**1979**	380	712	421	467	1092	887	1258	694	220	271	551	486	313	1308	224	1640
	38%	*37%*	*41%*	*38%*	*37%*	*39%*	*37%*	**41%h**	*35%*	*35%*	*39%*	*40%*	*40%*	*36%*	*40%*	*35%*	*39%*
Neither reliant nor not reliant (3)	**818**	142	259	204	213	401	417	477	320	107	109	205	192	131	506	111	649
	16%	*14%*	*15%*	**18%a**	*17%*	*14%*	**18%e**	*16%*	*16%*	*17%*	*16%*	*15%*	*16%*	*15%*	*15%*	*17%*	*15%*
Not very reliant (2)	**254**	56	71	63	64	127	127	142	110	20	40	77	62	35	179	20	216
	5%	*5%*	*4%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*3%*	*6%*	*6%*	*5%*	*4%*	*5%*	*3%*	*5%*
Not at all reliant (1)	**86**	15	32	17	22	47	39	51	34	20	3	35	11	10	49	20	61
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%jlmn**	*	**3%jl**	*1%*	*1%*	*2%*	**3%p**	*1%*
Don't know	**50**	2	22	3	23	24	26	17	28	11	3	19	2	3	24	11	29
	1%	*	**1%a**	*	**2%ac**	*1%*	*1%*	*1%*	**1%g**	**2%lm**	*	**1%l**	*	*	*1%*	**2%p**	*1%*
NET Very/fairly reliant	**3949**	824	1368	822	936	2191	1757	2380	1513	471	539	1044	940	690	2523	475	3256
	77%	**79%cd**	*78%*	*74%*	*74%*	**79%f**	*74%*	*78%*	*75%*	*75%*	*78%*	*76%*	*78%*	*79%*	*77%*	*75%*	*77%*
NET Not at all/not very reliant	**339**	71	103	80	86	174	166	193	144	40	42	112	73	46	228	40	277
	7%	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*8%*	*6%*	*5%*	*7%*	*6%*	*7%*
Mean	**4.08**	**4.14c**	4.09	4.02	4.05	**4.11f**	4.04	4.07	4.09	4.07	4.10	4.02	4.09	**4.17kn**	4.06	4.06	4.08
Std Dev.	**0.94**	0.94	0.92	0.96	0.96	0.93	0.96	0.93	0.97	1.00	0.90	0.99	0.91	0.91	0.94	1.00	0.93
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 218

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very reliant (5)	1970	1670	300	101	1627	172	106	65	83	217	154	131	159	189	246	264	184	34	138
	38%	*38%*	*41%*	*40%*	*38%*	*39%*	*42%*	**45%d**	*40%*	*39%*	*36%*	*35%*	*35%*	*40%*	*36%*	*38%*	*42%*	**49%jklnr**	*37%*
Fairly reliant (4)	1979	1729	249	80	1650	179	97	53	74	196	160	136	199	188	282	255	160	25	153
	38%	**39%bc**	*34%*	*32%*	*38%*	*41%*	*39%*	*36%*	*35%*	*35%*	*38%*	*36%*	**44%l**	*39%*	*42%*	*36%*	*36%*	*38%*	*41%*
Neither reliant nor not reliant (3)	818	704	114	45	706	62	32	18	28	103	67	67	64	57	101	152	67	6	56
	16%	*16%*	*15%*	*18%*	**16%q**	*14%*	*13%*	*12%*	*14%*	**18%m**	*16%*	*18%*	*14%*	*12%*	*15%*	**22%hlmnqr**	*15%*	*9%*	*15%*
Not very reliant (2)	254	204	50	16	219	17	10	7	13	25	27	22	23	30	36	20	24	2	15
	5%	*5%*	**7%a**	*6%*	*5%*	*4%*	*4%*	*5%*	*6%*	*4%*	**6%o**	*6%*	*5%*	**6%o**	*5%*	*3%*	*5%*	*3%*	*4%*
Not at all reliant (1)	86	73	12	6	73	7	4	2	5	12	12	15	3	9	7	7	2	-	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**3%p**	*2%*	**3%p**	**4%lnop**	*1%*	*2%*	*1%*	*1%*	*	-	*2%*
Don't know	50	40	10	4	44	4	2	1	5	10	4	1	4	4	7	4	5	1	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%ko**	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly reliant	3949	3399	550	180	3277	351	203	118	157	413	313	267	359	377	528	520	344	59	292
	77%	*77%*	*75%*	*72%*	*76%*	*80%*	**81%d**	**81%d**	*75%*	*73%*	*74%*	*72%*	*79%*	*79%*	*78%*	*74%*	*78%*	**87%hijkc**	*78%*
NET Not at all/not very reliant	339	277	62	22	292	24	14	9	18	37	39	37	26	39	42	27	26	2	22
	7%	*6%*	*8%*	*9%*	*7%*	*5%*	*6%*	*6%*	**9%o**	*7%*	**9%o**	**10%o**	*6%*	**8%o**	*6%*	*4%*	*6%*	*3%*	*6%*
Mean	4.08	4.08	4.07	4.02	4.06	4.13	4.17	**4.19d**	4.06	4.05	3.99	3.93	4.09	4.09	4.08	4.07	**4.14k**	**4.35hijklmnor**	4.08
Std Dev.	0.94	0.93	1.00	1.04	0.95	0.90	0.92	0.92	1.02	0.97	1.02	1.07	0.87	0.97	0.90	0.90	0.90	0.77	0.92
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very reliant (5)	1970	1363	463	80	35	25	1826	61	1970	-	-	-	-	1970	-
	38%	**70%bcdefg**	**23%cdg**	*11%*	*10%*	**20%cd**	**47%bcdeg**	*13%*	**100%jklmn**	-	-	-	-	**50%jkln**	-
Fairly reliant (4)	1979	438	1185	178	146	27	1623	173	-	1979	-	-	-	1979	-
	38%	*23%*	**60%acdefg**	*25%*	**43%ace**	*22%*	**41%ace**	**37%ace**	-	**100%hjklmn**	-	-	-	**50%hjkln**	-
Neither reliant nor not reliant (3)	818	94	240	394	65	22	334	87	-	-	818	-	-	-	-
	16%	*5%*	**12%af**	**54%abdefg**	**19%abf**	**18%af**	**9%a**	**19%abf**	-	-	**100%hiklmn**	-	-	-	-
Not very reliant (2)	254	31	71	57	82	13	102	95	-	-	-	254	-	-	254
	5%	*2%*	**4%a**	**8%abf**	**24%abcef**	**11%abf**	*3%*	**20%abcf**	-	-	-	**100%hijlmn**	-	-	**75%hijlm**
Not at all reliant (1)	86	12	11	16	12	34	23	47	-	-	-	-	86	-	86
	2%	*1%*	*1%*	**2%abf**	**4%abf**	**28%abcdfg**	*1%*	**10%abcdf**	-	-	-	-	**100%hijkmn**	-	**25%hijkm**
Don't know	50	8	5	*	1	2	13	3	-	-	-	-	-	-	-
	1%	*	*	*	*	**1%c**	*	*1%*	-	-	-	-	-	-	-
NET Very/fairly reliant	3949	1800	1648	258	182	53	3449	234	1970	1979	-	-	-	3949	-
	77%	**93%bcdefg**	**83%cdeg**	*36%*	**53%c**	*42%*	**88%bcdeg**	**50%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-
NET Not at all/not very reliant	339	43	83	73	94	48	125	142	-	-	-	254	86	-	339
	7%	*2%*	**4%a**	**10%abf**	**27%abcf**	**39%abcf**	*3%*	**30%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**
Mean	4.08	**4.60bcdefg**	**4.02cdeg**	**3.34e**	**3.33e**	2.96	**4.31bcdeg**	3.23	**5.00ijklmn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.50ijkln**	**1.75l**
Std Dev.	0.94	0.71	0.74	0.86	1.06	1.52	0.78	1.21	*	0.00	0.00	0.00	0.00	0.50	0.44
Std Error	0.01	0.02	0.02	0.03	0.06	0.14	0.01	0.05	*	0.00	0.00	0.00	0.00	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very reliant (5)	**1970**	175	1758	37	636	1244	90	1947	15	6	*	1968	1
	38%	**46%b**	*38%*	*37%*	**41%f**	**38%f**	*29%*	*39%*	*23%*	*24%*	*2%*	*38%*	*4%*
Fairly reliant (4)	**1979**	131	1813	35	565	1311	104	1944	20	8	3	1972	4
	38%	*34%*	*39%*	*35%*	*37%*	*40%*	*33%*	*39%*	*31%*	*33%*	*32%*	*39%*	*13%*
Neither reliant nor not reliant (3)	**818**	54	743	21	227	513	78	775	22	6	2	803	13
	16%	*14%*	*16%*	*21%*	*15%*	*16%*	**25%de**	*15%*	**34%gk**	*24%*	*23%*	*16%*	*43%*
Not very reliant (2)	**254**	16	234	4	67	164	22	236	7	5	2	248	4
	5%	*4%*	*5%*	*4%*	*4%*	*5%*	*7%*	*5%*	*11%*	*19%*	*19%*	*5%*	*12%*
Not at all reliant (1)	**86**	5	79	1	31	49	6	85	1	-	-	86	-
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	-	*2%*	-
Don't know	**50**	2	46	2	10	29	11	39	*	-	3	40	8
	1%	*	*1%*	*2%*	*1%*	*1%*	**4%de**	*1%*	*	-	*25%*	*1%*	*28%*
NET Very/fairly reliant	**3949**	306	3571	72	1201	2554	194	3891	35	15	3	3940	5
	77%	*80%*	*76%*	*72%*	**78%f**	**77%f**	*62%*	**77%h**	*54%*	*57%*	*34%*	**77%h**	*17%*
NET Not at all/not very reliant	**339**	21	313	5	98	213	28	321	8	5	2	334	4
	7%	*6%*	*7%*	*5%*	*6%*	*6%*	*9%*	*6%*	*12%*	*19%*	*19%*	*7%*	*12%*
Mean	**4.08**	4.19	4.07	4.05	**4.12f**	**4.08f**	3.84	**4.09h**	3.65	3.62	3.21	**4.08h**	3.12
Std Dev.	**0.94**	0.92	0.94	0.93	0.95	0.93	1.00	0.94	0.99	1.07	0.91	0.94	0.77
Std Error	**0.01**	0.05	0.01	0.09	0.02	0.02	0.06	0.01	0.13	0.19	0.35	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 218

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very reliant (5)	1970	500	507	440	522	176	177	146	160	167	180	128	148	165	187	174	162
	38%	*39%*	**39%c**	*34%*	**41%c**	**42%k**	**41%k**	*34%*	*37%*	**40%k**	**40%k**	*30%*	*36%*	*37%*	**43%gk**	*38%*	**41%k**
Fairly reliant (4)	1979	503	511	507	457	158	149	196	183	149	179	181	161	165	146	164	147
	38%	*39%*	*40%*	*39%*	*35%*	*38%*	*34%*	**46%finop**	*43%*	*36%*	*40%*	*42%*	*39%*	*37%*	*34%*	*36%*	*37%*
Neither reliant nor not reliant (3)	818	177	182	234	225	62	65	50	59	68	56	84	78	72	80	91	55
	16%	*14%*	*14%*	**18%ab**	*17%*	*15%*	*15%*	*12%*	*14%*	*16%*	*12%*	**19%gj**	**19%gj**	*16%*	**18%g**	**20%gj**	*14%*
Not very reliant (2)	254	63	70	65	56	16	28	19	24	21	25	28	11	26	12	23	21
	5%	*5%*	*5%*	*5%*	*4%*	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*	*7%*	*3%*	*6%*	*3%*	*5%*	*5%*
Not at all reliant (1)	86	28	15	24	19	4	11	13	3	6	6	10	8	5	2	7	10
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	**3%n**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*
Don't know	50	13	7	20	11	5	5	3	1	5	1	3	8	10	3	3	5
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	**2%h**	*1%*	*1%*	*1%*
NET Very/fairly reliant	3949	1003	1019	947	979	335	326	342	343	316	359	308	309	330	333	338	309
	77%	**78%c**	**79%c**	*73%*	*76%*	**79%k**	*75%*	**80%k**	**80%k**	*76%*	**80%k**	*71%*	*75%*	*74%*	*77%*	*73%*	*77%*
NET Not at all/not very reliant	339	91	84	89	75	20	39	32	27	27	30	38	20	31	15	29	31
	7%	*7%*	*7%*	*7%*	*6%*	*5%*	**9%n**	**7%n**	*6%*	*6%*	*7%*	**9%n**	*5%*	*7%*	*3%*	*6%*	**8%n**
Mean	4.08	4.09	**4.11c**	4.00	4.10	**4.17k**	4.06	4.04	**4.10k**	**4.10k**	**4.13k**	3.90	4.06	4.06	**4.18k**	4.04	**4.09k**
Std Dev.	0.94	0.96	0.92	0.95	0.94	0.88	1.03	0.96	0.89	0.94	0.92	0.98	0.92	0.95	0.87	0.95	0.99
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.05	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Letters and cards	**3921**	-	3921	1891	2024	409	436	763	555	743	545	470	845	1318	1757	1015	3543	348	3937
	76%	-	*76%*	*75%*	*77%*	*60%*	**67%e**	**75%ef**	**77%ef**	**80%efg**	**86%efghi**	**90%efghi**	*63%*	**76%l**	**84%lm**	**88%lm**	*76%*	*72%*	*76%*
Parcels	**3949**	-	3949	1874	2063	468	501	812	549	726	487	406	969	1361	1619	893	3564	360	4030
	77%	-	*77%*	*75%*	**78%c**	*68%*	**77%e**	**80%e**	**76%e**	**79%e**	**77%e**	**77%e**	*72%*	**78%l**	**78%l**	**77%l**	*77%*	*75%*	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Letters and cards	**3921**	828	1360	832	901	2187	1733	2275	1591	450	544	1045	928	686	2516	455	3257
	76%	**80%d**	**78%d**	*75%*	*72%*	**78%f**	*73%*	*74%*	**79%g**	*71%*	**78%i**	*76%*	**77%i**	**79%i**	**77%i**	*71%*	**77%o**
Parcels	**3949**	824	1368	822	936	2191	1757	2380	1513	471	539	1044	940	690	2523	475	3256
	77%	**79%cd**	*78%*	*74%*	*74%*	**79%f**	*74%*	*78%*	*75%*	*75%*	*78%*	*76%*	*78%*	*79%*	*77%*	*75%*	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Letters and cards	3921	3340	581	186	3278	338	197	108	162	405	338	271	350	380	501	526	345	53	285
	76%	*76%*	*79%*	*74%*	*76%*	*77%*	*79%*	*74%*	*78%*	*72%*	**80%i**	*73%*	*77%*	**80%i**	*74%*	*75%*	*78%*	*78%*	*76%*
Parcels	3949	3399	550	180	3277	351	203	118	157	413	313	267	359	377	528	520	344	59	292
	77%	*77%*	*75%*	*72%*	*76%*	*80%*	**81%d**	**81%d**	*75%*	*73%*	*74%*	*72%*	*79%*	*79%*	*78%*	*74%*	*78%*	**87%hijko**	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Letters and cards	**3921**	1945	1975	-	-	-	3921	-	1826	1623	334	102	23	3449	125
	76%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**93%ijklmn**	**82%ijkln**	*41%*	*40%*	*27%*	**87%ijkln**	*37%*
Parcels	**3949**	1800	1648	258	182	53	3449	234	1970	1979	-	-	-	3949	-
	77%	**93%bcdefg**	**83%cdeg**	*36%*	**53%c**	*42%*	**88%bcdeg**	**50%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Letters and cards	**3921**	302	3548	70	1155	2564	202	3853	43	16	2	3911	7
	76%	*79%*	*76%*	*70%*	**75%f**	**77%f**	*65%*	*77%*	*66%*	*62%*	*22%*	*76%*	*24%*
Parcels	**3949**	306	3571	72	1201	2554	194	3891	35	15	3	3940	5
	77%	*80%*	*76%*	*72%*	**78%f**	**77%f**	*62%*	**77%h**	*54%*	*57%*	*34%*	**77%h**	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Letters and cards	**3921**	973	1009	942	997	322	328	324	357	313	339	309	306	327	359	337	301
	76%	*76%*	**78%c**	*73%*	*77%*	*76%*	*75%*	*76%*	**83%fgijklmop**	*75%*	*76%*	*71%*	*74%*	*74%*	**83%fgijklmop**	*73%*	*75%*
Parcels	**3949**	1003	1019	947	979	335	326	342	343	316	359	308	309	330	333	338	309
	77%	**78%c**	**79%c**	*73%*	*76%*	**79%k**	*75%*	**80%k**	**80%k**	*76%*	**80%k**	*71%*	*75%*	*74%*	*77%*	*73%*	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Letters and cards	**466**	-	466	236	225	128	80	79	71	64	30	14	208	149	108	44	408	57	485
	9%	-	*9%*	*9%*	*9%*	**19%fghijk**	**12%gjjk**	**8%k**	**10%jk**	**7%k**	*5%*	*3%*	**16%mno**	**9%no**	*5%*	*4%*	*9%*	*12%*	*9%*
Parcels	**339**	-	339	180	159	69	38	50	49	54	40	39	107	99	133	80	311	24	327
	7%	-	*7%*	*7%*	*6%*	**10%fgj**	*6%*	*5%*	*7%*	*6%*	*6%*	*7%*	*8%*	*6%*	*6%*	*7%*	*7%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Letters and cards	**466**	95	146	99	126	241	225	305	153	59	58	120	107	87	285	59	375
	9%	*9%*	*8%*	*9%*	*10%*	*9%*	*10%*	*10%h*	*8%*	*9%*	*8%*	*9%*	*9%*	*10%*	*9%*	*9%*	*9%*
Parcels	**339**	71	103	80	86	174	166	193	144	40	42	112	73	46	228	40	277
	7%	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*8%*	*6%*	*5%*	*7%*	*6%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Letters and cards	466	412	53	19	385	41	21	19	19	40	32	51	40	36	81	52	33	3	38
	9%	9%	7%	8%	9%	9%	9%	13%df	9%	7%	8%	14%ijmopq	9%	8%	12%	7%	8%	5%	10%
Parcels	339	277	62	22	292	24	14	9	18	37	39	37	26	39	42	27	26	2	22
	7%	6%	8%	9%	7%	5%	6%	6%	9%o	7%	9%o	10%o	6%	8%o	6%	4%	6%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 220

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Letters and cards	**466**	-	-	-	342	124	-	466	61	173	87	95	47	234	142
	9%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	*3%*	**9%hm**	**11%hm**	**37%hijm**	**54%hijkm**	**6%h**	**42%hijm**
Parcels	**339**	43	83	73	94	48	125	142	-	-	-	254	86	-	339
	7%	*2%*	**4%a**	**10%abf**	**27%abcf**	**39%abcf**	*3%*	**30%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Letters and cards	**466**	34	422	10	157	282	27	446	12	3	2	461	3
	9%	*9%*	*9%*	*10%*	*10%*	*9%*	*9%*	*9%*	**18%g**	*10%*	*19%*	*9%*	*10%*
Parcels	**339**	21	313	5	98	213	28	321	8	5	2	334	4
	7%	*6%*	*7%*	*5%*	*6%*	*6%*	*9%*	*6%*	*12%*	*19%*	*19%*	*7%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Letters and cards	**466**	123	101	115	127	30	39	54	23	35	43	40	39	35	22	49	56
	9%	*10%*	*8%*	*9%*	*10%*	*7%*	*9%*	**13%hn**	*5%*	*8%*	*10%*	*9%*	*9%*	*8%*	*5%*	**11%hn**	**14%ehmn**
Parcels	**339**	91	84	89	75	20	39	32	27	27	30	38	20	31	15	29	31
	7%	*7%*	*7%*	*7%*	*6%*	*5%*	**9%n**	**7%n**	*6%*	*6%*	*7%*	**9%n**	*5%*	*7%*	*3%*	*6%*	**8%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Letters and cards	**4.03**	-	4.03	4.01	**4.06c**	3.60	**3.80e**	**4.01ef**	**4.03ef**	**4.14efgh**	**4.29efghi**	**4.41efghij**	3.70	**4.02l**	**4.25lm**	**4.34lmn**	**4.05q**	3.87	4.04
Parcels	**4.08**	-	4.08	4.03	**4.12c**	3.89	**4.07e**	**4.15efhi**	**4.07e**	**4.09e**	**4.10e**	**4.12e**	3.98	**4.12l**	**4.10l**	**4.11l**	4.08	4.06	4.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 221

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Letters and cards	**4.03**	**4.13bcd**	**4.06cd**	3.99	3.95	**4.08f**	3.97	3.96	**4.14g**	4.00	**4.08k**	4.01	4.05	**4.08ik**	4.04	3.99	4.05
Parcels	**4.08**	**4.14cd**	**4.09c**	4.02	4.05	**4.11f**	4.04	4.07	4.09	4.07	**4.10k**	4.02	**4.09k**	**4.17ikln**	4.06	4.06	4.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Letters and cards	**4.03**	4.01	**4.15a**	4.12	4.03	4.04	4.10	3.93	4.06	**4.02kn**	**4.12iknq**	3.90	**4.09kn**	**4.09kno**	3.93	**4.01kn**	**4.10kno**	**4.21kn**	4.01
Parcels	**4.08**	4.08	4.07	4.02	4.06	4.13	4.17	4.19	4.06	**4.05k**	3.99	3.93	**4.09jk**	**4.09jk**	**4.08jk**	**4.07k**	**4.14ijk**	**4.35hijklmnor**	**4.08k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Letters and cards	**4.03**	**5.00fg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.50bcdeg**	**1.73e**	**4.58ijklmn**	**3.94jkln**	**3.39kln**	**3.10ln**	2.46	**4.26ijkln**	**2.94l**
Parcels	**4.08**	**4.60bcdefg**	**4.02cdeg**	**3.34eg**	**3.33e**	2.96	**4.31bcdeg**	**3.23e**	**5.00ijklmn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.50ijkln**	**1.75l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Letters and cards	**4.03**	**4.16bc**	4.02	3.97	**4.03f**	**4.05f**	3.87	**4.04h**	3.68	3.82	3.17	**4.04h**	3.18
Parcels	**4.08**	**4.19b**	4.07	4.05	**4.12f**	**4.08f**	3.84	**4.09hi**	3.65	3.62	3.21	**4.08hi**	3.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Letters and cards	**4.03**	4.01	**4.09ac**	3.98	**4.05c**	**4.12fgjklop**	3.96	3.97	**4.18fgijklmop**	**4.07fkop**	**4.01k**	3.87	**4.00k**	**4.08fgkop**	**4.24efgijklmop**	3.96	3.94
Parcels	**4.08**	**4.09c**	**4.11c**	4.00	**4.10c**	**4.17fgklmo**	**4.06k**	**4.04k**	**4.10k**	**4.10k**	**4.13ko**	3.90	**4.06k**	**4.06k**	**4.18fgklmo**	**4.04k**	**4.09k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	1576	-	1576	805	768	220	232	342	202	249	174	156	452	545	579	330	1426	143	1527
	31%	-	31%	32%	29%	32%	36%hij	34%l	28%	27%	28%	30%	34%no	31%	28%	28%	31%	30%	30%
Fairly satisfied (4)	2293	-	2293	1090	1200	344	274	457	321	417	251	230	618	778	898	481	2042	234	2311
	44%	-	44%	43%	46%	50%fj	42%	45%	45%	45%	40%	44%	46%	45%	43%	41%	44%	49%	45%
Neither satisfied or dissatisfied (3)	897	-	897	413	482	82	106	165	138	176	136	93	188	304	405	229	809	73	891
	17%	-	17%	16%	18%	12%	16%	16%	19%e	19%e	21%e	18%e	14%	18%	19%l	20%l	17%	15%	17%
Fairly dissatisfied (2)	262	-	262	137	120	25	21	34	32	57	52	41	46	66	150	93	244	17	285
	5%	-	5%	5%	5%	4%	3%	3%	4%	6%fg	8%efgh	8%efg	3%	4%	7%lm	8%lm	5%	4%	6%
Very dissatisfied (1)	78	-	78	46	30	4	5	9	15	19	19	6	9	24	44	25	71	7	90
	2%	-	2%	2%	1%	1%	1%	1%	2%	2%	3%efg	1%	1%	1%	2%l	2%l	2%	1%	2%
Don't know	50	-	50	20	30	11	15	7	11	5	1	*	26	17	7	1	42	6	52
	1%	-	1%	1%	1%	2%k	2%gjk	1%	1%	1%	*	*	2%no	1%o	*	*	1%	1%	1%
NET Very/fairly satisfied	3869	-	3869	1895	1968	564	506	799	523	665	426	385	1070	1322	1476	811	3468	377	3838
	75%	-	75%	75%	75%	82%hijk	78%j	79%hij	73%	72%	67%	73%	80%no	76%no	71%	70%	75%	78%	74%
NET Very/fairly dissatisfied	340	-	340	183	150	30	26	43	47	76	71	47	56	90	194	118	315	24	375
	7%	-	7%	7%	6%	4%	4%	4%	7%	8%efg	11%efgh	9%efg	4%	5%	9%lm	10%lm	7%	5%	7%
Mean	3.98	-	3.98	3.99	3.98	4.11hijk	4.11hijk	4.08hijk	3.94	3.89	3.81	3.93	4.11mno	4.02no	3.88	3.86	3.98	4.03	3.96
Std Dev.	0.91	-	0.91	0.94	0.88	0.80	0.85	0.85	0.92	0.94	1.03	0.94	0.83	0.88	0.97	0.99	0.92	0.86	0.92
Std Error	0.01	-	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	**1576**	369	486	341	380	855	721	992	563	175	194	404	395	331	993	176	1341
		31%	**36%bd**	*28%*	*31%*	*30%*	*31%*	*30%*	**32%h**	*28%*	*28%*	*28%*	*29%*	*33%*	**38%ijkn**	*30%*	*28%*	*32%*
Fairly satisfied	(4)	**2293**	436	816	509	532	1252	1041	1402	855	272	300	653	534	370	1487	272	1883
		44%	*42%*	*47%*	*46%*	*42%*	*45%*	*44%*	*46%*	*43%*	*43%*	*43%*	*47%*	*44%*	*43%*	*45%*	*43%*	*45%*
Neither satisfied or dissatisfied	(3)	**897**	159	285	200	252	445	452	480	397	135	141	225	175	128	541	140	682
		17%	*15%*	*16%*	*18%*	**20%ab**	*16%*	**19%e**	*16%*	**20%g**	**21%klmn**	**20%lm**	*16%*	*14%*	*15%*	*16%*	**22%p**	*16%*
Fairly dissatisfied	(2)	**262**	54	117	38	53	171	91	129	130	28	38	67	70	33	175	28	213
		5%	*5%*	**7%cd**	*3%*	*4%*	**6%f**	*4%*	*4%*	**6%g**	*4%*	*6%*	*5%*	*6%*	*4%*	*5%*	*4%*	*5%*
Very dissatisfied	(1)	**78**	18	28	13	20	46	32	40	36	5	16	22	24	5	62	5	67
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%m**	*2%*	**2%m**	*1%*	**2%m**	*1%*	*2%*
Don't know		**50**	3	18	8	22	21	29	24	23	16	4	9	10	1	23	16	24
		1%	*	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	**2%jklmn**	*1%*	*1%*	*1%*	*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**3869**	805	1302	850	912	2107	1762	2394	1418	447	494	1057	929	702	2480	449	3225
		75%	**78%d**	*74%*	*77%*	*72%*	*76%*	*74%*	**78%h**	*71%*	*71%*	*71%*	**77%ij**	**77%ij**	**81%ijn**	*76%*	*70%*	**77%o**
NET Very/fairly dissatisfied		**340**	72	145	51	72	217	123	169	166	33	54	89	94	38	237	33	280
		7%	*7%*	**8%cd**	*5%*	*6%*	**8%f**	*5%*	*6%*	**8%g**	*5%*	**8%m**	*6%*	**8%m**	*4%*	**7%m**	*5%*	*7%*
Mean		**3.98**	**4.05b**	3.93	4.02	3.97	3.98	4.00	**4.04h**	3.90	3.95	3.90	3.98	4.01	**4.14ijkln**	3.97	3.95	4.01
Std Dev.		**0.91**	0.93	0.93	0.86	0.91	0.93	0.88	0.88	0.95	0.87	0.95	0.89	0.94	0.84	0.93	0.87	0.91
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.04	0.02	0.03	0.03	0.02	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	**1576**	1350	225	83	1325	126	80	45	78	184	134	106	122	145	219	192	144	19	107
		31%	*31%*	*31%*	*33%*	*31%*	*29%*	*32%*	*31%*	**37%klor**	*33%*	*32%*	*29%*	*27%*	*30%*	*32%*	*27%*	*33%*	*29%*	*29%*
Fairly satisfied	(4)	**2293**	1973	320	109	1933	185	109	66	87	258	179	167	220	215	306	324	178	34	151
		44%	*45%*	*44%*	*44%*	*45%*	*42%*	*43%*	*45%*	*42%*	*46%*	*42%*	*45%*	**49%r**	*45%*	*45%*	*46%*	*40%*	*50%*	*41%*
Neither satisfied or dissatisfied	(3)	**897**	758	139	38	747	88	37	24	27	90	73	74	76	74	111	131	91	9	80
		17%	*17%*	*19%*	*15%*	*17%*	*20%*	*15%*	*16%*	*13%*	*16%*	*17%*	**20%h**	*17%*	*15%*	*16%*	*19%*	**21%h**	*13%*	**21%h**
Fairly dissatisfied	(2)	**262**	224	38	14	214	22	18	8	11	15	29	17	26	28	30	40	17	2	20
		5%	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*5%*	*5%*	*3%*	**7%l**	*5%*	*6%*	*6%*	*4%*	*6%*	*4%*	*3%*	*5%*
Very dissatisfied	(1)	**78**	68	10	5	59	12	4	2	3	8	4	4	3	13	7	9	8	2	10
		2%	*2%*	*1%*	*2%*	*1%*	**3%d**	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	**4%l**	*3%*
Don't know		**50**	48	3	1	41	6	2	1	2	8	4	4	5	2	4	7	4	1	5
		1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**3869**	3323	546	193	3258	311	188	111	165	442	313	273	342	360	525	516	322	53	258
		75%	*75%*	*74%*	*77%*	**75%e**	*71%*	*75%*	*76%*	**79%r**	**79%r**	*74%*	*73%*	*75%*	*75%*	**77%r**	*73%*	*73%*	*79%*	*69%*
NET Very/fairly dissatisfied		**340**	291	49	20	273	35	22	10	15	23	33	21	29	41	37	49	24	5	30
		7%	*7%*	*7%*	*8%*	*6%*	*8%*	*9%*	*7%*	*7%*	*4%*	*8%*	*6%*	*7%*	**9%l**	*5%*	*7%*	*6%*	*7%*	**8%l**
Mean		**3.98**	3.99	3.97	4.01	**3.99e**	3.90	3.97	4.00	**4.09r**	**4.07r**	3.98	3.96	3.96	3.95	**4.04r**	3.93	3.99	3.98	3.88
Std Dev.		**0.91**	0.91	0.91	0.95	0.90	0.98	0.96	0.91	0.93	0.85	0.92	0.88	0.86	0.97	0.87	0.90	0.92	0.95	0.98
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1576	982	410	105	50	24	1392	74	1020	418	91	27	12	1438	39
		31%	**51%bcdefg**	**21%cd**	*14%*	*15%*	*19%*	**36%bcdeg**	*16%*	**52%ijklmn**	**21%jkn**	*11%*	*11%*	*14%*	**36%ijkln**	*12%*
Fairly satisfied	(4)	2293	685	1126	273	173	29	1811	202	687	1155	321	104	19	1841	123
		44%	**35%e**	**57%acefg**	**38%e**	**51%ace**	*24%*	**46%ace**	**43%ae**	*35%*	**58%hjklmn**	**39%l**	**41%l**	*22%*	**47%hjln**	*36%*
Neither satisfied or dissatisfied	(3)	897	170	317	279	78	41	487	119	159	291	322	83	28	450	111
		17%	*9%*	**16%af**	**39%abdfg**	**23%abf**	**33%abf**	**12%a**	**26%abf**	*8%*	**15%hm**	**39%him**	**33%him**	**33%him**	**11%h**	**33%him**
Fairly dissatisfied	(2)	262	88	91	39	28	15	179	44	80	88	49	30	13	168	43
		5%	*5%*	*5%*	*5%*	**8%abf**	**12%abcf**	*5%*	**9%abcf**	*4%*	*4%*	*6%*	**12%hijm**	**15%hijm**	*4%*	**13%hijm**
Very dissatisfied	(1)	78	14	26	20	9	7	40	17	14	16	24	9	9	31	18
		2%	*1%*	*1%*	**3%af**	**3%af**	**6%abf**	*1%*	**4%abf**	*1%*	*1%*	**3%him**	**3%him**	**11%hijkm**	*1%*	**5%him**
Don't know		50	6	6	9	3	7	12	10	10	10	10	1	5	20	6
		1%	*	*	**1%abf**	*1%*	**6%abcdf**	*	**2%abf**	*	*	*1%*	*1%*	**6%hijkm**	*	**2%him**
NET Very/fairly satisfied		3869	1668	1536	378	223	53	3203	277	1707	1573	412	131	31	3280	162
		75%	**86%bcdefg**	**78%cdeg**	*52%*	**65%ce**	*43%*	**82%bcdeg**	**59%e**	**87%ijklmn**	**79%jkln**	*50%*	*52%*	*36%*	**83%ijkln**	*48%*
NET Very/fairly dissatisfied		340	102	117	59	38	23	219	60	94	105	74	39	22	199	60
		7%	*5%*	*6%*	**8%a**	**11%abf**	**18%abcf**	*6%*	**13%abcf**	*5%*	*5%*	**9%him**	**15%hijm**	**26%hijm**	*5%*	**18%hijm**
Mean		3.98	**4.31bcdefg**	**3.92cdeg**	3.57	3.67	3.40	**4.11bcdeg**	3.60	**4.34ijklmn**	**3.95jkln**	**3.50l**	3.44	3.15	**4.14ijkln**	3.37
Std Dev.		0.91	0.86	0.82	0.90	0.92	1.14	0.86	0.99	0.85	0.78	0.88	0.95	1.20	0.84	1.02
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.06	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1576**	169	1376	31	501	997	78	1553	16	2	-	1572	4
		31%	**44%b**	*29%*	*31%*	**33%f**	*30%*	*25%*	*31%*	*25%*	*9%*	-	*31%*	*14%*
Fairly satisfied	(4)	**2293**	114	2140	39	667	1506	119	2239	31	15	2	2285	6
		44%	*30%*	**46%a**	*39%*	*43%*	*46%*	*38%*	*45%*	*47%*	*60%*	*21%*	*45%*	*19%*
Neither satisfied or dissatisfied	(3)	**897**	77	799	22	253	562	82	863	11	4	6	877	14
		17%	*20%*	*17%*	*22%*	*16%*	*17%*	**26%de**	*17%*	*17%*	*14%*	*54%*	*17%*	*47%*
Fairly dissatisfied	(2)	**262**	16	240	6	93	154	15	251	5	4	-	261	2
		5%	*4%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*8%*	*17%*	-	*5%*	*5%*
Very dissatisfied	(1)	**78**	6	70	1	13	58	7	76	-	*	-	76	1
		2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	-	*	-	*1%*	*4%*
Don't know		**50**	2	47	1	9	32	9	43	2	-	3	44	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	**3%de**	*1%*	*3%*	-	*25%*	*1%*	*11%*
NET Very/fairly satisfied		**3869**	283	3516	70	1168	2504	197	3793	47	18	2	3857	10
		75%	*74%*	*75%*	*70%*	**76%f**	**76%f**	*63%*	*75%*	*73%*	*69%*	*21%*	*75%*	*33%*
NET Very/fairly dissatisfied		**340**	22	311	7	105	213	22	328	5	4	-	337	3
		7%	*6%*	*7%*	*7%*	*7%*	*6%*	*7%*	*7%*	*8%*	*17%*	-	*7%*	*10%*
Mean		**3.98**	**4.11b**	3.98	3.94	**4.02f**	**3.99f**	3.82	3.99	3.92	3.60	3.28	3.99	3.37
Std Dev.		**0.91**	0.97	0.90	0.95	0.90	0.91	0.95	0.91	0.87	0.90	0.48	0.91	0.99
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.12	0.16	0.18	0.01	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 222

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1576**	367	381	382	446	126	121	120	112	139	130	118	123	141	153	167	126
		31%	*29%*	*29%*	*30%*	**35%abc**	*30%*	*28%*	*28%*	*26%*	*33%*	*29%*	*27%*	*30%*	*32%*	**36%h**	**36%hk**	*32%*
Fairly satisfied	(4)	**2293**	603	576	569	546	193	215	195	190	171	215	209	175	185	183	195	167
		44%	*47%*	*45%*	*44%*	*42%*	*46%*	*49%*	*46%*	*44%*	*41%*	*48%*	*48%*	*42%*	*42%*	*43%*	*42%*	*42%*
Neither satisfied or dissatisfied	(3)	**897**	223	223	255	197	70	75	78	85	66	72	84	87	83	66	69	61
		17%	*17%*	*17%*	**20%d**	*15%*	*17%*	*17%*	*18%*	*20%*	*16%*	*16%*	*19%*	*21%*	*19%*	*15%*	*15%*	*15%*
Fairly dissatisfied	(2)	**262**	70	84	42	65	29	15	26	32	27	26	13	14	16	16	20	29
		5%	**5%c**	**7%c**	*3%*	*5%*	*7%*	*3%*	*6%*	**7%k**	*7%*	*6%*	*3%*	*3%*	*4%*	*4%*	*4%*	**7%kl**
Very dissatisfied	(1)	**78**	15	20	19	24	3	4	8	8	7	4	7	8	4	7	8	9
		2%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Don't know		**50**	7	8	23	12	1	5	1	3	5	-	2	7	14	6	-	7
		1%	*1%*	*1%*	**2%a**	*1%*	*	*1%*	*	*1%*	*1%*	-	*	**2%jo**	**3%egjko**	*1%*	-	**2%jo**
NET Very/fairly satisfied		**3869**	970	957	951	991	319	336	315	302	310	345	327	298	326	336	363	293
		75%	*76%*	*74%*	*74%*	*77%*	*76%*	*77%*	*74%*	*70%*	*75%*	*77%*	*76%*	*72%*	*74%*	**78%h**	**79%h**	*73%*
NET Very/fairly dissatisfied		**340**	85	104	61	90	32	19	34	40	34	30	20	22	20	22	29	39
		7%	*7%*	**8%c**	*5%*	*7%*	*8%*	*4%*	*8%*	**9%fkm**	*8%*	*7%*	*5%*	*5%*	*4%*	*5%*	*6%*	**10%fkmn**
Mean		**3.98**	3.97	3.95	3.99	4.04	3.97	4.01	3.92	3.86	3.99	3.99	3.97	3.96	**4.03h**	**4.08gh**	**4.07h**	3.94
Std Dev.		**0.91**	0.89	0.93	0.88	0.94	0.90	0.82	0.93	0.95	0.96	0.88	0.86	0.91	0.87	0.89	0.92	1.00
Std Error		**0.01**	0.02	0.03	0.02	0.03	0.04	0.04	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	**1969**	-	1969	960	1002	183	203	320	251	385	342	284	387	571	1012	627	1820	144	2099
	38%	-	*38%*	*38%*	*38%*	*27%*	*31%*	*32%*	**35%e**	**42%efgh**	**54%efghi**	**54%efghi**	*29%*	*33%*	**49%lm**	**54%lmn**	**39%q**	*30%*	*41%*
Fairly satisfied (4)	**2195**	-	2195	1029	1164	298	302	500	310	389	210	187	599	810	786	396	1960	213	2135
	43%	-	*43%*	*41%*	*44%*	**43%jk**	**46%jk**	**49%ljk**	**43%j**	**42%j**	*33%*	*36%*	**45%no**	**47%no**	*38%*	*34%*	*42%*	*44%*	*41%*
Neither satisfied or dissatisfied (3)	**710**	-	710	378	328	135	107	141	109	116	51	51	242	250	218	101	626	77	646
	14%	-	*14%*	**15%d**	*12%*	**20%gijk**	**16%jk**	**14%j**	**15%jk**	**13%j**	*8%*	*10%*	**18%mno**	**14%no**	*10%*	*9%*	*14%*	*16%*	*13%*
Fairly dissatisfied (2)	**154**	-	154	82	71	39	22	28	24	20	18	3	61	52	41	21	129	23	158
	3%	-	*3%*	*3%*	*3%*	**6%gik**	**3%k**	**3%k**	**3%k**	*2%*	**3%k**	*1%*	**5%no**	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*
Very dissatisfied (1)	**69**	-	69	38	30	15	11	20	8	3	12	*	26	27	16	13	54	14	70
	1%	-	*1%*	*2%*	*1%*	**2%ik**	**2%ik**	**2%ik**	*1%*	*	**2%ik**	*	**2%n**	*2%*	*1%*	*1%*	*1%*	**3%p**	*1%*
Don't know	**59**	-	59	24	35	17	9	6	18	8	1	-	25	24	10	1	46	9	48
	1%	-	*1%*	*1%*	*1%*	**2%gjk**	**1%k**	*1%*	**3%gjk**	*1%*	*	-	**2%no**	**1%no**	*	*	*1%*	*2%*	*1%*
NET Very/fairly satisfied	**4164**	-	4164	1989	2166	481	505	821	560	775	552	471	986	1381	1798	1023	3780	357	4234
	81%	-	*81%*	*79%*	**82%c**	*70%*	**77%e**	**81%e**	**78%e**	**84%efh**	**87%efgh**	**90%efghi**	*74%*	**80%l**	**86%lm**	**88%lm**	**82%q**	*74%*	*82%*
NET Very/fairly dissatisfied	**223**	-	223	120	102	54	33	47	32	23	30	3	87	79	57	34	183	37	228
	4%	-	*4%*	*5%*	*4%*	**8%ghik**	**5%ik**	**5%k**	**4%k**	*3%*	**5%k**	*1%*	**7%no**	**5%n**	*3%*	*3%*	*4%*	**8%p**	*4%*
Mean	**4.15**	-	4.15	4.12	4.17	3.89	**4.03e**	**4.06e**	**4.10e**	**4.24efgh**	**4.35efgh**	**4.43efghi**	3.96	**4.08l**	**4.32lm**	**4.38lm**	**4.17q**	3.96	4.18
Std Dev.	**0.86**	-	0.86	0.89	0.84	0.95	0.88	0.86	0.86	0.78	0.89	0.69	0.92	0.86	0.80	0.81	0.85	0.96	0.87
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.02	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1969	474	634	390	471	1108	861	1049	893	245	268	507	459	381	1234	246	1645
		38%	46%bcd	36%	35%	37%	40%	36%	34%	45%g	39%	39%	37%	38%	44%kn	38%	39%	39%
Fairly satisfied	(4)	2195	382	815	478	521	1196	999	1374	788	244	290	618	555	323	1464	247	1811
		43%	37%	47%ad	43%a	41%	43%	42%	45%h	39%	39%	42%	45%m	46%im	37%	45%im	39%	43%
Neither satisfied or dissatisfied	(3)	710	125	210	182	192	336	374	470	227	105	90	186	134	123	410	109	537
		14%	12%	12%	16%ab	15%	12%	16%e	15%h	11%	17%ln	13%	13%	11%	14%	12%	17%p	13%
Fairly dissatisfied	(2)	154	39	54	29	32	93	61	103	49	7	32	35	30	28	98	7	129
		3%	4%	3%	3%	3%	3%	3%	3%	2%	1%	5%i	3%	3%	3%l	3%l	1%	3%o
Very dissatisfied	(1)	69	10	13	21	25	23	46	38	27	12	10	20	21	5	50	12	56
		1%	1%	1%	2%b	2%b	1%	2%e	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%
Don't know		59	8	26	8	18	34	26	34	21	17	3	15	8	8	26	17	34
		1%	1%	1%	1%	1%	1%	1%	1%	1%	3%jklmn	*	1%	1%	1%	1%	3%p	1%
NET Very/fairly satisfied		4164	856	1449	868	992	2304	1860	2423	1681	490	558	1125	1014	704	2698	493	3456
		81%	82%	83%cd	78%	79%	83%f	79%	79%	84%g	78%	81%	81%	84%i	81%	82%i	77%	82%o
NET Very/fairly dissatisfied		223	49	67	51	56	116	107	141	76	19	42	55	51	34	148	19	184
		4%	5%	4%	5%	4%	4%	5%	5%	4%	3%	6%i	4%	4%	4%	5%	3%	4%
Mean		4.15	4.23cd	4.16	4.08	4.11	4.19f	4.10	4.09	4.25g	4.15	4.12	4.14	4.17	4.21	4.15	4.14	4.16
Std Dev.		0.86	0.88	0.81	0.89	0.90	0.84	0.89	0.86	0.85	0.88	0.90	0.85	0.85	0.85	0.86	0.88	0.86
Std Error		0.01	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.02	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1969	1629	340	119	1626	179	112	53	79	227	178	140	162	198	201	254	187	32	146
		38%	37%	46%a	47%a	38%	41%	45%dg	37%	38%n	40%n	42%n	37%	36%	42%n	30%	36%	42%n	48%n	39%n
Fairly satisfied	(4)	2195	1943	252	80	1841	179	106	69	97	213	178	152	205	186	326	296	189	27	152
		43%	44%bc	34%	32%	43%	41%	42%	47%	47%l	38%	42%	41%	45%	39%	48%lm	42%	43%	40%	41%
Neither satisfied or dissatisfied	(3)	710	613	96	33	609	62	22	17	22	79	52	64	63	68	99	115	47	7	54
		14%	14%	13%	13%	14%f	14%f	9%	11%	11%	14%	12%	17%hp	14%	14%	15%	16%	11%	11%	15%
Fairly dissatisfied	(2)	154	121	33	10	134	9	7	3	8	15	15	8	12	12	35	19	11	*	9
		3%	3%	4%a	4%	3%	2%	3%	2%	4%	3%	4%	2%	3%	3%	5%	3%	2%	1%	2%
Very dissatisfied	(1)	69	60	9	5	59	4	3	3	-	11	-	8	2	12	7	14	4	*	4
		1%	1%	1%	2%	1%	1%	1%	2%	-	2%j	-	2%hj	*	3%hjl	1%	2%j	1%	*	1%
Don't know		59	55	4	3	50	7	2	*	2	17	1	2	10	-	9	6	3	1	7
		1%	1%	1%	1%	1%	2%	1%	*	1%	3%jkmo	*	1%	2%m	-	1%	1%	1%	1%m	2%m
NET Very/fairly satisfied		4164	3572	593	199	3467	358	217	122	176	440	356	291	367	384	527	550	376	59	299
		81%	81%	81%	79%	80%	81%	87%de	84%	85%	78%	84%	78%	81%	81%	78%	78%	85%ikno	87%	80%
NET Very/fairly dissatisfied		223	181	42	15	193	14	10	6	8	26	15	16	13	25	42	33	15	*	13
		4%	4%	6%	6%	4%	3%	4%	4%	4%	5%	4%	4%	3%	5%	6%	5%	3%	1%	4%
Mean		4.15	4.14	4.21	4.20	4.13	4.20	4.27dg	4.14	4.20n	4.15	4.23n	4.10	4.16	4.14	4.02	4.09	4.24no	4.36kno	4.17n
Std Dev.		0.86	0.85	0.92	0.97	0.87	0.83	0.82	0.87	0.78	0.91	0.80	0.91	0.79	0.94	0.87	0.90	0.81	0.71	0.85
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1969	1220	561	98	63	23	1781	86	1182	574	128	52	25	1755	77
		38%	**63%bcdefg**	**28%cdg**	*14%*	*18%*	*18%*	**45%bcdeg**	*18%*	**60%ijklmn**	**29%jk**	*16%*	*21%*	**29%j**	**44%ijkln**	**23%j**
Fairly satisfied	(4)	2195	595	1101	272	163	60	1697	223	629	1099	304	123	29	1728	152
		43%	*31%*	**56%acdfg**	**38%a**	**48%ac**	**48%a**	**43%ac**	**48%ac**	*32%*	**56%hjlmn**	**37%h**	**49%hj**	*34%*	**44%hj**	**45%h**
Neither satisfied or dissatisfied	(3)	710	84	228	283	74	24	312	98	112	228	300	38	19	340	57
		14%	*4%*	**12%af**	**39%abdefg**	**22%abf**	**19%af**	**8%a**	**21%abf**	*6%*	**12%hm**	**37%hiklmn**	**15%hm**	**22%him**	**9%h**	**17%him**
Fairly dissatisfied	(2)	154	27	62	38	17	8	89	25	28	59	40	21	6	87	26
		3%	*1%*	**3%a**	**5%af**	**5%af**	**7%af**	*2%*	**5%af**	*1%*	**3%h**	**5%hm**	**8%him**	**6%hm**	*2%*	**8%him**
Very dissatisfied	(1)	69	12	14	19	16	7	26	23	12	6	26	19	7	17	25
		1%	*1%*	*1%*	**3%abf**	**5%abf**	**6%abf**	*1%*	**5%abf**	*1%*	*	**3%him**	**7%hijm**	**8%him**	*	**7%hijm**
Don't know		59	8	9	15	8	2	17	10	6	15	19	1	1	21	2
		1%	*	*	**2%abf**	**2%abf**	*2%*	*	**2%abf**	*	*1%*	**2%him**	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		4164	1815	1662	370	227	82	3477	309	1811	1672	433	175	54	3483	229
		81%	**93%bcdefg**	**84%cdeg**	*51%*	**66%c**	**67%c**	**89%bcdeg**	**66%c**	**92%ijklmn**	**84%jkln**	*53%*	**69%j**	*62%*	**88%ijkln**	**67%j**
NET Very/fairly dissatisfied		223	38	77	57	33	15	115	49	40	64	66	39	12	105	52
		4%	*2%*	**4%a**	**8%abf**	**10%abf**	**12%abf**	*3%*	**10%abf**	*2%*	*3%*	**8%him**	**16%hijm**	**14%him**	*3%*	**15%hijm**
Mean		4.15	**4.54bcdefg**	**4.08cdeg**	3.55	**3.72c**	3.68	**4.31bcdeg**	**3.71c**	**4.50ijklmn**	**4.11jkln**	3.59	3.67	3.70	**4.30ijkln**	3.68
Std Dev.		0.86	0.70	0.77	0.89	0.99	1.04	0.77	1.00	0.72	0.74	0.93	1.12	1.19	0.76	1.13
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1969**	138	1795	36	602	1296	72	1948	16	1	3	1965	2
		38%	*36%*	*38%*	*36%*	**39%f**	**39%f**	*23%*	*39%*	*24%*	*5%*	*25%*	*38%*	*7%*
Fairly satisfied	(4)	**2195**	166	1992	37	645	1414	136	2152	28	11	2	2191	2
		43%	*43%*	*43%*	*37%*	*42%*	*43%*	*44%*	*43%*	*44%*	*43%*	*23%*	*43%*	*7%*
Neither satisfied or dissatisfied	(3)	**710**	57	631	22	199	439	72	679	12	4	2	694	13
		14%	*15%*	*14%*	*22%*	*13%*	*13%*	**23%de**	*14%*	*19%*	*14%*	*23%*	*14%*	*44%*
Fairly dissatisfied	(2)	**154**	10	140	4	46	93	16	142	5	3	3	149	2
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*	*7%*	*10%*	*30%*	*3%*	*5%*
Very dissatisfied	(1)	**69**	5	63	1	27	36	6	56	2	4	-	62	7
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*17%*	-	*1%*	*23%*
Don't know		**59**	8	51	1	17	33	9	50	2	3	-	55	4
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	**3%e**	*1%*	*3%*	*11%*	-	*1%*	*15%*
NET Very/fairly satisfied		**4164**	304	3788	73	1247	2709	208	4099	44	12	5	4156	4
		81%	*79%*	*81%*	*73%*	**81%f**	**82%f**	*67%*	**82%h**	*68%*	*48%*	*48%*	**81%h**	*13%*
NET Very/fairly dissatisfied		**223**	15	203	4	73	129	21	198	7	7	3	212	8
		4%	*4%*	*4%*	*4%*	*5%*	*4%*	*7%*	*4%*	**11%g**	*27%*	*30%*	*4%*	*28%*
Mean		**4.15**	4.12	4.15	4.04	**4.15f**	**4.17f**	3.84	**4.16h**	3.81	3.11	3.42	**4.16h**	2.64
Std Dev.		**0.86**	0.86	0.86	0.90	0.89	0.84	0.91	0.85	1.02	1.28	1.21	0.85	1.20
Std Error		**0.01**	0.04	0.01	0.09	0.02	0.01	0.05	0.01	0.14	0.23	0.43	0.01	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 223

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1969**	459	538	453	520	166	153	139	200	178	159	135	160	158	185	179	155
		38%	*36%*	**42%ac**	*35%*	**40%c**	*39%*	*35%*	*33%*	**47%fgjkm**	**43%gk**	*36%*	*31%*	*39%*	*36%*	**43%gk**	*39%*	*39%*
Fairly satisfied	(4)	**2195**	562	525	554	555	173	193	196	164	152	209	199	178	177	184	190	181
		43%	*44%*	*41%*	*43%*	*43%*	*41%*	*44%*	**46%l**	*38%*	*37%*	**47%l**	**46%l**	*43%*	*40%*	*43%*	*41%*	*45%*
Neither satisfied or dissatisfied	(3)	**710**	185	149	220	156	60	59	66	41	62	47	85	53	82	46	64	46
		14%	*14%*	*12%*	**17%bd**	*12%*	*14%*	*14%*	*15%*	*9%*	*15%*	*11%*	**20%hjlnp**	*13%*	**18%hjnp**	*11%*	*14%*	*12%*
Fairly dissatisfied	(2)	**154**	41	43	42	28	15	11	14	11	8	23	10	11	21	8	20	-
		3%	*3%*	*3%*	*3%*	*2%*	**4%p**	**3%p**	**3%p**	**3%p**	**2%p**	**5%p**	**2%p**	**3%p**	**5%p**	**2%p**	**4%p**	-
Very dissatisfied	(1)	**69**	14	21	11	22	2	4	9	10	6	5	2	6	3	5	5	12
		1%	*1%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**3%ekm**
Don't know		**59**	24	16	10	9	6	14	4	4	9	3	1	6	3	2	2	5
		1%	**2%d**	*1%*	*1%*	*1%*	*1%*	**3%jkmno**	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*	*	*1%*
NET Very/fairly satisfied		**4164**	1020	1063	1006	1075	339	346	335	364	331	368	334	338	335	369	369	336
		81%	*79%*	**82%c**	*78%*	**83%c**	*81%*	*80%*	*78%*	**85%km**	*80%*	*82%*	*77%*	*81%*	*76%*	**86%gkm**	*80%*	**84%m**
NET Very/fairly dissatisfied		**223**	55	64	54	51	16	15	23	21	14	28	12	18	24	13	25	12
		4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	*3%*	*6%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*
Mean		**4.15**	4.12	**4.19c**	4.09	**4.19c**	4.17	4.14	4.04	**4.25gkm**	4.20	4.11	4.05	4.16	4.06	**4.25gkm**	4.13	4.18
Std Dev.		**0.86**	0.85	0.89	0.85	0.86	0.83	0.82	0.90	0.90	0.87	0.88	0.81	0.86	0.89	0.81	0.89	0.87
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	2005	-	2005	1043	959	202	221	380	251	385	286	280	423	631	952	567	1840	161	2020
	39%	-	39%	42%d	36%	29%	34%	37%e	35%	42%efh	45%efgh	53%efghij	32%	36%l	46%lm	49%lm	40%	33%	39%
Fairly satisfied (4)	2202	-	2202	1004	1192	286	293	455	327	393	264	184	579	783	841	448	1989	185	2242
	43%	-	43%	40%	45%c	42%	45%k	45%k	46%k	43%k	42%	35%	43%	45%no	40%	39%	43%	39%	43%
Neither satisfied or dissatisfied (3)	689	-	689	343	344	138	103	131	93	114	61	50	241	224	225	111	585	99	628
	13%	-	13%	14%	13%	20%ghijk	16%jk	13%	13%	12%	10%	9%	18%mno	13%o	11%	10%	13%	21%p	12%
Fairly dissatisfied (2)	122	-	122	66	54	30	18	24	24	5	14	6	48	48	25	20	106	16	128
	2%	-	2%	3%	2%	4%ik	3%l	2%l	3%l	1%	2%l	1%	4%no	3%n	1%	2%	2%	3%	2%
Very dissatisfied (1)	58	-	58	28	30	13	10	15	11	6	1	1	23	27	8	3	49	10	64
	1%	-	1%	1%	1%	2%j	1%	2%	2%	1%	*	*	2%no	2%no	*	*	1%	2%	1%
Don't know	80	-	80	28	52	18	8	9	14	20	7	4	26	22	31	11	66	10	74
	2%	-	2%	1%	2%	3%g	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%
NET Very/fairly satisfied	4207	-	4207	2047	2151	487	514	836	578	778	550	464	1001	1413	1792	1015	3829	346	4262
	82%	-	82%	81%	82%	71%	79%e	82%e	80%e	84%ef	87%efh	88%efgh	75%	82%l	86%lm	88%lm	83%q	72%	83%
NET Very/fairly dissatisfied	180	-	180	94	85	43	28	40	35	11	15	8	71	75	34	23	155	25	192
	3%	-	3%	4%	3%	6%ijk	4%ik	4%ik	5%ik	1%	2%	1%	5%no	4%no	2%	2%	3%	5%	4%
Mean	4.18	-	4.18	4.19	4.16	3.95	4.08e	4.15e	4.11e	4.27efgh	4.31efgh	4.41efghi	4.01	4.13l	4.32lm	4.35lm	4.20q	4.00	4.19
Std Dev.	0.84	-	0.84	0.85	0.82	0.93	0.86	0.85	0.87	0.75	0.75	0.73	0.90	0.86	0.75	0.75	0.83	0.93	0.84
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 224

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	2005	469	675	395	466	1144	861	1129	853	260	278	492	480	399	1250	260	1672
		39%	45%bcd	39%	36%	37%	41%f	36%	37%	43%g	41%	40%	36%	40%	46%klm	38%	41%	40%
Fairly satisfied	(4)	2202	403	761	508	530	1164	1038	1344	819	232	289	627	524	338	1439	234	1805
		43%	39%	43%	46%a	42%	42%	44%	44%	41%	37%	42%	45%lm	43%l	39%	44%l	37%	43%o
Neither satisfied or dissatisfied	(3)	689	120	226	144	201	345	344	433	243	102	96	170	155	102	421	106	531
		13%	12%	13%	13%	16%a	12%	15%	14%	12%	16%	14%	12%	13%	12%	13%	17%p	13%
Fairly dissatisfied	(2)	122	24	42	36	20	66	55	86	35	13	13	48	16	23	77	13	102
		2%	2%	2%	3%d	2%	2%	2%	3%	2%	2%	2%	3%l	1%	3%	2%	2%	2%
Very dissatisfied	(1)	58	13	17	16	13	29	29	41	17	7	8	23	15	3	46	7	50
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	1%
Don't know		80	10	31	10	29	41	39	34	38	17	9	22	17	3	48	17	51
		2%	1%	2%	1%	2%c	1%	2%	1%	2%	3%m	1%	2%	1%	*	1%	3%p	1%
NET Very/fairly satisfied		4207	872	1436	903	996	2308	1899	2473	1672	491	567	1119	1004	737	2690	495	3477
		82%	84%d	82%	82%	79%	83%	80%	81%	83%	78%	82%	81%	83%l	85%l	82%	78%	83%o
NET Very/fairly dissatisfied		180	37	58	52	33	95	84	127	52	20	21	70	31	26	123	20	151
		3%	4%	3%	5%d	3%	3%	4%	4%h	3%	3%	3%	5%l	3%	3%	4%	3%	4%
Mean		4.18	4.26cd	4.18	4.12	4.15	4.21f	4.14	4.13	4.25g	4.18	4.19	4.12	4.21k	4.28kn	4.17	4.18	4.19
Std Dev.		0.84	0.84	0.82	0.86	0.83	0.83	0.84	0.86	0.80	0.86	0.83	0.87	0.81	0.80	0.84	0.86	0.84
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	2005	1715	289	98	1666	177	110	53	81	229	175	146	154	194	224	259	204	23	153
		39%	39%	39%	39%	39%	40%	44%g	36%	39%	41%	41%	39%	34%	41%	33%	37%	46%lno	34%	41%n
Fairly satisfied	(4)	2202	1874	328	116	1843	185	104	70	91	212	179	146	212	201	302	314	186	36	150
		43%	42%	45%	46%	43%	42%	42%	48%	44%	38%	42%	39%	47%l	42%	45%	45%	42%	53%klr	40%
Neither satisfied or dissatisfied	(3)	689	608	82	22	596	56	24	14	26	81	54	52	56	63	117	105	42	7	49
		13%	14%c	11%	9%	14%fg	13%	9%	9%	13%	14%	13%	14%	12%	13%	17%p	15%	9%	11%	13%
Fairly dissatisfied	(2)	122	102	20	12	97	10	9	6	3	18	4	18	17	5	13	18	2	1	9
		2%	2%	3%	5%a	2%	2%	4%	4%	1%	3%p	1%	5%jmp	4%jp	1%	2%	3%	*	1%	3%p
Very dissatisfied	(1)	58	52	7	2	49	5	2	2	2	5	4	5	5	8	15	2	3	-	5
		1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%o	*	1%	-	1%
Don't know		80	70	9	2	69	8	2	2	5	18	8	6	9	4	6	7	5	1	7
		2%	2%	1%	1%	2%	2%	1%	1%	2%	3%	2%	1%	2%	1%	1%	1%	1%	1%	2%
NET Very/fairly satisfied		4207	3589	618	213	3509	362	214	123	172	441	354	292	365	396	526	572	390	59	303
		82%	81%	84%	85%	81%	82%	85%	84%	82%	78%	84%	78%	81%	83%	78%	81%	88%iklnor	87%	81%
NET Very/fairly dissatisfied		180	153	27	14	146	15	11	8	5	23	8	23	22	13	29	19	4	1	14
		3%	3%	4%	6%	3%	3%	5%	5%d	2%	4%p	2%	6%jp	5%p	3%	4%p	3%	1%	1%	4%p
Mean		4.18	4.17	4.20	4.18	4.17	4.20	4.24	4.15	4.21n	4.18	4.24n	4.12	4.11	4.20	4.05	4.16	4.35hiklmnor	4.22	4.20n
Std Dev.		0.84	0.84	0.82	0.85	0.84	0.83	0.84	0.87	0.79	0.87	0.79	0.91	0.85	0.84	0.89	0.79	0.72	0.68	0.86
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	2005	1250	549	102	73	27	1799	100	1205	589	127	53	22	1794	74
		39%	64%bcdefg	28%cg	14%	21%c	22%	46%bcdeg	21%c	61%ijklmn	30%jkn	15%	21%	25%	45%ijkln	22%j
Fairly satisfied	(4)	2202	580	1130	286	145	56	1710	201	626	1109	318	112	26	1735	138
		43%	30%	57%acdefg	39%a	43%a	45%a	44%a	43%a	32%	56%hjklmn	39%h	44%h	30%	44%hjl	41%h
Neither satisfied or dissatisfied	(3)	689	84	219	274	75	21	303	96	98	206	305	51	20	305	71
		13%	4%	11%af	38%abdefg	22%abf	17%af	8%a	21%abf	5%	10%hm	37%hiklmn	20%him	23%him	8%h	21%him
Fairly dissatisfied	(2)	122	12	54	28	23	4	66	27	22	34	40	19	7	55	26
		2%	1%	3%af	4%af	7%abf	3%a	2%a	6%abf	1%	2%	5%him	7%him	9%him	1%	8%him
Very dissatisfied	(1)	58	9	9	20	14	6	18	20	5	25	8	15	5	30	19
		1%	*	*	3%abf	4%abf	5%abf	*	4%abf	*	1%h	1%h	6%hijm	5%hijm	1%	6%hijm
Don't know		80	10	14	16	11	11	24	22	15	15	20	5	7	30	11
		2%	1%	1%	2%abf	3%abf	9%abcf	1%	5%abf	1%	1%	2%him	2%	8%hijkm	1%	3%him
NET Very/fairly satisfied		4207	1830	1679	388	218	83	3509	301	1830	1699	444	165	47	3529	212
		82%	94%bcdefg	85%cdeg	54%	64%c	67%c	90%bcdeg	65%c	93%ijklmn	86%jkln	54%	65%j	55%	89%ijkln	62%
NET Very/fairly dissatisfied		180	22	63	48	37	10	84	47	26	59	49	34	12	85	46
		3%	1%	3%a	7%abf	11%abf	8%abf	2%a	10%abf	1%	3%h	6%him	13%hijm	14%hijm	2%	13%hijm
Mean		4.18	4.58bcdefg	4.10cdeg	3.60	3.73	3.83	4.34bcdeg	3.75c	4.54ijklmn	4.12jkln	3.64	3.68	3.66	4.33ijkln	3.67
Std Dev.		0.84	0.65	0.73	0.88	1.02	1.01	0.73	1.02	0.67	0.76	0.84	1.07	1.15	0.74	1.09
Std Error		0.01	0.01	0.02	0.03	0.05	0.09	0.01	0.05	0.01	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**2005**	154	1820	30	593	1343	69	1978	16	1	5	1995	5
		39%	*40%*	*39%*	*30%*	**39%f**	**41%f**	*22%*	*39%*	*24%*	*6%*	*46%*	*39%*	*18%*
Fairly satisfied	(4)	**2202**	143	2011	49	654	1395	153	2162	19	17	*	2199	3
		43%	*37%*	*43%*	*49%*	*43%*	*42%*	*49%*	*43%*	*30%*	*69%*	*1%*	*43%*	*10%*
Neither satisfied or dissatisfied	(3)	**689**	61	611	17	194	434	62	650	17	5	6	672	12
		13%	*16%*	*13%*	*17%*	*13%*	*13%*	**20%de**	*13%*	**26%gk**	*21%*	*53%*	*13%*	*39%*
Fairly dissatisfied	(2)	**122**	6	114	2	46	60	15	108	11	1	-	120	1
		2%	*2%*	*2%*	*2%*	**3%e**	*2%*	**5%e**	*2%*	**18%gk**	*2%*	-	*2%*	*5%*
Very dissatisfied	(1)	**58**	10	47	1	22	32	4	55	2	*	-	57	1
		1%	**3%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*	-	*1%*	*5%*
Don't know		**80**	10	69	1	26	46	8	72	-	1	-	73	7
		2%	*3%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	-	*3%*	-	*1%*	*23%*
NET Very/fairly satisfied		**4207**	297	3831	79	1247	2738	221	4140	35	19	5	4194	8
		82%	*77%*	*82%*	*79%*	**81%f**	**83%f**	*71%*	**82%h**	*54%*	*74%*	*47%*	**82%h**	*28%*
NET Very/fairly dissatisfied		**180**	16	162	3	68	92	19	163	13	1	-	177	3
		3%	*4%*	*3%*	*3%*	**4%e**	*3%*	**6%e**	*3%*	**20%gk**	*2%*	-	*3%*	*10%*
Mean		**4.18**	4.14	4.18	4.07	**4.16f**	**4.21f**	3.88	**4.19h**	3.55	3.79	3.93	**4.18h**	3.40
Std Dev.		**0.84**	0.93	0.83	0.79	0.87	0.81	0.87	0.83	1.12	0.60	1.04	0.83	1.12
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.01	0.05	0.01	0.15	0.11	0.37	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 224

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**2005**	460	496	483	565	147	163	151	184	152	161	141	163	179	204	197	164
		39%	*36%*	*38%*	*37%*	**44%abc**	*35%*	*37%*	*35%*	**43%k**	*36%*	*36%*	*33%*	*39%*	*40%*	**47%efgijk**	**43%k**	*41%*
Fairly satisfied	(4)	**2202**	563	579	541	519	192	185	187	184	177	218	211	171	159	165	189	166
		43%	*44%*	*45%*	*42%*	*40%*	**46%m**	*42%*	*44%*	*43%*	*43%*	**49%mn**	**49%mn**	*41%*	*36%*	*38%*	*41%*	*42%*
Neither satisfied or dissatisfied	(3)	**689**	178	163	194	154	60	51	66	46	69	48	60	58	76	45	61	48
		13%	*14%*	*13%*	*15%*	*12%*	*14%*	*12%*	*16%*	*11%*	**17%n**	*11%*	*14%*	*14%*	**17%hjn**	*10%*	*13%*	*12%*
Fairly dissatisfied	(2)	**122**	31	25	40	26	8	16	8	10	5	10	15	9	16	10	5	12
		2%	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*4%*	*2%*	*1%*	*3%*
Very dissatisfied	(1)	**58**	23	9	12	14	5	8	10	3	4	2	1	3	8	4	5	6
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*
Don't know		**80**	28	20	21	11	10	12	6	4	9	7	4	11	6	3	4	4
		2%	**2%d**	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4207**	1023	1075	1024	1085	338	347	338	367	329	379	352	334	338	369	386	330
		82%	*80%*	*83%*	*79%*	**84%ac**	*80%*	*80%*	*79%*	**85%m**	*79%*	**85%m**	*81%*	*81%*	*76%*	**86%gm**	**84%m**	*83%*
NET Very/fairly dissatisfied		**180**	54	34	51	40	13	24	17	13	9	12	16	12	23	13	10	18
		3%	*4%*	*3%*	*4%*	*3%*	*3%*	**6%d**	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*5%*	*3%*	*2%*	*4%*
Mean		**4.18**	4.12	4.20	4.14	**4.25ac**	4.14	4.13	4.10	**4.25g**	4.15	4.20	4.11	4.20	4.11	**4.30efgikm**	4.25	4.19
Std Dev.		**0.84**	0.87	0.79	0.85	0.83	0.82	0.90	0.89	0.80	0.81	0.76	0.79	0.81	0.93	0.81	0.80	0.87
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	1831	-	1831	932	894	163	218	346	235	353	275	240	381	581	869	516	1682	141	1846
	36%	-	36%	37%	34%	24%	33%e	34%e	33%e	38%e	43%efgh	46%efghi	28%	34%l	42%lm	44%lm	36%q	29%	36%
Fairly satisfied (4)	2309	-	2309	1090	1213	321	300	490	337	404	253	205	621	827	861	457	2077	212	2340
	45%	-	45%	43%	46%	47%k	46%	48%jk	47%k	44%	40%	39%	46%no	48%no	41%	39%	45%	44%	45%
Neither satisfied or dissatisfied (3)	758	-	758	376	380	133	104	142	116	121	82	60	237	257	263	143	653	96	715
	15%	-	15%	15%	14%	19%gijk	16%	14%	16%	13%	13%	11%	18%no	15%	13%	12%	14%	20%p	14%
Fairly dissatisfied (2)	148	-	148	64	84	40	14	20	24	25	18	7	54	44	50	25	123	26	148
	3%	-	3%	3%	3%	6%fgik	2%	2%	3%	3%	3%	1%	4%no	3%	2%	2%	3%	5%p	3%
Very dissatisfied (1)	68	-	68	34	32	19	8	12	5	11	5	7	27	17	24	13	64	4	64
	1%	-	1%	1%	1%	3%h	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Don't know	42	-	42	15	27	11	9	6	2	8	*	5	20	8	14	6	36	2	43
	1%	-	1%	1%	1%	2%j	1%j	1%	*	1%	*	1%	1%m	*	1%	*	1%	*	1%
NET Very/fairly satisfied	4140	-	4140	2022	2107	484	518	836	572	757	528	445	1002	1408	1730	973	3759	353	4186
	80%	-	80%	81%	80%	70%	79%e	82%e	80%e	82%e	83%e	85%e	75%	81%l	83%l	84%l	81%q	74%	81%
NET Very/fairly dissatisfied	217	-	217	98	117	59	22	32	29	37	24	14	81	61	75	38	187	30	212
	4%	-	4%	4%	4%	9%fghijk	3%	3%	4%	4%	4%	3%	6%mno	3%	4%	3%	4%	6%	4%
Mean	4.11	-	4.11	4.13	4.10	3.84	4.10e	4.13e	4.08e	4.16e	4.22eh	4.28efgh	3.97	4.11l	4.21lm	4.25lm	4.13q	3.96	4.13
Std Dev.	0.85	-	0.85	0.86	0.85	0.95	0.83	0.81	0.83	0.85	0.84	0.83	0.90	0.82	0.84	0.84	0.85	0.89	0.84
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1831	415	597	383	435	1012	818	1028	780	230	260	464	429	358	1153	231	1528
		36%	40%bd	34%	35%	35%	36%	35%	34%	39%g	37%	37%	34%	36%	41%kn	35%	36%	36%
Fairly satisfied	(4)	2309	455	811	502	540	1267	1042	1400	874	244	301	629	582	368	1513	248	1917
		45%	44%	46%	45%	43%	45%	44%	46%	44%	39%	43%	46%l	48%l	42%	46%l	39%	46%o
Neither satisfied or dissatisfied	(3)	758	122	255	173	207	377	380	473	269	119	91	216	145	110	453	121	567
		15%	12%	15%	16%	16%a	14%	16%	15%	13%	19%jlmn	13%	16%	12%	13%	14%	19%p	13%
Fairly dissatisfied	(2)	148	20	46	31	51	66	82	94	51	17	32	37	31	20	100	17	120
		3%	2%	3%	3%	4%a	2%	3%	3%	3%	3%	5%	3%	3%	2%	3%	3%	3%
Very dissatisfied	(1)	68	19	23	13	13	42	26	49	18	12	8	18	16	6	42	12	51
		1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%
Don't know		42	6	19	6	12	25	17	23	12	7	1	16	4	6	21	7	28
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%
NET Very/fairly satisfied		4140	871	1408	885	975	2279	1860	2428	1655	474	561	1094	1011	726	2665	479	3445
		80%	84%cd	80%	80%	77%	82%f	79%	79%	83%g	75%	81%	79%	84%ik	84%l	81%l	75%	82%o
NET Very/fairly dissatisfied		217	39	69	44	64	108	108	143	69	29	40	55	47	27	142	29	171
		4%	4%	4%	4%	5%	4%	5%	5%	3%	5%	6%m	4%	4%	3%	4%	5%	4%
Mean		4.11	4.19d	4.10	4.10	4.07	4.14	4.08	4.07	4.18g	4.06	4.11	4.09	4.14	4.22ikn	4.11	4.06	4.14
Std Dev.		0.85	0.85	0.84	0.85	0.88	0.85	0.86	0.87	0.82	0.92	0.89	0.85	0.82	0.81	0.85	0.92	0.84
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 225

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1831	1559	272	90	1521	157	101	51	74	215	162	124	137	180	209	236	184	23	134
		36%	35%	37%	36%	35%	36%	40%	35%	36%	38%	38%	33%	30%	38%	31%	34%	42%ln	34%	36%
Fairly satisfied	(4)	2309	1988	321	104	1926	201	113	70	99	228	179	155	217	214	313	329	191	35	166
		45%	45%	44%	41%	45%	46%	45%	48%	47%	41%	42%	42%	48%	45%	46%	47%	43%	51%	44%
Neither satisfied or dissatisfied	(3)	758	653	104	42	654	65	23	16	27	92	65	61	73	61	123	101	50	7	58
		15%	15%	14%	17%	15%fg	15%f	9%	11%	13%	16%	15%	16%	16%	13%	18%p	14%	11%	11%	15%
Fairly dissatisfied	(2)	148	124	24	10	123	11	9	5	4	10	9	20	16	15	13	26	10	1	10
		3%	3%	3%	4%	3%	3%	3%	4%	2%	2%	2%	5%ln	3%	3%	2%	4%	2%	1%	3%
Very dissatisfied	(1)	68	57	11	2	59	4	3	2	2	3	6	10	6	6	18	9	-	1	3
		1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	3%ip	1%	1%	3%p	1%	-	2%p	1%
Don't know		42	39	3	2	36	2	2	1	3	15	3	2	4	-	2	2	6	1	2
		1%	1%	*	1%	1%	1%	1%	1%	1%m	3%mnor	1%	1%	1%	-	*	*	1%	1%m	*
NET Very/fairly satisfied		4140	3547	593	194	3446	358	214	121	173	443	341	280	354	394	522	565	374	58	300
		80%	80%	81%	77%	80%	81%	85%d	83%	83%k	79%	81%	75%	78%	83%k	77%	80%	85%kn	85%	81%
NET Very/fairly dissatisfied		217	181	35	13	182	15	11	8	6	13	15	29	22	21	31	35	10	2	13
		4%	4%	5%	5%	4%	3%	5%	5%	3%	2%	4%	8%hijpr	5%	4%	5%	5%	2%	3%	4%
Mean		4.11	4.11	4.12	4.08	4.10	4.13	4.21d	4.13	4.17kn	4.17kn	4.15	3.98	4.03	4.15k	4.01	4.08	4.26klnor	4.15	4.13
Std Dev.		0.85	0.85	0.88	0.88	0.86	0.82	0.83	0.86	0.79	0.81	0.86	0.98	0.86	0.85	0.90	0.86	0.75	0.81	0.83
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.04	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied (5)	1831	1144	493	94	63	34	1637	97	1122	521	113	43	23	1642	66
	36%	**59%bcdefg**	**25%cd**	*13%*	*18%*	**27%c**	**42%bcdeg**	**21%c**	**57%ijklmn**	**26%jkn**	*14%*	*17%*	**27%j**	**42%ijkln**	*19%*
Fairly satisfied (4)	2309	665	1135	288	163	51	1799	214	685	1117	334	125	35	1802	160
	45%	*34%*	**57%acdefg**	*40%*	**48%a**	*41%*	**46%ac**	**46%a**	*35%*	**56%hjlmn**	**41%h**	**49%h**	*41%*	**46%h**	**47%h**
Neither satisfied or dissatisfied (3)	758	99	252	288	77	24	352	101	114	252	309	53	18	365	71
	15%	*5%*	**13%af**	**40%abdefg**	**23%abf**	**19%af**	**9%a**	**22%abf**	*6%*	**13%hm**	**38%hiklmn**	**21%him**	**21%hm**	**9%h**	**21%him**
Fairly dissatisfied (2)	148	25	55	33	24	10	80	35	25	60	38	20	4	85	24
	3%	*1%*	**3%a**	**5%af**	**7%abf**	**8%abf**	*2%*	**7%abf**	*1%*	**3%h**	**5%hm**	**8%him**	**5%h**	*2%*	**7%him**
Very dissatisfied (1)	68	7	32	14	10	5	39	15	18	24	9	12	5	42	17
	1%	*	**2%a**	**2%a**	**3%af**	**4%af**	*1%*	**3%af**	*1%*	*1%*	*1%*	**5%hijm**	**6%hijm**	*1%*	**5%hijm**
Don't know	42	6	8	9	4	-	14	4	6	6	13	1	*	12	1
	1%	*	*	**1%af**	*1%*	-	*	*1%*	*	*	**2%him**	*	*	*	*
NET Very/fairly satisfied	4140	1809	1628	381	226	85	3437	311	1806	1638	447	168	58	3444	226
	80%	**93%bcdefg**	**82%cdeg**	*53%*	**66%c**	**68%c**	**88%bcdeg**	**67%c**	**92%ijklmn**	**83%jkln**	*55%*	**66%j**	*68%*	**87%ijkln**	**67%j**
NET Very/fairly dissatisfied	217	31	87	47	35	15	119	50	44	84	47	32	9	127	41
	4%	*2%*	**4%af**	**6%af**	**10%abf**	**12%abf**	**3%a**	**11%abf**	*2%*	**4%h**	**6%hm**	**12%hijm**	**11%him**	*3%*	**12%hijm**
Mean	4.11	**4.50bcdefg**	**4.02cdeg**	3.58	3.72	**3.80c**	**4.26bcdeg**	**3.74c**	**4.46ijklmn**	**4.04jkln**	3.63	3.66	3.78	**4.25ijkln**	3.69
Std Dev.	0.85	0.69	0.80	0.85	0.95	1.05	0.78	0.98	0.74	0.79	0.82	1.00	1.09	0.79	1.02
Std Error	0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.06	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1831**	147	1660	24	564	1204	63	1810	11	3	5	1824	2
		36%	***38%c***	*36%*	*24%*	***37%f***	***36%f***	*20%*	***36%h***	*18%*	*12%*	*46%*	***36%h***	*6%*
Fairly satisfied	(4)	**2309**	158	2099	52	642	1520	147	2259	34	11	*	2304	5
		45%	*41%*	*45%*	*52%*	*42%*	***46%d***	*47%*	*45%*	*52%*	*41%*	*1%*	*45%*	*18%*
Neither satisfied or dissatisfied	(3)	**758**	56	684	18	233	444	81	714	15	10	6	739	13
		15%	*15%*	*15%*	*18%*	*15%*	*13%*	***26%de***	*14%*	*24%*	*40%*	*53%*	*14%*	*44%*
Fairly dissatisfied	(2)	**148**	15	128	6	69	68	12	141	3	2	-	146	3
		3%	*4%*	*3%*	*6%*	***4%e***	*2%*	*4%*	*3%*	*5%*	*6%*	-	*3%*	*10%*
Very dissatisfied	(1)	**68**	6	62	1	21	46	1	67	1	*	-	68	-
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	-	*1%*	-
Don't know		**42**	2	40	*	7	28	7	35	-	-	-	35	7
		1%	*1%*	*1%*	*	*	*1%*	***2%d***	*1%*	-	-	-	*1%*	*23%*
NET Very/fairly satisfied		**4140**	304	3759	76	1206	2724	210	4069	45	13	5	4128	7
		80%	*79%*	*80%*	*76%*	***79%f***	***82%df***	*68%*	*81%*	*70%*	*53%*	*47%*	*81%*	*24%*
NET Very/fairly dissatisfied		**217**	21	189	6	90	114	13	208	4	2	-	214	3
		4%	*5%*	*4%*	*6%*	***6%e***	*3%*	*4%*	*4%*	*7%*	*7%*	-	*4%*	*10%*
Mean		**4.11**	4.11	4.12	3.93	**4.09f**	**4.15f**	3.85	**4.12h**	3.79	3.57	3.92	**4.12h**	3.26
Std Dev.		**0.85**	0.91	0.85	0.83	0.90	0.83	0.81	0.85	0.86	0.82	1.04	0.85	0.79
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.01	0.05	0.01	0.11	0.14	0.37	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1831**	420	488	408	515	139	144	137	167	169	152	124	140	144	190	180	145
		36%	*33%*	**38%ac**	*32%*	**40%ac**	*33%*	*33%*	*32%*	**39%k**	**41%k**	*34%*	*29%*	*34%*	*32%*	**44%efgjklm**	**39%k**	*36%*
Fairly satisfied	(4)	**2309**	607	558	584	561	203	197	208	185	157	216	210	196	177	171	205	184
		45%	*47%*	*43%*	*45%*	*43%*	**48%l**	*45%*	**49%l**	*43%*	*38%*	**48%l**	**49%l**	**47%l**	*40%*	*40%*	*45%*	*46%*
Neither satisfied or dissatisfied	(3)	**758**	180	181	236	161	63	62	55	49	73	58	86	57	93	53	59	49
		15%	*14%*	*14%*	**18%abd**	*12%*	*15%*	*14%*	*13%*	*11%*	*18%*	*13%*	**20%ghnop**	*14%*	**21%ghjlnop**	*12%*	*13%*	*12%*
Fairly dissatisfied	(2)	**148**	40	38	44	26	10	17	13	15	9	14	9	15	20	8	5	13
		3%	*3%*	*3%*	*3%*	*2%*	*2%*	**4%o**	*3%*	*4%*	*2%*	*3%*	*2%*	*4%*	**5%o**	*2%*	*1%*	*3%*
Very dissatisfied	(1)	**68**	20	19	11	19	2	4	14	10	4	5	3	2	6	5	9	5
		1%	*2%*	*2%*	*1%*	*1%*	*	*1%*	**3%ekl**	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*
Don't know		**42**	17	9	8	9	5	11	1	4	3	2	1	4	3	3	3	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	**2%gk**	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4140**	1027	1045	991	1076	342	340	345	352	326	367	334	337	321	362	385	329
		80%	*80%*	*81%*	*77%*	**83%c**	**81%m**	*78%*	**81%m**	**82%m**	*78%*	**82%m**	*77%*	**81%m**	*72%*	**84%m**	**84%m**	**82%m**
NET Very/fairly dissatisfied		**217**	60	57	55	45	12	21	27	26	13	19	12	17	26	13	14	18
		4%	*5%*	*4%*	*4%*	*3%*	*3%*	*5%*	*6%*	*6%*	*3%*	*4%*	*3%*	*4%*	*6%*	*3%*	*3%*	*5%*
Mean		**4.11**	4.08	**4.13c**	4.04	**4.19ac**	4.12	4.08	4.04	4.13	**4.16m**	4.12	4.02	4.12	3.98	**4.25fgkm**	**4.18km**	4.14
Std Dev.		**0.85**	0.86	0.87	0.85	0.84	0.78	0.85	0.93	0.92	0.86	0.83	0.79	0.81	0.92	0.82	0.84	0.85
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base		5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base		2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied	(5)	1406	-	1406	747	658	189	165	307	185	246	162	152	355	492	560	314	1287	116	1392
		27%	-	27%	30%d	25%	28%	25%	30%	26%	27%	26%	29%	26%	28%	27%	27%	28%	24%	27%
Fairly satisfied	(4)	2591	-	2591	1218	1369	294	337	515	379	452	333	281	631	894	1067	614	2332	238	2629
		50%	-	50%	49%	52%	43%	52%e	51%e	53%e	49%	52%e	54%e	47%	52%	51%	53%l	50%	50%	51%
Neither satisfied or dissatisfied	(3)	761	-	761	348	412	117	106	147	97	154	74	67	223	244	295	141	670	82	750
		15%	-	15%	14%	16%	17%j	16%	15%	13%	17%j	12%	13%	17%o	14%	14%	12%	14%	17%	15%
Fairly dissatisfied	(2)	266	-	266	142	120	52	29	31	33	51	51	19	81	64	120	70	228	35	266
		5%	-	5%	6%	5%	8%gk	4%	3%	5%	6%g	8%gk	4%	6%m	4%	6%m	6%m	5%	7%	5%
Very dissatisfied	(1)	90	-	90	47	41	23	9	12	17	12	12	7	31	28	31	19	84	6	85
		2%	-	2%	2%	2%	3%gj	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	2%	1%	2%
Don't know		41	-	41	10	31	11	8	4	9	7	2	-	19	12	9	2	34	3	34
		1%	-	1%	*	1%c	2%gk	1%	*	1%	1%	*	-	1%no	1%	*	*	1%	1%	1%
NET Very/fairly satisfied		3997	-	3997	1965	2027	483	502	822	564	698	495	433	985	1386	1626	928	3619	354	4021
		78%	-	78%	78%	77%	70%	77%e	81%ei	78%e	76%	78%e	83%ei	74%	80%l	78%l	80%l	78%	74%	78%
NET Very/fairly dissatisfied		356	-	356	188	161	75	38	42	50	63	63	25	113	92	152	89	312	41	351
		7%	-	7%	7%	6%	11%fgk	6%	4%	7%	7%g	10%fgk	5%	8%m	5%	7%	8%	7%	8%	7%
Mean		3.97	-	3.97	3.99	3.96	3.85	3.96	4.06eij	3.96	3.95	3.92	4.05e	3.91	4.02l	3.97	3.98	3.98	3.89	3.97
Std Dev.		0.89	-	0.89	0.91	0.86	1.02	0.85	0.82	0.89	0.88	0.93	0.82	0.94	0.85	0.88	0.88	0.89	0.90	0.88
Std Error		0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1406	294	457	279	377	750	656	843	545	172	191	343	343	291	877	173	1183
		27%	28%	26%	25%	30%	27%	28%	27%	27%	27%	28%	25%	28%	34%kn	27%	27%	28%
Fairly satisfied	(4)	2591	521	919	580	571	1440	1151	1535	1020	287	335	738	628	423	1701	290	2156
		50%	50%	52%d	52%d	45%	52%	49%	50%	51%	46%	48%	53%l	52%l	49%	52%l	45%	51%o
Neither satisfied or dissatisfied	(3)	761	140	243	169	210	383	379	450	292	125	115	190	148	111	454	129	572
		15%	13%	14%	15%	17%	14%	16%	15%	15%	20%klmn	17%l	14%	12%	13%	14%	20%p	14%
Fairly dissatisfied	(2)	266	62	91	50	63	153	113	164	99	24	36	72	64	30	173	24	208
		5%	6%	5%	5%	5%	5%	5%	5%	5%	4%	5%	5%	5%	3%	5%	4%	5%
Very dissatisfied	(1)	90	17	20	27	26	37	53	52	36	13	11	21	23	11	56	13	67
		2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%
Don't know		41	6	21	3	11	27	14	23	13	8	4	16	*	2	20	8	25
		1%	1%	1%	*	1%	1%	1%	1%	1%	1%l	1%	1%l	*	*	1%	1%	1%
NET Very/fairly satisfied		3997	814	1376	860	948	2190	1807	2378	1565	460	526	1080	972	714	2579	463	3339
		78%	78%	79%	78%	75%	79%	76%	78%	78%	73%	76%	78%l	80%l	82%ij	79%l	73%	79%o
NET Very/fairly dissatisfied		356	78	111	77	89	190	166	216	135	37	48	94	87	41	229	38	275
		7%	8%	6%	7%	7%	7%	7%	7%	7%	6%	7%	7%	7%	5%	7%	6%	7%
Mean		3.97	3.98	3.98	3.94	3.97	3.98	3.95	3.97	3.97	3.93	3.95	3.96	4.00	4.10ijkn	3.97	3.93	4.00
Std Dev.		0.89	0.90	0.85	0.90	0.93	0.87	0.91	0.89	0.88	0.91	0.90	0.86	0.89	0.84	0.88	0.91	0.87
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	**1406**	1235	172	62	1176	117	76	37	58	175	122	96	110	122	194	177	121	20	97
		27%	***28%b***	*23%*	*25%*	*27%*	*27%*	*30%*	*25%*	*28%*	*31%*	*29%*	*26%*	*24%*	*26%*	*29%*	*25%*	*27%*	*30%*	*26%*
Fairly satisfied	(4)	**2591**	2198	393	132	2164	223	123	81	105	259	197	166	231	260	328	388	229	36	187
		50%	*50%*	*53%*	*53%*	*50%*	*51%*	*49%*	*55%*	*51%*	*46%*	*47%*	*45%*	*51%*	***55%k***	*48%*	***55%jk***	*52%*	*54%*	*50%*
Neither satisfied or dissatisfied	(3)	**761**	641	120	35	643	68	32	18	33	83	67	71	66	56	108	89	72	7	60
		15%	*15%*	*16%*	*14%*	*15%*	*15%*	*13%*	*13%*	*16%*	*15%*	*16%*	***19%mo***	*15%*	*12%*	*16%*	*13%*	*16%*	*11%*	*16%*
Fairly dissatisfied	(2)	**266**	230	36	12	222	24	13	8	8	18	24	31	35	22	35	36	12	2	22
		5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*3%*	*6%*	***8%lp***	***8%lp***	*5%*	*5%*	*5%*	*3%*	*3%*	*6%*
Very dissatisfied	(1)	**90**	78	12	8	77	6	5	2	2	13	8	8	5	15	11	11	4	1	6
		2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*1%*
Don't know		**41**	39	2	2	37	2	1	*	2	16	6	1	5	1	2	2	3	1	2
		1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	***3%kmnor***	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*
NET Very/fairly satisfied		**3997**	3433	565	194	3340	340	199	117	164	434	320	262	341	382	522	565	350	57	284
		78%	*78%*	*77%*	*77%*	*77%*	*77%*	*80%*	*81%*	***79%k***	*77%*	*76%*	*70%*	*75%*	***80%k***	*77%*	***80%k***	***79%k***	***84%k***	*76%*
NET Very/fairly dissatisfied		**356**	308	48	20	298	30	18	10	10	31	32	39	41	37	46	48	16	3	27
		7%	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*5%*	*5%*	*7%*	***10%hip***	***9%p***	***8%p***	*7%*	*7%*	*4%*	*4%*	***7%p***
Mean		**3.97**	3.98	3.92	3.91	3.97	3.96	4.01	3.97	**4.02k**	**4.04k**	3.96	3.84	3.90	3.95	3.97	3.97	**4.03k**	**4.09k**	3.94
Std Dev.		**0.89**	0.89	0.86	0.93	0.89	0.88	0.91	0.86	0.82	0.90	0.92	0.97	0.90	0.92	0.90	0.86	0.80	0.80	0.89
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1406	905	360	72	50	16	1264	66	916	373	79	19	13	1289	32
		27%	47%bcdefg	18%c	10%	15%	13%	32%bcdeg	14%	47%ijklmn	19%jkn	10%	8%	15%	33%ijkln	10%
Fairly satisfied	(4)	2591	849	1220	285	170	64	2069	234	862	1226	338	118	39	2088	157
		50%	44%	62%acdfg	39%	50%c	51%	53%ac	50%c	44%	62%hjklmn	41%	47%	45%	53%hl	46%
Neither satisfied or dissatisfied	(3)	761	124	253	282	63	23	377	86	122	243	300	68	13	365	81
		15%	6%	13%af	39%abdefg	18%abf	19%af	10%a	18%abf	6%	12%hm	37%hiklmn	27%him	15%h	9%h	24%hlm
Fairly dissatisfied	(2)	266	52	104	59	39	9	156	47	51	96	72	35	9	147	44
		5%	3%	5%a	8%abf	11%abf	7%a	4%	10%abf	3%	5%h	9%him	14%ghim	10%hm	4%	13%ghim
Very dissatisfied	(1)	90	16	25	20	17	12	41	29	18	29	19	12	11	47	24
		2%	1%	1%	3%af	5%abf	9%abcf	1%	6%abcf	1%	1%	2%h	5%him	13%hijkm	1%	7%hijm
Don't know		41	-	12	7	3	*	12	3	*	12	8	2	*	13	2
		1%	-	1%a	1%a	1%a	*	*	1%a	*	1%h	1%hm	1%h	*	*	1%h
NET Very/fairly satisfied		3997	1754	1580	358	220	80	3334	300	1778	1598	418	137	52	3377	189
		78%	90%bcdefg	80%cdeg	49%	64%c	65%c	85%bcdeg	64%c	90%ijklmn	81%jkln	51%	54%	61%	86%ijkln	56%
NET Very/fairly dissatisfied		356	68	130	79	56	20	197	76	69	125	91	47	20	195	67
		7%	3%	7%a	11%abf	16%abf	16%abf	5%a	16%abcf	4%	6%h	11%him	19%hijm	24%hijm	5%	20%hijm
Mean		3.97	4.32bcdefg	3.91cdeg	3.46	3.58	3.52	4.12bcdeg	3.56	4.32ijklmn	3.92jkln	3.48	3.39	3.39	4.12ijkln	3.39
Std Dev.		0.89	0.78	0.80	0.88	1.04	1.11	0.81	1.06	0.78	0.80	0.88	0.98	1.25	0.81	1.05
Std Error		0.01	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.02	0.02	0.03	0.06	0.14	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1406**	126	1251	29	442	916	48	1389	9	2	3	1400	3
		27%	***33%b***	*27%*	*29%*	***29%f***	***28%f***	*16%*	*28%*	*14%*	*8%*	*25%*	*27%*	*12%*
Fairly satisfied	(4)	**2591**	165	2383	43	729	1719	144	2539	32	13	2	2585	4
		50%	*43%*	***51%a***	*43%*	*47%*	***52%d***	*46%*	*51%*	*50%*	*52%*	*21%*	*51%*	*15%*
Neither satisfied or dissatisfied	(3)	**761**	64	674	24	235	441	85	720	17	7	4	744	13
		15%	*17%*	*14%*	***24%b***	*15%*	*13%*	***27%de***	*14%*	***27%gk***	*26%*	*43%*	*15%*	*44%*
Fairly dissatisfied	(2)	**266**	18	245	2	94	154	18	255	6	3	1	265	-
		5%	*5%*	*5%*	*2%*	*6%*	*5%*	*6%*	*5%*	*9%*	*13%*	*11%*	*5%*	-
Very dissatisfied	(1)	**90**	6	84	-	24	59	7	88	-	-	-	88	3
		2%	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	-	-	-	*2%*	*10%*
Don't know		**41**	4	36	1	12	21	8	35	-	-	-	35	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	***3%de***	*1%*	-	-	-	*1%*	*19%*
NET Very/fairly satisfied		**3997**	291	3634	72	1171	2634	192	3928	42	15	5	3985	8
		78%	*76%*	*78%*	*72%*	***76%f***	***80%df***	*62%*	***78%h***	*64%*	*61%*	*46%*	***78%h***	*27%*
NET Very/fairly dissatisfied		**356**	25	329	2	118	213	25	343	6	3	1	352	3
		7%	*6%*	*7%*	*2%*	*8%*	*6%*	*8%*	*7%*	*9%*	*13%*	*11%*	*7%*	*10%*
Mean		**3.97**	4.02	3.96	4.00	**3.97f**	**4.00f**	3.69	3.98	3.69	3.56	3.59	3.97	3.23
Std Dev.		**0.89**	0.92	0.89	0.80	0.91	0.87	0.89	0.89	0.83	0.84	1.03	0.89	1.13
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.02	0.05	0.01	0.11	0.15	0.36	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1406**	300	359	345	402	102	105	92	125	119	115	105	113	127	148	134	120
		27%	*23%*	*28%*	*27%*	**31%a**	*24%*	*24%*	*22%*	*29%*	*29%*	*26%*	*24%*	*27%*	*29%*	**34%efgjk**	*29%*	**30%g**
Fairly satisfied	(4)	**2591**	670	667	611	643	212	239	220	226	203	238	219	201	192	208	227	208
		50%	*52%*	*52%*	*47%*	*50%*	*50%*	**55%m**	*51%*	**53%m**	*49%*	**53%m**	*51%*	*49%*	*43%*	*48%*	*49%*	*52%*
Neither satisfied or dissatisfied	(3)	**761**	193	150	251	167	69	51	73	42	44	64	87	64	100	50	66	51
		15%	*15%*	*12%*	**19%abd**	*13%*	**16%h**	*12%*	**17%hl**	*10%*	*11%*	*14%*	**20%fhinp**	*15%*	**22%fhijnop**	*12%*	*14%*	*13%*
Fairly dissatisfied	(2)	**266**	72	82	58	54	25	18	28	26	37	19	15	27	15	19	23	11
		5%	*6%*	*6%*	*4%*	*4%*	*6%*	*4%*	*7%*	*6%*	**9%fjkmnp**	*4%*	*4%*	*7%*	*3%*	*4%*	*5%*	*3%*
Very dissatisfied	(1)	**90**	31	25	14	21	9	9	12	9	10	6	5	6	2	4	10	7
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
Don't know		**41**	19	8	11	3	4	13	2	2	3	4	1	3	7	1	*	2
		1%	**1%d**	*1%*	*1%*	*	*1%*	**3%ghknop**	*1%*	*	*1%*	*1%*	*	*1%*	*2%*	*	*	*
NET Very/fairly satisfied		**3997**	970	1026	957	1045	314	344	312	351	321	353	324	314	318	357	361	328
		78%	*76%*	**79%c**	*74%*	**81%ac**	*75%*	*79%*	*73%*	**82%gm**	*77%*	*79%*	*75%*	*76%*	*72%*	**83%egkm**	*78%*	**82%egm**
NET Very/fairly dissatisfied		**356**	102	108	71	75	35	28	40	35	47	25	21	33	18	23	33	18
		7%	*8%*	**8%c**	*6%*	*6%*	*8%*	*6%*	**9%mp**	*8%*	**11%jkmnp**	*6%*	*5%*	*8%*	*4%*	*5%*	*7%*	*5%*
Mean		**3.97**	3.90	3.97	3.95	**4.05ac**	3.89	3.98	3.83	**4.01g**	3.93	3.99	3.94	3.94	3.98	**4.11egjkl**	3.98	**4.06eg**
Std Dev.		**0.89**	0.91	0.91	0.86	0.87	0.92	0.86	0.94	0.91	0.99	0.84	0.83	0.91	0.84	0.85	0.91	0.84
Std Error		**0.01**	0.03	0.03	0.02	0.02	0.04	0.04	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	**1680**	-	1680	859	820	192	200	324	218	298	252	195	392	543	745	447	1555	120	1620
	33%	-	*33%*	*34%*	*31%*	*28%*	*31%*	*32%*	*30%*	*32%*	**40%efghi**	**37%e**	*29%*	*31%*	**36%lm**	**39%lm**	**34%q**	*25%*	*31%*
Fairly satisfied (4)	**2326**	-	2326	1096	1223	279	307	486	334	435	264	222	586	820	921	486	2075	224	2318
	45%	-	*45%*	*44%*	*47%*	*41%*	*47%*	**48%e**	*46%*	*47%*	*42%*	*42%*	*44%*	**47%o**	*44%*	*42%*	*45%*	*47%*	*45%*
Neither satisfied or dissatisfied (3)	**732**	-	732	354	376	131	100	140	110	121	67	64	231	250	251	131	634	94	743
	14%	-	*14%*	*14%*	*14%*	**19%gijk**	*15%*	*14%*	*15%*	*13%*	*11%*	*12%*	**17%no**	*14%*	*12%*	*11%*	*14%*	**20%p**	*14%*
Fairly dissatisfied (2)	**248**	-	248	119	126	42	27	40	41	33	32	34	69	81	99	66	232	17	316
	5%	-	*5%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*4%*	*5%*	*7%*	*5%*	*5%*	*5%*	*6%*	*5%*	*3%*	*6%*
Very dissatisfied (1)	**84**	-	84	49	36	22	6	10	11	16	14	6	28	21	35	19	76	8	90
	2%	-	*2%*	*2%*	*1%*	**3%fg**	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Don't know	**85**	-	85	34	50	22	13	15	5	20	6	4	35	20	30	10	63	17	69
	2%	-	*2%*	*1%*	*2%*	**3%hk**	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%mo**	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET Very/fairly satisfied	**4006**	-	4006	1955	2043	470	507	810	553	733	516	417	977	1363	1666	933	3630	344	3938
	78%	-	*78%*	*78%*	*78%*	*68%*	**78%e**	**80%e**	**77%e**	**79%e**	**81%e**	**79%e**	*73%*	**79%l**	**80%l**	**81%l**	**78%q**	*72%*	*76%*
NET Very/fairly dissatisfied	**333**	-	333	168	162	64	33	50	52	49	45	40	97	101	134	85	308	25	406
	6%	-	*6%*	*7%*	*6%*	**9%fgl**	*5%*	*5%*	*7%*	*5%*	*7%*	*8%*	*7%*	*6%*	*6%*	*7%*	*7%*	*5%*	*8%*
Mean	**4.04**	-	4.04	4.05	4.03	3.87	**4.04e**	**4.08e**	3.99	**4.07e**	**4.13e**	**4.09e**	3.95	**4.04l**	**4.09l**	**4.11l**	4.05	3.93	4.00
Std Dev.	**0.91**	-	0.91	0.93	0.88	1.01	0.85	0.84	0.91	0.88	0.94	0.92	0.94	0.87	0.91	0.93	0.91	0.87	0.93
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	**1680**	402	552	315	412	953	727	951	704	204	230	405	401	353	1035	205	1406
		33%	**39%bcd**	*31%*	*28%*	*33%*	**34%f**	*31%*	*31%*	**35%g**	*32%*	*33%*	*29%*	*33%*	**41%ijkln**	*32%*	*32%*	*33%*
Fairly satisfied	(4)	**2326**	435	848	523	521	1283	1044	1449	852	259	293	671	568	369	1531	264	1936
		45%	*42%*	**48%ad**	**47%d**	*41%*	*46%*	*44%*	**47%h**	*42%*	*41%*	*42%*	**49%ijm**	*47%*	*42%*	*47%*	*41%*	*46%*
Neither satisfied or dissatisfied	(3)	**732**	112	228	179	213	340	392	435	281	115	112	192	148	102	453	118	558
		14%	*11%*	*13%*	**16%a**	**17%ab**	*12%*	**17%e**	*14%*	*14%*	**18%lmn**	*16%*	*14%*	*12%*	*12%*	*14%*	**18%p**	*13%*
Fairly dissatisfied	(2)	**248**	59	74	53	64	132	116	137	107	26	39	64	54	35	157	26	194
		5%	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*
Very dissatisfied	(1)	**84**	22	20	20	21	43	42	51	34	10	17	29	20	3	66	10	69
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%m**	**2%m**	**2%m**	*	**2%m**	*2%*	*2%*
Don't know		**85**	8	30	18	29	38	47	46	28	16	2	20	17	7	39	16	48
		2%	*1%*	*2%*	*2%*	**2%a**	*1%*	*2%*	*1%*	*1%*	**2%jm**	*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**4006**	837	1399	838	932	2236	1770	2399	1556	464	522	1075	968	722	2566	469	3342
		78%	**81%cd**	**80%cd**	*76%*	*74%*	**80%f**	*75%*	*78%*	*78%*	*74%*	*75%*	*78%*	**80%i**	**83%ijkn**	*78%*	*74%*	**79%o**
NET Very/fairly dissatisfied		**333**	81	94	73	85	175	158	188	140	35	56	93	74	38	223	35	263
		6%	*8%*	*5%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	**8%m**	*7%*	*6%*	*4%*	*7%*	*6%*	*6%*
Mean		**4.04**	**4.10c**	**4.07c**	3.97	4.01	**4.08f**	3.99	4.03	4.06	4.01	3.98	4.00	4.07	**4.20ijkln**	4.02	4.01	4.06
Std Dev.		**0.91**	0.96	0.85	0.90	0.93	0.89	0.92	0.89	0.93	0.91	0.97	0.90	0.89	0.82	0.91	0.91	0.90
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 227

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1680	1446	234	75	1437	117	83	43	63	210	135	104	158	158	216	234	159	17	100
		33%	33%	32%	30%	33%e	27%	33%e	30%	30%	37%kr	32%	28%	35%r	33%	32%	33%	36%r	25%	27%
Fairly satisfied	(4)	2326	1987	340	110	1948	207	107	65	109	226	199	180	189	223	310	304	209	40	166
		45%	45%	46%	44%	45%	47%	43%	45%	52%ilo	40%	47%	48%	42%	47%	46%	43%	47%	59%ilnor	45%
Neither satisfied or dissatisfied	(3)	732	636	96	40	610	65	34	23	22	86	59	59	72	57	107	108	39	6	59
		14%	14%	13%	16%	14%	15%	14%	16%	11%	15%p	14%	16%p	16%p	12%	16%p	15%p	9%	9%	16%p
Fairly dissatisfied	(2)	248	216	33	13	178	41	18	11	7	18	21	20	20	21	15	36	20	2	39
		5%	5%	4%	5%	4%	9%d	7%d	7%d	3%	3%	5%	5%n	5%	4%	2%	5%	5%	3%	10%hijklmnop
Very dissatisfied	(1)	84	64	21	4	70	8	5	2	4	4	7	5	5	9	14	17	4	1	6
		2%	1%	3%a	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%
Don't know		85	72	13	8	76	3	4	1	3	19	3	4	8	8	15	5	10	*	3
		2%	2%	2%	3%	2%	1%	2%	1%	2%	3%jor	1%	1%	2%	2%	2%	1%	2%	1%	1%
NET Very/fairly satisfied		4006	3433	574	186	3385	324	190	108	172	436	334	285	347	381	526	537	367	57	266
		78%	78%	78%	74%	78%e	73%	76%	74%	83%r	77%	79%r	76%	77%	80%r	78%	76%	83%or	85%r	71%
NET Very/fairly dissatisfied		333	280	53	17	248	49	23	13	10	22	28	25	26	30	30	53	24	4	45
		6%	6%	7%	7%	6%	11%d	9%d	9%d	5%	4%	7%	7%	6%	6%	4%	7%	5%	5%	12%hijklmnop
Mean		4.04	4.04	4.02	3.99	4.06eg	3.88	3.99	3.94	4.08r	4.14kr	4.03r	3.98	4.06r	4.07r	4.05r	4.01r	4.16kr	4.03	3.85
Std Dev.		0.91	0.90	0.95	0.92	0.89	0.97	0.97	0.96	0.84	0.86	0.90	0.88	0.90	0.90	0.88	0.96	0.84	0.82	0.99
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1680	1026	467	103	57	25	1493	82	1001	491	118	45	20	1492	65
		33%	53%bcdefg	24%cdg	14%	17%	20%	38%bcdeg	18%	51%ijklmn	25%j	14%	18%	24%	38%ijkln	19%
Fairly satisfied	(4)	2326	693	1155	257	161	51	1848	211	715	1118	334	116	25	1833	142
		45%	36%	58%acdefg	35%	47%ac	41%	47%ac	45%ac	36%	56%hjklmn	41%	46%hi	30%	46%hij	42%
Neither satisfied or dissatisfied	(3)	732	113	213	289	77	27	326	104	139	231	283	48	23	369	71
		14%	6%	11%af	40%abdefg	22%abf	22%abf	8%a	22%abf	7%	12%hm	35%hikmn	19%him	27%him	9%h	21%him
Fairly dissatisfied	(2)	248	76	91	45	28	7	167	36	72	98	48	24	6	170	30
		5%	4%	5%	6%	8%abf	6%	4%	8%abf	4%	5%	6%	9%him	7%	4%	9%him
Very dissatisfied	(1)	84	21	34	9	9	11	55	20	23	24	17	11	9	47	20
		2%	1%	2%	1%	3%	9%abcdf	1%	4%abcf	1%	1%	2%	4%him	11%hijm	1%	6%hijm
Don't know		85	17	16	22	10	3	32	13	19	17	18	11	1	37	12
		2%	1%	1%	3%abf	3%abf	2%	1%	3%abf	1%	1%	2%im	4%him	2%	1%	4%him
NET Very/fairly satisfied		4006	1718	1622	360	217	76	3340	293	1717	1609	452	161	46	3325	206
		78%	88%bcdefg	82%cdeg	50%	64%c	61%	85%bcdeg	63%c	87%ijklmn	81%jkln	55%	63%	53%	84%ijkln	61%
NET Very/fairly dissatisfied		333	97	125	55	38	18	222	56	95	122	64	35	16	217	50
		6%	5%	6%	8%	11%abf	15%abcf	6%	12%abcf	5%	6%	8%h	14%hijm	18%hijm	6%	15%hijm
Mean		4.04	4.36bcdefg	3.99cdeg	3.57	3.68	3.59	4.17bcdeg	3.66	4.33ijklmn	4.00jkln	3.61	3.66	3.48	4.16ijkln	3.61
Std Dev.		0.91	0.85	0.83	0.86	0.95	1.15	0.86	1.01	0.85	0.82	0.88	1.03	1.25	0.86	1.09
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.14	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1680**	144	1514	22	480	1127	73	1656	13	4	4	1673	3
		33%	**38%c**	*32%*	*22%*	**31%f**	**34%f**	*23%*	*33%*	*21%*	*16%*	*36%*	*33%*	*11%*
Fairly satisfied	(4)	**2326**	130	2153	43	663	1532	131	2279	29	14	*	2323	3
		45%	*34%*	**46%a**	*43%*	*43%*	*46%*	*42%*	*45%*	*45%*	*56%*	*2%*	*45%*	*12%*
Neither satisfied or dissatisfied	(3)	**732**	70	641	20	228	430	74	699	12	1	6	713	13
		14%	*18%*	*14%*	*20%*	*15%*	*13%*	**24%de**	*14%*	*19%*	*5%*	*62%*	*14%*	*44%*
Fairly dissatisfied	(2)	**248**	17	222	10	99	130	19	238	4	4	-	247	1
		5%	*4%*	*5%*	*10%*	**6%e**	*4%*	*6%*	*5%*	*7%*	*17%*	-	*5%*	*5%*
Very dissatisfied	(1)	**84**	13	69	2	38	43	3	80	3	1	-	84	-
		2%	**3%b**	*1%*	*2%*	**2%e**	*1%*	*1%*	*2%*	*5%*	*6%*	-	*2%*	-
Don't know		**85**	9	73	3	27	48	10	74	3	-	-	77	8
		2%	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*4%*	-	-	*1%*	*29%*
NET Very/fairly satisfied		**4006**	274	3668	64	1144	2659	204	3935	43	18	4	3996	7
		78%	*72%*	**78%ac**	*64%*	**75%f**	**80%df**	*66%*	*78%*	*66%*	*72%*	*38%*	*78%*	*23%*
NET Very/fairly dissatisfied		**333**	30	291	12	137	174	22	318	7	6	-	331	1
		6%	*8%*	*6%*	*12%*	**9%e**	*5%*	*7%*	*6%*	*11%*	*23%*	-	*6%*	*5%*
Mean		**4.04**	4.00	**4.05c**	3.74	3.96	**4.09df**	3.84	**4.05h**	3.73	3.58	3.74	**4.04h**	3.40
Std Dev.		**0.91**	1.03	0.89	1.00	0.98	0.86	0.90	0.90	1.04	1.14	1.01	0.90	0.84
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.14	0.20	0.36	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 227

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1680**	359	462	381	477	128	115	116	181	141	140	112	138	131	192	165	120
		33%	*28%*	**36%ac**	*30%*	**37%ac**	*31%*	*26%*	*27%*	**42%efgjkmp**	*34%*	*31%*	*26%*	*33%*	*30%*	**45%efgijklmop**	**36%fgk**	*30%*
Fairly satisfied	(4)	**2326**	613	564	595	554	192	216	204	175	184	205	209	185	201	159	204	191
		45%	*48%*	*44%*	*46%*	*43%*	*46%*	**50%hn**	**48%n**	*41%*	*44%*	**46%n**	**48%n**	*45%*	*45%*	*37%*	*44%*	**48%n**
Neither satisfied or dissatisfied	(3)	**732**	169	158	225	180	63	46	59	45	56	57	92	62	70	60	67	53
		14%	*13%*	*12%*	**17%ab**	*14%*	*15%*	*11%*	*14%*	*10%*	*14%*	*13%*	**21%fghijnp**	*15%*	*16%*	*14%*	*15%*	*13%*
Fairly dissatisfied	(2)	**248**	84	73	56	36	18	32	33	20	24	29	15	21	20	9	7	20
		5%	**7%d**	**6%d**	*4%*	*3%*	*4%*	**7%no**	**8%no**	**5%o**	**6%no**	**6%no**	*4%*	**5%o**	*4%*	*2%*	*2%*	**5%o**
Very dissatisfied	(1)	**84**	20	21	21	23	6	6	8	9	5	8	3	5	13	7	10	6
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*
Don't know		**85**	40	13	12	20	13	19	7	1	5	7	2	3	8	2	7	10
		2%	**3%bc**	*1%*	*1%*	*2%*	**3%hkn**	**4%hiklm**	*2%*	*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*2%*	**3%hk**
NET Very/fairly satisfied		**4006**	972	1027	977	1031	320	331	321	356	326	346	321	324	332	351	369	311
		78%	*76%*	*79%*	*76%*	*80%*	*76%*	*76%*	*75%*	**83%gkm**	*78%*	*77%*	*74%*	*78%*	*75%*	*82%*	*80%*	*78%*
NET Very/fairly dissatisfied		**333**	103	94	77	59	24	38	41	29	29	36	18	26	33	16	17	25
		6%	**8%d**	**7%d**	*6%*	*5%*	*6%*	**9%kno**	**10%kno**	*7%*	*7%*	**8%no**	*4%*	*6%*	*7%*	*4%*	*4%*	*6%*
Mean		**4.04**	3.97	**4.07a**	3.99	**4.12ac**	4.03	3.97	3.92	**4.16fgkm**	4.06	4.01	3.96	4.05	3.96	**4.22efgijklmp**	**4.12gk**	4.03
Std Dev.		**0.91**	0.91	0.93	0.89	0.88	0.89	0.91	0.95	0.93	0.90	0.93	0.82	0.89	0.96	0.88	0.87	0.88
Std Error		**0.01**	0.03	0.03	0.02	0.02	0.04	0.04	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	1428	-	1428	752	674	165	196	316	168	250	177	156	360	484	584	333	1279	143	1368
	28%	-	28%	30%d	26%	24%	30%h	31%eh	23%	27%	28%	30%	27%	28%	28%	29%	28%	30%	27%
Fairly satisfied (4)	2186	-	2186	997	1188	306	286	444	319	356	263	211	592	763	831	474	1966	202	2167
	42%	-	42%	40%	45%c	45%	44%	44%	44%	39%	41%	40%	44%	44%	40%	41%	42%	42%	42%
Neither satisfied or dissatisfied (3)	859	-	859	422	434	137	103	170	126	164	79	80	240	296	323	159	770	82	831
	17%	-	17%	17%	17%	20%j	16%	17%	18%	18%j	12%	15%	18%o	17%	16%	14%	17%	17%	16%
Fairly dissatisfied (2)	426	-	426	228	192	43	47	49	72	97	71	48	90	121	216	119	386	35	507
	8%	-	8%	9%	7%	6%	7%	5%	10%g	11%eg	11%eg	9%g	7%	7%	10%lm	10%lm	8%	7%	10%
Very dissatisfied (1)	202	-	202	99	101	21	15	28	29	47	36	26	36	57	110	62	189	11	239
	4%	-	4%	4%	4%	3%	2%	3%	4%	5%fg	6%fg	5%	3%	3%	5%lm	5%lm	4%	2%	5%
Don't know	55	-	55	13	41	15	8	9	5	7	9	3	22	14	19	12	44	8	44
	1%	-	1%	1%	2%c	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
NET Very/fairly satisfied	3614	-	3614	1749	1862	471	482	760	487	606	440	368	952	1247	1414	808	3246	346	3535
	70%	-	70%	70%	71%	69%	74%i	75%ehi	68%	66%	69%	70%	71%	72%n	68%	70%	70%	72%	69%
NET Very/fairly dissatisfied	628	-	628	327	293	64	61	76	101	144	107	74	125	177	325	181	575	46	746
	12%	-	12%	13%	11%	9%	9%	8%	14%efg	16%efg	17%efg	14%g	9%	10%	16%lm	16%lm	12%	9%	14%
Mean	3.83	-	3.83	3.83	3.83	3.82	3.93hij	3.97ehijk	3.73	3.73	3.76	3.81	3.87n	3.87n	3.76	3.78	3.82	3.91	3.77
Std Dev.	1.05	-	1.05	1.08	1.02	0.98	0.98	0.96	1.05	1.13	1.15	1.11	0.98	1.01	1.13	1.13	1.06	0.99	1.09
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1428	335	437	297	359	772	656	857	548	178	183	347	330	321	861	178	1192
		28%	32%bc	25%	27%	29%	28%	28%	28%	27%	28%	26%	25%	27%	37%ijkln	26%	28%	28%
Fairly satisfied	(4)	2186	395	829	481	481	1224	962	1340	824	238	283	616	546	349	1445	240	1823
		42%	38%	47%ad	43%	38%	44%	41%	44%	41%	38%	41%	45%i	45%i	40%	44%i	38%	43%o
Neither satisfied or dissatisfied	(3)	859	166	260	177	256	426	433	502	344	135	122	245	176	110	542	139	661
		17%	16%	15%	16%	20%abc	15%	18%e	16%	17%	21%lmn	18%m	18%m	15%	13%	17%m	22%p	16%
Fairly dissatisfied	(2)	426	96	138	98	95	234	193	253	162	48	57	110	106	55	272	48	334
		8%	9%	8%	9%	8%	8%	8%	8%	8%	8%	8%	8%	9%	6%	8%	8%	8%
Very dissatisfied	(1)	202	41	63	47	51	104	98	94	104	17	46	47	46	27	139	18	173
		4%	4%	4%	4%	4%	4%	4%	3%	5%g	3%	7%iklmn	3%	4%	3%	4%	3%	4%
Don't know		55	6	24	9	16	30	25	21	22	14	3	15	4	6	22	14	28
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%jlmn	*	1%	*	1%	1%	2%p	1%
NET Very/fairly satisfied		3614	730	1266	778	840	1996	1618	2197	1372	415	466	963	876	671	2306	418	3015
		70%	70%	72%d	70%	67%	72%	68%	72%	68%	66%	67%	70%	73%i	77%ijkn	70%	66%	72%o
NET Very/fairly dissatisfied		628	137	201	145	146	338	290	347	266	65	102	157	152	82	411	66	507
		12%	13%	11%	13%	12%	12%	12%	11%	13%	10%	15%m	11%	13%	9%	13%	10%	12%
Mean		3.83	3.86	3.83	3.80	3.81	3.84	3.81	3.86	3.78	3.83	3.73	3.81	3.84	4.02ijkln	3.80	3.82	3.84
Std Dev.		1.05	1.09	1.01	1.06	1.07	1.04	1.06	1.02	1.10	1.02	1.14	1.02	1.04	1.02	1.05	1.02	1.05
Std Error		0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 228

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1428	1231	197	68	1211	101	70	45	56	173	119	88	129	139	191	191	123	20	81
		28%	28%	27%	27%	28%e	23%	28%	31%e	27%	31%r	28%	24%	29%	29%r	28%	27%	28%	30%	22%
Fairly satisfied	(4)	2186	1907	279	95	1834	178	107	67	100	220	176	172	194	206	308	264	193	29	150
		42%	43%b	38%	38%	42%	40%	43%	46%	48%o	39%	42%	46%o	43%	43%	45%	38%	44%	42%	40%
Neither satisfied or dissatisfied	(3)	859	726	133	43	729	79	33	17	27	100	59	71	71	74	103	156	68	10	69
		17%	16%	18%	17%	17%g	18%g	13%	12%	13%	18%	14%	19%	16%	15%	15%	22%hjn	16%	15%	18%
Fairly dissatisfied	(2)	426	351	75	22	332	55	27	12	14	33	55	20	43	39	44	52	33	6	50
		8%	8%	10%	9%	8%	13%d	11%d	8%	7%	6%	13%hiknop	5%	9%	8%	6%	7%	7%	8%	13%hikmnop
Very dissatisfied	(1)	202	157	45	18	166	21	11	4	9	19	11	17	9	19	26	36	20	2	19
		4%	4%	6%a	7%a	4%	5%	5%	3%	4%	3%	3%	5%	2%	4%	4%	5%	4%	3%	5%l
Don't know		55	49	6	5	47	6	1	1	3	18	3	4	7	-	6	4	3	1	5
		1%	1%	1%	2%	1%	1%	*	1%	1%m	3%mo	1%	1%	2%m	-	1%	1%	1%	2%m	1%m
NET Very/fairly satisfied		3614	3138	475	163	3045	279	177	112	156	393	295	261	323	345	499	456	317	49	231
		70%	71%b	65%	65%	71%e	63%	71%e	77%de	75%or	70%r	70%r	70%r	71%r	72%r	74%or	65%	72%r	72%	62%
NET Very/fairly dissatisfied		628	508	120	40	498	76	39	16	23	52	66	37	52	57	70	88	52	8	68
		12%	11%	16%a	16%	12%	17%dg	15%d	11%	11%	9%	16%l	10%	12%	12%	10%	13%	12%	11%	18%hiklmnop
Mean		3.83	3.85b	3.69	3.70	3.84e	3.65	3.79	3.95e	3.88r	3.91r	3.80r	3.80r	3.88r	3.86r	3.88r	3.75	3.84r	3.89r	3.61
Std Dev.		1.05	1.03	1.15	1.18	1.04	1.11	1.11	1.00	1.03	1.02	1.07	1.02	1.00	1.05	1.02	1.09	1.06	1.04	1.12
Std Error		0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1428	858	398	93	48	27	1256	75	870	409	94	32	15	1279	48
		28%	**44%bcdefg**	**20%cd**	*13%*	*14%*	**22%c**	**32%bcdg**	*16%*	**44%ijklmn**	**21%jkn**	*12%*	*13%*	*18%*	**32%ijkln**	*14%*
Fairly satisfied	(4)	2186	675	1051	260	143	50	1726	193	703	1025	291	115	40	1728	156
		42%	*35%*	**53%acdefg**	*36%*	*42%*	*40%*	**44%ac**	**42%a**	*36%*	**52%hjm**	*36%*	**46%hj**	*47%*	**44%hj**	**46%hj**
Neither satisfied or dissatisfied	(3)	859	203	267	263	87	24	470	111	205	280	302	43	14	485	58
		17%	*10%*	**14%a**	**36%abdefg**	**26%abf**	**19%a**	*12%*	**24%abf**	*10%*	**14%h**	**37%hiklmn**	**17%h**	*17%*	*12%*	**17%h**
Fairly dissatisfied	(2)	426	143	165	72	30	12	309	42	131	179	80	29	4	310	34
		8%	*7%*	*8%*	*10%*	*9%*	*10%*	*8%*	*9%*	*7%*	**9%h**	**10%h**	**12%jh**	*5%*	*8%*	*10%*
Very dissatisfied	(1)	202	58	84	26	27	6	142	33	56	71	33	31	9	127	40
		4%	*3%*	*4%*	*4%*	**8%abci**	*5%*	*4%*	**7%acf**	*3%*	*4%*	*4%*	**12%hijm**	**10%hijm**	*3%*	**12%hijm**
Don't know		55	8	10	12	6	5	18	11	5	14	17	2	2	19	4
		1%	*	*	**2%abf**	**2%abf**	**4%abf**	*	**2%abf**	*	*1%*	**2%him**	*1%*	**3%hm**	*	**1%h**
NET Very/fairly satisfied		3614	1533	1449	353	191	77	2982	268	1573	1434	385	148	56	3007	203
		70%	**79%bcdeg**	**73%cdeg**	*49%*	*56%*	**62%c**	**76%cdeg**	**58%c**	**80%ijklmn**	**72%jkn**	*47%*	**58%j**	**65%j**	**76%ijkn**	**60%j**
NET Very/fairly dissatisfied		628	201	249	98	57	18	450	75	187	250	113	61	13	437	74
		12%	*10%*	*13%*	*13%*	**17%af**	*15%*	*11%*	**16%af**	*9%*	**13%h**	**14%h**	**24%hijm**	*15%*	*11%*	**22%hijm**
Mean		3.83	**4.10bcdefg**	**3.77cdg**	3.45	3.46	3.67	**3.93bcdeg**	3.52	**4.12ijklmn**	**3.77jkn**	3.42	3.35	3.59	**3.95ijkln**	3.41
Std Dev.		1.05	1.05	1.00	0.96	1.09	1.10	1.04	1.10	1.03	1.00	0.96	1.21	1.17	1.03	1.20
Std Error		0.01	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1428**	131	1268	28	452	912	64	1407	11	1	4	1419	5
		28%	**34%b**	*27%*	*28%*	**29%f**	**28%f**	*21%*	*28%*	*17%*	*5%*	*36%*	*28%*	*16%*
Fairly satisfied	(4)	**2186**	113	2038	34	607	1457	122	2146	27	10	1	2184	1
		42%	*29%*	**44%a**	*34%*	*40%*	**44%d**	*39%*	*43%*	*42%*	*40%*	*10%*	*43%*	*4%*
Neither satisfied or dissatisfied	(3)	**859**	71	764	24	213	570	77	814	18	9	6	841	12
		17%	*19%*	*16%*	*24%*	*14%*	**17%d**	**25%de**	*16%*	*28%*	*35%*	*53%*	*16%*	*42%*
Fairly dissatisfied	(2)	**426**	35	387	4	166	238	23	415	7	2	-	423	3
		8%	*9%*	*8%*	*4%*	**11%e**	*7%*	*7%*	*8%*	*11%*	*6%*	-	*8%*	*10%*
Very dissatisfied	(1)	**202**	27	170	5	81	108	12	197	1	2	-	200	1
		4%	**7%b**	*4%*	*5%*	**5%e**	*3%*	*4%*	*4%*	*2%*	*8%*	-	*4%*	*5%*
Don't know		**55**	6	45	4	17	25	13	48	-	1	-	49	7
		1%	*2%*	*1%*	**4%b**	*1%*	*1%*	**4%de**	*1%*	-	*4%*	-	*1%*	*23%*
NET Very/fairly satisfied		**3614**	245	3307	62	1059	2369	186	3553	38	12	5	3603	6
		70%	*64%*	**71%a**	*62%*	**69%f**	**72%f**	*60%*	*71%*	*58%*	*46%*	*47%*	*70%*	*20%*
NET Very/fairly dissatisfied		**628**	62	557	9	247	346	35	611	9	4	-	624	4
		12%	*16%*	*12%*	*9%*	**16%e**	*10%*	*11%*	*12%*	*13%*	*15%*	-	*12%*	*15%*
Mean		**3.83**	3.76	3.83	3.80	3.78	**3.86f**	3.68	3.83	3.59	3.29	3.83	3.83	3.21
Std Dev.		**1.05**	1.22	1.04	1.07	1.14	1.01	1.02	1.05	0.97	1.01	0.98	1.05	1.13
Std Error		**0.01**	0.06	0.02	0.11	0.03	0.02	0.06	0.01	0.13	0.18	0.35	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1428**	311	379	327	410	106	109	97	138	121	120	96	117	114	151	140	119
		28%	*24%*	**29%a**	*25%*	**32%ac**	*25%*	*25%*	*23%*	**32%gk**	*29%*	*27%*	*22%*	*28%*	*26%*	**35%efgkm**	**30%k**	*30%*
Fairly satisfied	(4)	**2186**	554	549	545	538	174	197	183	163	170	217	187	170	188	177	198	163
		42%	*43%*	*42%*	*42%*	*42%*	*41%*	*45%*	*43%*	*38%*	*41%*	**49%h**	*43%*	*41%*	*43%*	*41%*	*43%*	*41%*
Neither satisfied or dissatisfied	(3)	**859**	221	199	249	191	78	58	84	73	75	51	88	78	82	56	66	69
		17%	*17%*	*15%*	**19%d**	*15%*	**19%j**	*13%*	**20%jn**	*17%*	**18%j**	*11%*	**20%jn**	**19%j**	**19%j**	*13%*	*14%*	*17%*
Fairly dissatisfied	(2)	**426**	118	94	118	96	40	39	38	35	27	32	40	35	43	27	35	34
		8%	*9%*	*7%*	*9%*	*7%*	*10%*	*9%*	*9%*	*8%*	*7%*	*7%*	*9%*	*8%*	*10%*	*6%*	*8%*	*9%*
Very dissatisfied	(1)	**202**	59	53	44	46	16	20	23	20	15	18	21	9	14	16	20	11
		4%	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*2%*	*3%*	*4%*	*4%*	*3%*
Don't know		**55**	22	17	7	9	8	12	2	1	8	9	1	5	2	3	3	3
		1%	*2%*	*1%*	*1%*	*1%*	*2%*	**3%hkm**	*1%*	*	*2%*	*2%*	*	*1%*	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**3614**	865	928	872	948	280	306	280	300	291	337	282	287	303	328	338	282
		70%	*67%*	*72%*	*68%*	**73%ac**	*66%*	*70%*	*65%*	*70%*	*70%*	**75%egk**	*65%*	*69%*	*68%*	**76%egk**	*73%*	*71%*
NET Very/fairly dissatisfied		**628**	177	147	162	142	56	59	62	55	43	50	61	44	56	43	55	45
		12%	*14%*	*11%*	*13%*	*11%*	*13%*	*14%*	*14%*	*13%*	*10%*	*11%*	*14%*	*11%*	*13%*	*10%*	*12%*	*11%*
Mean		**3.83**	3.75	**3.87a**	3.77	**3.91ac**	3.76	3.79	3.68	3.85	3.87	**3.89gk**	3.69	3.86	3.79	**3.99efgkm**	**3.88gk**	**3.87g**
Std Dev.		**1.05**	1.07	1.05	1.04	1.04	1.06	1.07	1.09	1.10	1.03	1.02	1.07	1.00	1.03	1.04	1.06	1.02
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	920	-	920	495	424	155	173	234	104	125	73	57	328	337	255	130	815	102	869
	18%	-	*18%*	**20%d**	*16%*	**23%hijk**	**26%hijk**	**23%hijk**	*14%*	*14%*	*12%*	*11%*	**24%mno**	**19%no**	*12%*	*11%*	*18%*	*21%*	*17%*
Fairly satisfied (4)	1968	-	1968	951	1015	282	274	408	290	317	221	177	556	697	715	397	1763	192	1985
	38%	-	*38%*	*38%*	*39%*	**41%l**	**42%ik**	**40%l**	*40%*	*34%*	*35%*	*34%*	**41%no**	**40%no**	*34%*	*34%*	*38%*	*40%*	*38%*
Neither satisfied or dissatisfied (3)	1235	-	1235	594	639	152	123	213	176	255	167	149	275	389	571	316	1127	96	1245
	24%	-	*24%*	*24%*	*24%*	*22%*	*19%*	*21%*	*24%*	**28%fg**	**26%f**	**28%fg**	*21%*	*22%*	**27%lm**	**27%lm**	*24%*	*20%*	*24%*
Fairly dissatisfied (2)	690	-	690	307	381	51	54	119	91	167	102	106	106	209	375	208	629	51	718
	13%	-	*13%*	*12%*	*14%*	*7%*	*8%*	**12%e**	**13%e**	**18%efgh**	**16%ef**	**20%efgh**	*8%*	**12%l**	**18%lm**	**18%lm**	*14%*	*11%*	*14%*
Very dissatisfied (1)	299	-	299	149	142	33	22	35	49	52	71	37	55	85	160	108	264	34	303
	6%	-	*6%*	*6%*	*5%*	*5%*	*3%*	*3%*	**7%fg**	*6%*	**11%efghi**	**7%fg**	*4%*	*5%*	**8%lm**	**9%lm**	*6%*	*7%*	*6%*
Don't know	44	-	44	15	29	13	8	7	10	7	*	-	21	16	7	*	36	5	36
	1%	-	*1%*	*1%*	*1%*	**2%jk**	*1%*	*1%*	**1%jk**	*1%*	*	-	**2%no**	**1%o**	*	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied	2888	-	2888	1446	1439	437	447	642	393	442	294	234	883	1035	970	527	2579	294	2854
	56%	-	*56%*	*58%*	*55%*	**64%hijk**	**68%hijk**	**63%hijk**	**55%ijk**	*48%*	*46%*	*45%*	**66%mno**	**60%no**	*47%*	*45%*	*56%*	*61%*	*55%*
NET Very/fairly dissatisfied	989	-	989	457	523	84	76	154	140	219	173	142	161	294	534	316	893	86	1021
	19%	-	*19%*	*18%*	*20%*	*12%*	*12%*	*15%*	**19%ef**	**24%efg**	**27%efgh**	**27%efgh**	*12%*	**17%l**	**26%lm**	**27%lm**	*19%*	*18%*	*20%*
Mean	3.49	-	3.49	3.53	3.46	**3.70hijk**	**3.81hijk**	**3.68hijk**	**3.43jk**	3.32	3.19	3.21	**3.75mno**	**3.58no**	3.26	3.20	3.49	3.58	3.47
Std Dev.	1.11	-	1.11	1.12	1.09	1.06	1.03	1.06	1.10	1.10	1.18	1.10	1.05	1.08	1.12	1.14	1.11	1.15	1.11
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	**920**	223	239	189	269	462	459	609	292	119	102	227	210	227	539	119	776
		18%	***21%b***	*14%*	*17%*	***21%bc***	*17%*	*19%*	***20%h***	*15%*	*19%*	*15%*	*16%*	*17%*	***26%ijkln***	*16%*	*19%*	*18%*
Fairly satisfied	(4)	**1968**	402	695	432	439	1098	871	1248	705	200	245	534	520	348	1299	203	1668
		38%	*39%*	***40%d***	*39%*	*35%*	*39%*	*37%*	***41%h***	*35%*	*32%*	*35%*	***39%l***	***43%ij***	***40%l***	***40%l***	*32%*	***40%o***
Neither satisfied or dissatisfied	(3)	**1235**	213	441	280	301	654	581	672	543	162	175	357	278	157	810	166	975
		24%	*20%*	***25%a***	*25%*	*24%*	*23%*	*25%*	*22%*	***27%g***	***26%m***	***25%m***	***26%m***	***23%m***	*18%*	***25%m***	*26%*	*23%*
Fairly dissatisfied	(2)	**690**	136	264	133	158	399	291	367	305	88	121	182	131	97	434	89	548
		13%	*13%*	*15%*	*12%*	*13%*	*14%*	*12%*	*12%*	***15%g***	*14%*	***17%lmn***	*13%*	*11%*	*11%*	*13%*	*14%*	*13%*
Very dissatisfied	(1)	**299**	63	88	70	78	151	148	146	148	49	47	68	65	37	180	49	220
		6%	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	***7%g***	***8%m***	*7%*	*5%*	*5%*	*4%*	*5%*	*8%*	*5%*
Don't know		**44**	2	24	5	13	26	18	26	12	12	4	12	2	3	19	12	23
		1%	*	***1%a***	*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%lmn***	*1%*	*1%*	*	*	*1%*	***2%p***	*1%*
NET Very/fairly satisfied		**2888**	625	934	621	708	1559	1329	1857	997	319	347	761	730	575	1838	321	2444
		56%	***60%b***	*53%*	*56%*	*56%*	*56%*	*56%*	***61%h***	*50%*	*51%*	*50%*	*55%*	***60%ijkn***	***66%ijkn***	***56%j***	*50%*	***58%o***
NET Very/fairly dissatisfied		**989**	198	352	203	236	550	438	513	453	137	167	250	197	134	614	138	769
		19%	*19%*	*20%*	*18%*	*19%*	*20%*	*19%*	*17%*	***23%g***	***22%lm***	***24%klmn***	*18%*	*16%*	*15%*	*19%*	*22%*	*18%*
Mean		**3.49**	**3.57b**	3.42	3.49	**3.53b**	3.48	3.51	**3.59h**	3.35	3.41	3.34	**3.49j**	**3.56ij**	**3.73ijkln**	**3.49j**	3.41	**3.53o**
Std Dev.		**1.11**	1.14	1.06	1.10	1.15	1.10	1.13	1.08	1.13	1.18	1.13	1.07	1.07	1.10	1.09	1.17	1.09
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	920	813	107	51	793	59	44	24	41	137	89	68	67	72	165	90	64	10	49
		18%	18%b	15%	20%	18%e	13%	18%	16%	19%or	24%lmopr	21%or	18%	15%	15%	24%lmopr	13%	15%	15%	13%
Fairly satisfied	(4)	1968	1714	254	83	1640	168	95	65	91	191	145	123	177	187	274	275	176	32	136
		38%	39%	35%	33%	38%	38%	38%	45%d	44%jk	34%	34%	33%	39%	39%	40%	39%	40%	47%jk	36%
Neither satisfied or dissatisfied	(3)	1235	1029	206	61	1038	112	56	29	35	132	111	91	110	109	133	208	108	14	98
		24%	23%	28%a	24%	24%	26%	22%	20%	17%	24%	26%h	25%h	24%	23%	20%	30%hn	25%h	21%	26%hn
Fairly dissatisfied	(2)	690	582	108	37	563	71	38	18	28	61	56	72	66	60	68	98	55	7	63
		13%	13%	15%	15%	13%	16%	15%	13%	13%	11%	13%	19%lmnp	15%	13%	10%	14%	12%	11%	17%in
Very dissatisfied	(1)	299	241	57	18	244	29	16	10	11	25	22	18	25	44	35	31	32	4	25
		6%	5%	8%a	7%	6%	7%	7%	7%	5%	5%	5%	5%	6%	9%lo	5%	4%	7%	6%	7%
Don't know		44	42	2	2	41	2	1	*	2	16	-	1	7	3	3	2	5	1	2
		1%	1%	*	1%	1%	1%	*	*	1%	3%jknor	-	*	2%j	1%	1%	*	1%	1%j	*
NET Very/fairly satisfied		2888	2527	361	133	2434	227	139	89	132	328	235	190	245	260	439	365	241	42	185
		56%	57%b	49%	53%	56%	51%	56%	61%e	63%klor	58%r	55%	51%	54%	55%	65%jklmopr	52%	55%	61%	50%
NET Very/fairly dissatisfied		989	823	166	55	807	99	55	28	39	86	78	90	91	104	102	129	87	12	88
		19%	19%	23%a	22%	19%	23%	22%	19%	19%	15%	19%	24%in	20%	22%n	15%	18%	20%	17%	24%in
Mean		3.49	3.52b	3.33	3.45	3.51e	3.36	3.45	3.52e	3.59r	3.65klmopr	3.53r	3.40	3.44	3.39	3.69klmopr	3.42	3.43	3.53	3.33
Std Dev.		1.11	1.10	1.13	1.18	1.11	1.10	1.14	1.11	1.11	1.11	1.12	1.14	1.09	1.16	1.10	1.02	1.11	1.07	1.11
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	920	607	213	55	28	14	821	41	619	230	40	19	10	849	29
		18%	**31%bcdefg**	*11%*	*8%*	*8%*	*11%*	**21%bcdeg**	*9%*	**31%ijklmn**	**12%j**	*5%*	*8%*	*11%*	**22%ijkn**	*9%*
Fairly satisfied	(4)	1968	705	887	214	120	36	1592	157	737	909	236	63	13	1646	76
		38%	**36%c**	**45%acdefg**	*29%*	*35%*	*29%*	**41%acg**	*34%*	**37%jkln**	**46%hjklmn**	**29%l**	*25%*	*15%*	**42%hjkln**	*22%*
Neither satisfied or dissatisfied	(3)	1235	325	478	306	87	21	803	108	317	453	348	85	21	770	105
		24%	*17%*	**24%af**	**42%abdefg**	**25%a**	*17%*	**20%a**	**23%a**	*16%*	**23%hm**	**43%hiklmn**	**33%him**	*24%*	**19%h**	**31%him**
Fairly dissatisfied	(2)	690	236	273	80	71	28	509	99	208	285	120	58	15	493	73
		13%	*12%*	*14%*	*11%*	**21%abcf**	**23%abcf**	*13%*	**21%abcf**	*11%*	**14%h**	**15%h**	**23%hijm**	*17%*	*12%*	**21%hijm**
Very dissatisfied	(1)	299	68	120	58	31	21	188	53	84	94	62	28	25	177	54
		6%	*3%*	**6%a**	**8%af**	**9%af**	**17%abcf**	*5%*	**11%abf**	*4%*	*5%*	**8%him**	**11%him**	**30%hijkmn**	*4%*	**16%hijm**
Don't know		44	3	5	13	5	3	8	8	6	8	12	-	2	13	2
		1%	*	*	**2%abf**	**1%abf**	**2%abf**	*	**2%abf**	*	*	**2%him**	-	**2%him**	*	*1%*
NET Very/fairly satisfied		2888	1313	1100	269	148	50	2412	198	1356	1139	275	82	23	2495	105
		56%	**67%bcdefg**	**56%cdeg**	*37%*	*43%*	*40%*	**62%bcdeg**	*43%*	**69%ijklmn**	**58%jkln**	*34%*	*33%*	*27%*	**63%ijkln**	*31%*
NET Very/fairly dissatisfied		989	304	393	138	102	50	697	152	292	378	182	87	40	670	127
		19%	*16%*	**20%a**	*19%*	**30%abcf**	**40%abcf**	*18%*	**33%abcf**	*15%*	**19%h**	**22%hm**	**34%hijm**	**47%hijm**	*17%*	**37%hijm**
Mean		3.49	**3.80bcdefg**	**3.41cdeg**	3.18	3.13	2.94	**3.60bcdeg**	3.08	**3.81ijklmn**	**3.46jkln**	**3.09ln**	2.95	2.60	**3.63ijkln**	2.86
Std Dev.		1.11	1.11	1.05	1.01	1.12	1.30	1.10	1.17	1.12	1.03	0.97	1.11	1.37	1.09	1.19
Std Error		0.02	0.03	0.02	0.04	0.06	0.12	0.02	0.05	0.02	0.02	0.04	0.07	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	920	95	804	21	297	570	53	899	11	4	3	914	4
		18%	**25%b**	*17%*	*21%*	*19%*	*17%*	*17%*	*18%*	*17%*	*16%*	*25%*	*18%*	*13%*
Fairly satisfied	(4)	1968	123	1817	28	542	1319	107	1922	29	11	3	1962	3
		38%	*32%*	**39%a**	*28%*	*35%*	**40%d**	*35%*	*38%*	*44%*	*44%*	*32%*	*38%*	*10%*
Neither satisfied or dissatisfied	(3)	1235	92	1116	27	349	799	86	1195	18	4	4	1217	13
		24%	*24%*	*24%*	*27%*	*23%*	*24%*	*28%*	*24%*	*28%*	*15%*	*43%*	*24%*	*46%*
Fairly dissatisfied	(2)	690	46	627	16	229	422	39	681	4	3	*	688	2
		13%	*12%*	*13%*	*16%*	*15%*	*13%*	*12%*	*14%*	*6%*	*11%*	*1%*	*13%*	*8%*
Very dissatisfied	(1)	299	25	267	7	110	173	15	292	3	4	-	299	-
		6%	*6%*	*6%*	*7%*	**7%e**	*5%*	*5%*	*6%*	*5%*	*15%*	-	*6%*	-
Don't know		44	3	41	*	8	26	10	37	-	-	-	37	7
		1%	*1%*	*1%*	*	*1%*	*1%*	**3%de**	*1%*	-	-	-	*1%*	*23%*
NET Very/fairly satisfied		2888	218	2621	49	839	1889	160	2821	39	15	6	2876	7
		56%	*57%*	*56%*	*49%*	*55%*	*57%*	*52%*	*56%*	*61%*	*60%*	*56%*	*56%*	*23%*
NET Very/fairly dissatisfied		989	71	894	24	339	595	54	973	7	7	*	986	2
		19%	*18%*	*19%*	*24%*	**22%e**	*18%*	*17%*	*19%*	*11%*	*26%*	*1%*	*19%*	*8%*
Mean		3.49	3.57	3.49	3.39	3.45	3.51	3.48	3.49	3.61	3.35	3.80	3.49	3.36
Std Dev.		1.11	1.17	1.10	1.20	1.17	1.08	1.08	1.11	1.01	1.31	0.86	1.11	0.90
Std Error		0.02	0.06	0.02	0.12	0.03	0.02	0.06	0.02	0.13	0.23	0.31	0.02	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 229

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**920**	196	232	222	270	69	60	68	78	72	81	67	71	85	98	93	79
		18%	*15%*	*18%*	*17%*	**21%a**	*16%*	*14%*	*16%*	*18%*	*17%*	*18%*	*15%*	*17%*	*19%*	**23%fk**	*20%*	*20%*
Fairly satisfied	(4)	**1968**	515	477	472	504	154	189	173	143	144	189	142	171	159	170	185	149
		38%	*40%*	*37%*	*37%*	*39%*	*36%*	**43%hk**	*40%*	*33%*	*35%*	**42%hk**	*33%*	*41%*	*36%*	*40%*	*40%*	*37%*
Neither satisfied or dissatisfied	(3)	**1235**	288	275	371	300	110	91	87	108	91	77	155	95	122	105	110	85
		24%	*22%*	*21%*	**29%abd**	*23%*	**25%j**	*21%*	*20%*	**25%j**	*22%*	*17%*	**36%efghijlnop**	*23%*	**27%j**	**24%j**	*24%*	*21%*
Fairly dissatisfied	(2)	**690**	206	203	144	137	68	62	76	68	66	68	44	51	48	45	40	53
		13%	**16%cd**	**16%cd**	*11%*	*11%*	**16%o**	**14%o**	**18%kmno**	**16%o**	**16%o**	**15%o**	*10%*	*12%*	*11%*	*10%*	*9%*	*13%*
Very dissatisfied	(1)	**299**	62	93	72	72	17	22	23	29	35	29	21	24	27	11	29	32
		6%	*5%*	*7%*	*6%*	*6%*	*4%*	*5%*	*5%*	**7%n**	**9%en**	**6%n**	*5%*	*6%*	*6%*	*3%*	*6%*	**8%n**
Don't know		**44**	17	13	9	6	4	12	1	3	7	3	4	3	2	1	4	2
		1%	*1%*	*1%*	*1%*	*	*1%*	**3%gmnp**	*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*	*1%*	*
NET Very/fairly satisfied		**2888**	712	708	694	775	222	248	241	222	217	270	208	242	244	269	278	228
		56%	*55%*	*55%*	*54%*	**60%bc**	*53%*	*57%*	*56%*	*52%*	*52%*	**60%k**	*48%*	**58%k**	*55%*	**62%ehik**	**60%k**	*57%*
NET Very/fairly dissatisfied		**989**	268	296	215	209	85	84	99	97	102	97	65	75	76	56	68	85
		19%	**21%cd**	**23%cd**	*17%*	*16%*	**20%n**	*19%*	**23%kno**	**23%kno**	**24%kno**	**22%no**	*15%*	*18%*	*17%*	*13%*	*15%*	**21%n**
Mean		**3.49**	3.46	3.43	3.49	**3.60ab**	3.45	3.48	3.44	3.41	3.37	3.51	3.44	3.52	3.51	**3.70efghikp**	**3.60l**	3.48
Std Dev.		**1.11**	1.08	1.17	1.08	1.10	1.07	1.07	1.12	1.16	1.20	1.15	1.03	1.09	1.11	1.02	1.10	1.18
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base		5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base		2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied	(5)	1352	-	1352	686	663	155	188	273	184	227	168	157	343	457	552	325	1232	116	1294
		26%	-	26%	27%	25%	23%	29%e	27%	26%	25%	26%	30%e	26%	26%	27%	28%	27%	24%	25%
Fairly satisfied	(4)	2436	-	2436	1164	1270	329	304	496	333	438	302	236	632	828	976	538	2192	228	2394
		47%	-	47%	46%	48%	48%	46%	49%	46%	47%	48%	45%	47%	48%	47%	46%	47%	47%	46%
Neither satisfied or dissatisfied	(3)	978	-	978	472	505	149	120	180	137	189	109	95	269	317	393	204	861	107	1030
		19%	-	19%	19%	19%	22%	18%	18%	19%	20%	17%	18%	20%	18%	19%	18%	19%	22%	20%
Fairly dissatisfied	(2)	174	-	174	84	85	24	22	23	31	30	32	11	47	54	74	44	155	17	217
		3%	-	3%	3%	3%	4%	3%	2%	4%	3%	5%g	2%	3%	3%	4%	4%	3%	3%	4%
Very dissatisfied	(1)	74	-	74	45	26	14	13	12	13	10	5	7	26	25	22	13	70	3	82
		1%	-	1%	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%
Don't know		141	-	141	59	83	17	7	31	22	29	18	18	23	53	65	36	125	9	139
		3%	-	3%	2%	3%	2%	1%	3%f	3%	3%f	3%	3%f	2%	3%	3%	3%	3%	2%	3%
NET Very/fairly satisfied		3789	-	3789	1851	1933	484	492	768	517	665	470	393	975	1285	1528	863	3425	344	3688
		73%	-	73%	74%	73%	70%	75%	76%	72%	72%	74%	75%	73%	74%	73%	74%	74%	72%	72%
NET Very/fairly dissatisfied		248	-	248	130	111	38	35	35	44	40	38	18	73	79	96	56	224	20	299
		5%	-	5%	5%	4%	5%	5%	3%	6%	4%	6%	4%	5%	5%	5%	5%	5%	4%	6%
Mean		3.96	-	3.96	3.96	3.97	3.88	3.98	4.01e	3.92	3.94	3.97	4.04e	3.93	3.97	3.97	4.00	3.97	3.93	3.92
Std Dev.		0.86	-	0.86	0.88	0.83	0.87	0.89	0.82	0.89	0.83	0.86	0.85	0.88	0.85	0.85	0.85	0.86	0.82	0.88
Std Error		0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 230

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1352	328	405	259	359	733	619	787	551	170	179	343	298	306	820	171	1139
		26%	32%bc	23%	23%	29%bc	26%	26%	26%	27%	27%	26%	25%	25%	35%ijkln	25%	27%	27%
Fairly satisfied	(4)	2436	457	893	545	542	1349	1087	1482	922	247	320	711	601	378	1633	251	2041
		47%	44%	51%ad	49%d	43%	48%	46%	48%	46%	39%	46%i	52%im	50%im	44%	50%im	39%	48%o
Neither satisfied or dissatisfied	(3)	978	184	333	215	247	517	461	575	379	163	129	247	217	129	592	166	732
		19%	18%	19%	19%	20%	19%	19%	19%	19%	26%jklmn	19%	18%	18%	15%	18%	26%p	17%
Fairly dissatisfied	(2)	174	30	34	53	57	64	110	101	69	22	39	30	42	26	111	22	139
		3%	3%	2%	5%b	4%b	2%	5%e	3%	3%	4%	6%kn	2%	3%	3%	3%	4%	3%
Very dissatisfied	(1)	74	19	27	15	12	46	27	50	23	4	11	20	17	15	47	4	62
		1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%
Don't know		141	20	59	20	42	79	62	72	61	24	16	30	33	14	78	24	98
		3%	2%	3%	2%	3%	3%	3%	2%	3%	4%m	2%	2%	3%	2%	2%	4%	2%
NET Very/fairly satisfied		3789	785	1298	805	901	2083	1706	2269	1473	417	499	1054	899	684	2453	422	3180
		73%	76%	74%	73%	72%	75%	72%	74%	73%	66%	72%	76%kl	74%kl	79%ijl	75%kl	66%	76%o
NET Very/fairly dissatisfied		248	50	61	69	68	111	137	150	92	26	50	50	59	41	158	26	201
		5%	5%	3%	6%b	5%	4%	6%e	5%	5%	4%	7%k	4%	5%	5%	5%	4%	5%
Mean		3.96	4.03c	3.95	3.90	3.97	3.98	3.94	3.95	3.98	3.92	3.91	3.98	3.95	4.09ijkln	3.96	3.92	3.99
Std Dev.		0.86	0.89	0.81	0.87	0.88	0.84	0.87	0.86	0.85	0.86	0.90	0.81	0.84	0.89	0.84	0.86	0.85
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 230

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1352	1167	185	76	1147	102	65	39	59	188	119	91	113	133	189	160	95	20	81
		26%	26%	25%	30%	27%	23%	26%	26%	28%	33%klopr	28%	24%	25%	28%	28%	23%	22%	30%	22%
Fairly satisfied	(4)	2436	2119	317	95	2046	205	118	67	93	233	169	175	223	230	327	361	235	33	173
		47%	48%c	43%	38%	47%	47%	47%	46%	45%	41%	40%	47%	49%j	48%	48%	51%ij	53%ij	48%	46%
Neither satisfied or dissatisfied	(3)	978	799	179	63	807	100	44	27	39	105	95	76	85	74	119	141	74	10	90
		19%	18%	24%a	25%a	19%	23%d	18%	19%	19%	19%	22%m	20%	19%	15%	17%	20%	17%	15%	24%mnp
Fairly dissatisfied	(2)	174	146	28	8	143	12	12	7	5	17	13	18	19	17	24	13	18	2	10
		3%	3%	4%	3%	3%	3%	5%	5%	2%	3%	3%	5%o	4%	3%	3%	2%	4%	2%	3%
Very dissatisfied	(1)	74	62	11	4	63	4	3	3	6	4	3	-	3	15	13	15	5	*	4
		1%	1%	2%	2%	1%	1%	1%	2%	3%kl	1%	1%	-	1%	3%kl	2%	2%k	1%	*	1%
Don't know		141	127	15	5	113	17	9	2	7	16	24	12	11	8	6	14	14	3	14
		3%	3%	2%	2%	3%	4%	4%	1%	3%n	3%	6%mno	3%	2%	2%	1%	2%	3%	4%n	4%n
NET Very/fairly satisfied		3789	3286	503	171	3193	307	183	106	152	420	288	266	336	363	516	521	330	53	254
		73%	74%b	68%	68%	74%	70%	73%	73%	73%	75%	68%	71%	74%	76%jr	76%jr	74%	75%	78%	68%
NET Very/fairly dissatisfied		248	208	39	12	207	16	14	11	11	21	16	18	22	32	37	28	23	2	14
		5%	5%	5%	5%	5%	4%	6%	7%de	5%	4%	4%	5%	5%	7%	5%	4%	5%	2%	4%
Mean		3.96	3.97b	3.88	3.94	3.97	3.92	3.96	3.91	3.97	4.07r	3.97	3.94	3.96	3.96	3.98	3.93	3.93	4.10r	3.88
Std Dev.		0.86	0.85	0.89	0.92	0.86	0.82	0.86	0.93	0.92	0.85	0.86	0.81	0.82	0.93	0.88	0.84	0.81	0.76	0.83
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1352	890	321	74	45	19	1211	65	878	354	70	24	19	1233	43
		26%	**46%bcdefg**	**16%c**	*10%*	*13%*	*16%*	**31%bcdeg**	*14%*	**45%ijklmn**	**18%jk**	*9%*	*9%*	**23%jk**	**31%ijkn**	*13%*
Fairly satisfied	(4)	2436	753	1178	285	161	52	1932	213	806	1162	317	112	29	1968	140
		47%	*39%*	**60%acdefg**	*39%*	**47%a**	*42%*	**49%ac**	**46%a**	*41%*	**59%hjklmn**	*39%*	*44%*	*34%*	**50%hjln**	*41%*
Neither satisfied or dissatisfied	(3)	978	207	347	294	85	31	554	116	199	333	349	66	18	532	84
		19%	*11%*	**18%af**	**41%abdefg**	**25%abf**	**25%af**	**14%a**	**25%abf**	*10%*	**17%hm**	**43%hiklmn**	**26%him**	**21%h**	**13%h**	**25%him**
Fairly dissatisfied	(2)	174	45	65	34	23	5	111	28	38	67	42	22	4	104	26
		3%	*2%*	*3%*	**5%a**	**7%abf**	*4%*	*3%*	**6%abf**	*2%*	**3%h**	**5%hm**	**9%him**	*5%*	*3%*	**8%him**
Very dissatisfied	(1)	74	10	23	19	13	7	33	20	15	23	12	14	9	38	23
		1%	*1%*	*1%*	**3%abf**	**4%abf**	**6%abf**	*1%*	**4%abf**	*1%*	*1%*	*1%*	**6%hijm**	**10%hijm**	*1%*	**7%hijm**
Don't know		141	39	42	20	14	9	80	23	35	40	27	16	7	74	22
		3%	*2%*	*2%*	*3%*	*4%*	**7%abf**	*2%*	**5%abf**	*2%*	*2%*	*3%*	**6%him**	**8%him**	*2%*	**7%him**
NET Very/fairly satisfied		3789	1644	1499	359	206	72	3143	278	1684	1516	388	136	48	3200	184
		73%	**85%bcdefg**	**76%cdeg**	*49%*	**60%c**	*58%*	**80%bcdeg**	**60%c**	**86%ijklmn**	**77%jkln**	*47%*	*53%*	*56%*	**81%ijkln**	*54%*
NET Very/fairly dissatisfied		248	56	88	52	36	12	143	48	52	90	54	36	13	142	49
		5%	*3%*	**4%a**	**7%abf**	**11%abf**	**10%abf**	*4%*	**10%abf**	*3%*	**5%h**	**7%hm**	**14%hijm**	**15%hijm**	*4%*	**15%hijm**
Mean		3.96	**4.29bcdefg**	**3.88cdeg**	3.51	3.62	3.63	**4.09bcdeg**	3.62	**4.29ijklmn**	**3.91jkln**	3.50	3.46	3.59	**4.10ijkln**	3.49
Std Dev.		0.86	0.79	0.76	0.85	0.95	1.02	0.80	0.97	0.79	0.77	0.79	1.00	1.23	0.80	1.06
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.14	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1352**	131	1203	19	448	846	58	1331	11	5	4	1346	2
		26%	***34%bc***	*26%*	*19%*	***29%ef***	***26%f***	*19%*	*26%*	*16%*	*18%*	*36%*	*26%*	*8%*
Fairly satisfied	(4)	**2436**	132	2251	54	688	1621	127	2396	25	8	1	2429	6
		47%	*34%*	***48%a***	***54%a***	*45%*	***49%df***	*41%*	*48%*	*39%*	*32%*	*9%*	*47%*	*21%*
Neither satisfied or dissatisfied	(3)	**978**	76	877	26	270	612	96	929	25	11	4	965	10
		19%	*20%*	*19%*	*26%*	*18%*	*18%*	***31%de***	*18%*	***38%gk***	*43%*	*35%*	*19%*	*33%*
Fairly dissatisfied	(2)	**174**	24	150	*	63	97	13	163	4	2	2	168	4
		3%	***6%b***	*3%*	*	*4%*	*3%*	*4%*	*3%*	*6%*	*7%*	*19%*	*3%*	*13%*
Very dissatisfied	(1)	**74**	10	63	1	32	40	3	73	1	*	-	74	-
		1%	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-
Don't know		**141**	12	129	*	35	93	13	134	-	-	-	134	7
		3%	*3%*	*3%*	*	*2%*	*3%*	*4%*	*3%*	-	-	-	*3%*	*25%*
NET Very/fairly satisfied		**3789**	262	3453	73	1136	2468	185	3727	36	13	5	3776	8
		73%	*68%*	*74%*	*73%*	***74%f***	***75%f***	*60%*	***74%h***	*55%*	*50%*	*46%*	***74%h***	*29%*
NET Very/fairly dissatisfied		**248**	34	213	1	95	137	16	236	4	2	2	242	4
		5%	***9%bc***	*5%*	*1%*	***6%e***	*4%*	*5%*	*5%*	*6%*	*7%*	*19%*	*5%*	*13%*
Mean		**3.96**	3.94	3.96	3.90	**3.97f**	**3.98f**	3.76	**3.97h**	3.64	3.60	3.63	**3.96h**	3.31
Std Dev.		**0.86**	1.03	0.84	0.72	0.91	0.83	0.85	0.85	0.85	0.89	1.22	0.85	0.90
Std Error		**0.01**	0.05	0.01	0.07	0.02	0.01	0.05	0.01	0.11	0.16	0.43	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 230

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1352**	277	354	314	407	102	93	82	133	106	115	76	118	121	153	142	113
		26%	*22%*	**27%a**	*24%*	**32%ac**	*24%*	*21%*	*19%*	**31%fgk**	**26%k**	**26%k**	*18%*	**28%gk**	**27%gk**	**36%efgijk**	**31%fgk**	**28%gk**
Fairly satisfied	(4)	**2436**	636	628	604	568	202	206	228	212	193	224	230	178	196	182	201	185
		47%	**50%d**	*49%*	*47%*	*44%*	*48%*	*47%*	**53%lmno**	*49%*	*46%*	*50%*	**53%lno**	*43%*	*44%*	*42%*	*44%*	*46%*
Neither satisfied or dissatisfied	(3)	**978**	235	232	283	227	80	78	78	60	93	79	104	83	97	76	82	69
		19%	*18%*	*18%*	**22%d**	*18%*	*19%*	*18%*	*18%*	*14%*	**22%h**	*18%*	**24%h**	*20%*	**22%h**	*18%*	*18%*	*17%*
Fairly dissatisfied	(2)	**174**	67	35	37	35	20	28	18	12	7	16	8	15	14	7	16	12
		3%	**5%bcd**	*3%*	*3%*	*3%*	*5%*	**7%hikn**	*4%*	*3%*	*2%*	*4%*	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*
Very dissatisfied	(1)	**74**	21	16	12	24	7	2	13	9	4	3	1	7	4	5	7	11
		1%	*2%*	*1%*	*1%*	*2%*	*2%*	*	**3%fk**	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	**3%fk**
Don't know		**141**	48	26	39	28	11	28	9	5	12	9	13	14	12	7	13	9
		3%	*4%*	*2%*	*3%*	*2%*	*3%*	**6%eghjmnp**	*2%*	*1%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*
NET Very/fairly satisfied		**3789**	913	982	918	975	304	299	310	344	299	338	306	296	316	335	342	298
		73%	*71%*	**76%ac**	*71%*	*76%*	*72%*	*69%*	*72%*	**80%efiklm**	*72%*	*76%*	*71%*	*71%*	*71%*	**78%f**	*74%*	*75%*
NET Very/fairly dissatisfied		**248**	88	52	49	59	26	30	31	21	11	20	9	22	18	12	24	23
		5%	**7%bc**	*4%*	*4%*	*5%*	**6%k**	**7%ikn**	**7%ikn**	*5%*	*3%*	*4%*	*2%*	*5%*	*4%*	*3%*	*5%*	**6%k**
Mean		**3.96**	3.87	**4.00a**	3.94	**4.03ac**	3.91	3.88	3.83	**4.05fgk**	3.97	3.98	3.88	3.96	3.96	**4.11efgk**	**4.01g**	3.96
Std Dev.		**0.86**	0.88	0.83	0.83	0.89	0.88	0.85	0.89	0.87	0.81	0.81	0.72	0.90	0.85	0.84	0.89	0.92
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	**981**	-	981	505	473	156	180	258	110	125	78	75	335	368	278	153	850	129	892
	19%	-	*19%*	*20%*	*18%*	**23%hijk**	**27%hijk**	**25%hijk**	*15%*	*14%*	*12%*	*14%*	**25%no**	**21%no**	*13%*	*13%*	*18%*	**27%p**	*17%*
Fairly satisfied (4)	**1657**	-	1657	804	846	240	254	371	241	270	174	107	495	612	551	281	1485	163	1650
	32%	-	*32%*	*32%*	*32%*	**35%jk**	**39%ijk**	**37%ijk**	**33%k**	**29%k**	**27%k**	*20%*	**37%no**	**35%no**	*26%*	*24%*	*32%*	*34%*	*32%*
Neither satisfied or dissatisfied (3)	**1428**	-	1428	714	712	188	149	242	207	279	184	178	338	449	641	362	1312	101	1473
	28%	-	*28%*	*28%*	*27%*	*27%*	*23%*	*24%*	*29%*	**30%fg**	*29%*	**34%fg**	*25%*	*26%*	**31%lm**	**31%lm**	**28%q**	*21%*	*29%*
Fairly dissatisfied (2)	**254**	-	254	108	147	46	31	38	44	33	46	15	77	83	95	62	210	40	263
	5%	-	*5%*	*4%*	*6%*	**7%gik**	*5%*	*4%*	*6%*	*4%*	**7%gik**	*3%*	*6%*	*5%*	*5%*	*5%*	*5%*	**8%p**	*5%*
Very dissatisfied (1)	**109**	-	109	63	43	26	8	15	18	21	12	9	34	33	42	21	101	6	136
	2%	-	*2%*	*3%*	*2%*	**4%fg**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*
Don't know	**727**	-	727	318	409	31	31	91	99	194	140	141	62	190	475	281	677	42	742
	14%	-	*14%*	*13%*	**16%c**	*4%*	*5%*	**9%ef**	**14%efg**	**21%efgh**	**22%efgh**	**27%efgh**	*5%*	**11%l**	**23%lm**	**24%lm**	**15%q**	*9%*	*14%*
NET Very/fairly satisfied	**2638**	-	2638	1309	1319	396	434	628	351	395	252	182	830	979	829	434	2335	292	2542
	51%	-	*51%*	*52%*	*50%*	**58%hijk**	**66%ehijk**	**62%hijk**	**49%jk**	**43%k**	*40%*	*35%*	**62%mno**	**56%no**	*40%*	*37%*	*50%*	**61%p**	*49%*
NET Very/fairly dissatisfied	**363**	-	363	170	190	72	39	53	62	54	58	24	111	116	137	83	311	46	399
	7%	-	*7%*	*7%*	*7%*	**10%fgik**	*6%*	*5%*	**9%gk**	*6%*	**9%gik**	*5%*	*8%*	*7%*	*7%*	*7%*	*7%*	*10%*	*8%*
Mean	**3.71**	-	3.71	3.72	3.70	**3.69j**	**3.91ehijk**	**3.89ehijk**	3.61	3.61	3.52	3.58	**3.80no**	**3.78no**	3.58	3.55	3.70	**3.84p**	3.66
Std Dev.	**0.95**	-	0.95	0.97	0.94	1.03	0.91	0.92	0.95	0.92	0.95	0.92	0.98	0.94	0.93	0.94	0.95	1.00	0.97
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	**981**	232	308	199	242	540	441	661	313	123	109	250	224	235	583	123	832
		19%	**22%b**	*18%*	*18%*	*19%*	*19%*	*19%*	**22%h**	*16%*	*20%*	*16%*	*18%*	*19%*	**27%ijkln**	*18%*	*19%*	*20%*
Fairly satisfied	(4)	**1657**	321	571	381	384	891	766	1072	562	189	210	454	410	297	1074	194	1385
		32%	*31%*	*33%*	*34%*	*31%*	*32%*	*32%*	**35%h**	*28%*	*30%*	*30%*	*33%*	*34%*	*34%*	*33%*	*30%*	*33%*
Neither satisfied or dissatisfied	(3)	**1428**	271	482	295	380	753	675	815	586	181	209	392	323	191	923	184	1136
		28%	*26%*	*28%*	*27%*	*30%*	*27%*	*29%*	*27%*	*29%*	**29%m**	**30%m**	**28%m**	*27%*	*22%*	**28%m**	*29%*	*27%*
Fairly dissatisfied	(2)	**254**	50	76	75	53	126	128	140	104	30	33	82	45	37	160	30	201
		5%	*5%*	*4%*	**7%bd**	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*4%*	*5%*	*5%*	*5%*
Very dissatisfied	(1)	**109**	36	28	19	26	64	45	62	47	13	26	25	25	14	77	13	92
		2%	**3%b**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%k**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Don't know		**727**	129	285	139	173	415	312	317	392	93	107	177	181	94	465	93	565
		14%	*12%*	**16%ac**	*13%*	*14%*	*15%*	*13%*	*10%*	**20%g**	*15%*	**15%m**	*13%*	**15%m**	*11%*	*14%*	*15%*	*13%*
NET Very/fairly satisfied		**2638**	553	879	580	626	1432	1206	1733	875	313	318	704	633	532	1656	317	2217
		51%	*53%*	*50%*	*52%*	*50%*	*51%*	*51%*	**56%h**	*44%*	*50%*	*46%*	*51%*	**52%j**	**61%ijkln**	*50%*	*50%*	*53%*
NET Very/fairly dissatisfied		**363**	85	104	94	79	190	173	202	151	43	60	107	71	51	237	43	293
		7%	*8%*	*6%*	*8%*	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*	*9%*	*8%*	*6%*	*6%*	*7%*	*7%*	*7%*
Mean		**3.71**	3.73	3.72	3.69	3.70	3.72	3.70	**3.77h**	3.61	3.71	3.58	3.68	**3.74j**	**3.91ijkln**	3.68	3.71	3.73
Std Dev.		**0.95**	1.03	0.92	0.95	0.95	0.96	0.95	0.94	0.96	0.96	1.00	0.95	0.93	0.95	0.95	0.95	0.96
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 231

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	981	863	118	43	861	50	45	26	44	133	75	56	97	93	171	113	79	10	40
		19%	*20%*	*16%*	*17%*	**20%e**	*11%*	**18%e**	**18%e**	**21%r**	**24%kor**	**18%r**	*15%*	**21%r**	**20%r**	**25%jkopr**	**16%r**	**18%r**	*15%*	*11%*
Fairly satisfied	(4)	1657	1430	227	83	1381	136	83	57	76	180	128	118	136	135	252	219	137	29	106
		32%	*32%*	*31%*	*33%*	*32%*	*31%*	*33%*	**39%de**	**36%r**	*32%*	*30%*	*32%*	*30%*	*28%*	**37%mr**	*31%*	*31%*	**43%lmr**	*29%*
Neither satisfied or dissatisfied	(3)	1428	1209	219	76	1189	136	66	38	57	148	107	121	121	135	150	214	136	13	123
		28%	*27%*	*30%*	*30%*	*28%*	*31%*	*26%*	*26%*	*28%*	*26%*	*25%*	**33%nq**	*27%*	*28%*	*22%*	**30%n**	**31%nq**	*19%*	**33%jnq**
Fairly dissatisfied	(2)	254	219	35	14	209	26	13	6	3	24	14	15	29	24	40	42	18	3	23
		5%	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*4%*	*1%*	*4%*	*3%*	*4%*	**6%h**	**5%h**	**6%h**	**6%h**	*4%*	*5%*	**6%h**
Very dissatisfied	(1)	109	93	16	6	83	14	7	5	4	3	12	9	9	13	15	16	3	*	14
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*1%*	**3%l**	*2%*	*2%*	**3%l**	*2%*	*2%*	*1%*	*	**4%lp**
Don't know		727	607	120	29	596	80	38	14	25	75	87	54	61	77	49	100	67	12	67
		14%	*14%*	*16%*	*12%*	**14%g**	**18%dg**	**15%g**	*9%*	*12%*	**13%n**	**21%hiln**	**15%n**	**13%n**	**16%n**	*7%*	**14%n**	**15%n**	**18%n**	**18%hn**
NET Very/fairly satisfied		2638	2293	345	126	2242	185	127	83	119	313	203	174	233	228	423	332	216	39	146
		51%	**52%b**	*47%*	*50%*	**52%e**	*42%*	**51%e**	**57%e**	**57%jkmor**	**56%kr**	**48%r**	*47%*	**51%r**	**48%r**	**62%jklmopr**	**47%r**	**49%r**	**58%r**	*39%*
NET Very/fairly dissatisfied		363	312	51	20	292	40	20	11	7	27	26	24	38	37	55	57	21	4	36
		7%	*7%*	*7%*	*8%*	*7%*	*9%*	*8%*	*8%*	*3%*	*5%*	*6%*	*6%*	**8%h**	**8%h**	**8%h**	**8%h**	*5%*	*5%*	**10%hlp**
Mean		3.71	3.72	3.64	3.65	**3.73e**	3.50	**3.68e**	**3.71e**	**3.83kor**	**3.85kor**	**3.71r**	**3.62r**	**3.72r**	**3.68r**	**3.83kor**	**3.62r**	**3.73r**	**3.82r**	3.44
Std Dev.		0.95	0.96	0.94	0.95	0.95	0.95	0.98	0.96	0.88	0.90	0.98	0.92	0.99	1.00	0.98	0.95	0.88	0.81	0.96
Std Error		0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	981	637	224	59	38	19	860	58	644	252	43	26	12	897	37
		19%	**33%bcdefg**	*11%*	*8%*	*11%*	**16%c**	**22%bcdg**	*12%*	**33%ijklmn**	**13%j**	*5%*	**10%j**	**13%j**	**23%ijkn**	**11%j**
Fairly satisfied	(4)	1657	509	802	203	111	31	1311	142	560	795	210	70	19	1355	88
		32%	*26%*	**41%acdefg**	*28%*	*33%*	*25%*	**33%ac**	*30%*	*28%*	**40%hjklmn**	*26%*	*28%*	*22%*	**34%hjn**	*26%*
Neither satisfied or dissatisfied	(3)	1428	385	541	348	98	37	927	136	374	546	389	77	26	921	103
		28%	*20%*	**27%af**	**48%abdefg**	**29%a**	**30%a**	**24%a**	**29%af**	*19%*	**28%hm**	**48%hiklmn**	**31%hm**	*30%*	**23%h**	**30%hm**
Fairly dissatisfied	(2)	254	52	118	38	35	11	169	46	68	97	58	19	12	165	30
		5%	*3%*	**6%af**	**5%a**	**10%abcf**	**9%a**	**4%a**	**10%abcf**	*3%*	*5%*	**7%hm**	**7%h**	**14%him**	*4%*	**9%him**
Very dissatisfied	(1)	109	26	35	20	17	9	61	25	33	34	20	14	7	67	21
		2%	*1%*	*2%*	*3%*	**5%abf**	**7%abcf**	*2%*	**5%abf**	*2%*	*2%*	*2%*	**6%him**	**8%hijm**	*2%*	**6%hijm**
Don't know		727	337	255	58	42	17	592	59	289	254	97	48	11	544	59
		14%	**17%bc**	**13%c**	*8%*	*12%*	*14%*	**15%c**	**13%c**	*15%*	*13%*	*12%*	**19%ij**	*13%*	*14%*	**18%j**
NET Very/fairly satisfied		2638	1146	1026	261	149	50	2172	199	1205	1047	253	96	30	2252	126
		51%	**59%bcdeg**	**52%cdg**	*36%*	*44%*	*40%*	**55%cdeg**	*43%*	**61%ijklmn**	**53%jkln**	*31%*	*38%*	*35%*	**57%ijkln**	*37%*
NET Very/fairly dissatisfied		363	78	153	57	52	20	231	72	102	131	78	33	19	233	51
		7%	*4%*	**8%af**	**8%a**	**15%abcf**	**16%abcf**	**6%a**	**15%abcf**	*5%*	*7%*	**10%him**	**13%him**	**22%hijm**	*6%*	**15%hijm**
Mean		3.71	**4.04bcdefg**	**3.62cdeg**	3.36	3.40	3.37	**3.82bcdeg**	3.39	**4.02ijklmn**	**3.66jkln**	3.27	3.37	3.22	**3.84ijkln**	3.33
Std Dev.		0.95	0.95	0.87	0.84	1.03	1.15	0.94	1.06	0.97	0.87	0.81	1.04	1.17	0.94	1.07
Std Error		0.01	0.02	0.02	0.03	0.06	0.11	0.02	0.05	0.02	0.02	0.03	0.07	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**981**	118	840	24	328	585	68	954	17	6	3	977	2
		19%	***31%b***	*18%*	*24%*	***21%e***	*18%*	*22%*	*19%*	*26%*	*23%*	*25%*	*19%*	*7%*
Fairly satisfied	(4)	**1657**	87	1537	33	449	1116	92	1619	25	7	3	1652	2
		32%	*23%*	***33%a***	*33%*	*29%*	***34%d***	*30%*	*32%*	*39%*	*27%*	*32%*	*32%*	*6%*
Neither satisfied or dissatisfied	(3)	**1428**	97	1305	26	418	911	99	1387	16	5	4	1408	16
		28%	*25%*	*28%*	*26%*	*27%*	*28%*	*32%*	*28%*	*25%*	*19%*	*43%*	*28%*	*54%*
Fairly dissatisfied	(2)	**254**	17	231	6	109	125	20	243	6	5	-	254	1
		5%	*5%*	*5%*	*6%*	***7%e***	*4%*	*6%*	*5%*	*10%*	*18%*	-	*5%*	*2%*
Very dissatisfied	(1)	**109**	16	93	1	43	63	4	107	*	2	-	109	-
		2%	***4%b***	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*	*7%*	-	*2%*	-
Don't know		**727**	49	668	10	189	510	28	716	*	1	-	718	9
		14%	*13%*	*14%*	*10%*	*12%*	***15%df***	*9%*	***14%h***	*	*6%*	-	***14%h***	*31%*
NET Very/fairly satisfied		**2638**	205	2377	56	777	1701	160	2574	42	13	6	2628	4
		51%	*53%*	*51%*	*56%*	*51%*	*51%*	*52%*	*51%*	*65%*	*50%*	*57%*	*51%*	*13%*
NET Very/fairly dissatisfied		**363**	33	323	7	152	188	24	350	7	6	-	363	1
		7%	*9%*	*7%*	*7%*	***10%e***	*6%*	*8%*	*7%*	*10%*	*25%*	-	*7%*	*2%*
Mean		**3.71**	3.82	3.70	3.80	3.68	3.73	3.71	3.71	3.80	3.43	3.82	3.71	3.25
Std Dev.		**0.95**	1.11	0.94	0.94	1.03	0.92	0.95	0.95	0.95	1.27	0.84	0.96	0.67
Std Error		**0.01**	0.06	0.01	0.10	0.03	0.02	0.06	0.01	0.13	0.23	0.30	0.01	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 231

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**981**	186	270	226	299	82	60	44	96	83	90	64	73	89	111	96	91
		19%	*15%*	**21%a**	*18%*	**23%ac**	**20%g**	*14%*	*10%*	**22%fgk**	**20%g**	**20%g**	*15%*	**18%g**	**20%g**	**26%fgkl**	**21%fg**	**23%fgk**
Fairly satisfied	(4)	**1657**	424	407	399	427	119	135	170	128	109	170	138	139	122	144	143	141
		32%	*33%*	*31%*	*31%*	*33%*	*28%*	*31%*	**40%efhimo**	*30%*	*26%*	**38%eim**	*32%*	*34%*	*28%*	*33%*	*31%*	**35%i**
Neither satisfied or dissatisfied	(3)	**1428**	369	338	395	326	112	132	125	117	119	102	140	122	132	92	135	98
		28%	*29%*	*26%*	**31%d**	*25%*	*27%*	**30%n**	**29%n**	*27%*	*29%*	*23%*	**32%jn**	**30%n**	**30%n**	*21%*	**29%n**	*25%*
Fairly dissatisfied	(2)	**254**	85	70	52	46	31	33	21	25	23	22	31	12	9	8	17	21
		5%	**7%cd**	*5%*	*4%*	*4%*	**7%lmn**	**8%lmno**	*5%*	**6%mn**	**6%n**	*5%*	**7%lmn**	*3%*	*2%*	*2%*	*4%*	**5%n**
Very dissatisfied	(1)	**109**	30	30	21	28	12	7	11	10	12	9	3	7	12	12	10	5
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*
Don't know		**727**	190	176	196	164	64	69	57	55	69	53	57	61	78	62	60	43
		14%	*15%*	*14%*	*15%*	*13%*	*15%*	*16%*	*13%*	*13%*	*17%*	*12%*	*13%*	*15%*	**18%p**	*14%*	*13%*	*11%*
NET Very/fairly satisfied		**2638**	610	677	625	726	202	195	214	224	192	261	201	212	212	255	239	232
		51%	*48%*	*52%*	*48%*	**56%ac**	*48%*	*45%*	*50%*	*52%*	*46%*	**58%efikm**	*47%*	*51%*	*48%*	**59%efgikm**	*52%*	**58%efikm**
NET Very/fairly dissatisfied		**363**	115	100	74	74	43	40	32	34	35	31	34	19	21	21	27	26
		7%	**9%cd**	*8%*	*6%*	*6%*	**10%lmn**	*9%*	*7%*	*8%*	*8%*	*7%*	*8%*	*5%*	*5%*	*5%*	*6%*	*7%*
Mean		**3.71**	3.60	**3.73a**	3.69	**3.82ac**	3.64	3.57	3.58	3.74	3.66	**3.79fgk**	3.61	3.73	3.74	**3.91efgik**	3.74	**3.82fgk**
Std Dev.		**0.95**	0.95	0.99	0.92	0.95	1.03	0.93	0.88	1.00	1.02	0.94	0.89	0.89	0.96	0.97	0.95	0.93
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	**995**	-	995	523	469	148	156	246	125	137	92	90	304	371	320	182	884	109	938
	19%	-	*19%*	**21%d**	*18%*	**22%ij**	**24%hijk**	**24%hijk**	*17%*	*15%*	*15%*	*17%*	**23%no**	**21%no**	*15%*	*16%*	*19%*	*23%*	*18%*
Fairly satisfied (4)	**1925**	-	1925	891	1028	255	280	442	275	313	189	171	535	716	673	360	1716	201	1835
	37%	-	*37%*	*35%*	**39%c**	**37%j**	**43%ijk**	**44%eijk**	**38%j**	*34%*	*30%*	*33%*	**40%no**	**41%no**	*32%*	*31%*	*37%*	*42%*	*36%*
Neither satisfied or dissatisfied (3)	**1529**	-	1529	761	766	182	142	238	226	322	241	177	324	464	741	418	1398	113	1659
	30%	-	*30%*	*30%*	*29%*	*27%*	*22%*	*23%*	**31%fg**	**35%efg**	**38%efg**	**34%efg**	*24%*	*27%*	**36%lm**	**36%lm**	**30%q**	*23%*	*32%*
Fairly dissatisfied (2)	**190**	-	190	107	82	55	34	28	32	15	19	8	88	60	42	27	151	36	188
	4%	-	*4%*	*4%*	*3%*	**8%ghijk**	**5%ik**	*3%*	**5%ik**	*2%*	*3%*	*2%*	**7%mno**	**3%n**	*2%*	*2%*	*3%*	**7%p**	*4%*
Very dissatisfied (1)	**70**	-	70	41	28	18	6	16	9	10	8	3	24	25	21	11	67	3	69
	1%	-	*1%*	*2%*	*1%*	**3%k**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know	**447**	-	447	189	258	29	36	46	52	125	84	76	65	98	285	160	419	20	467
	9%	-	*9%*	*8%*	**10%c**	*4%*	*6%*	*5%*	*7%*	**14%efgh**	**13%efgh**	**14%efgh**	*5%*	*6%*	**14%lm**	**14%lm**	**9%q**	*4%*	*9%*
NET Very/fairly satisfied	**2920**	-	2920	1414	1496	403	436	687	400	450	282	261	839	1087	993	543	2599	310	2773
	57%	-	*57%*	*56%*	*57%*	**59%ijk**	**67%ehijk**	**68%ehijk**	**56%ij**	*49%*	*44%*	*50%*	**63%no**	**63%no**	*48%*	*47%*	*56%*	**65%p**	*54%*
NET Very/fairly dissatisfied	**261**	-	261	148	110	73	39	43	42	25	27	11	112	85	63	38	218	38	257
	5%	-	*5%*	**6%d**	*4%*	**11%fghijk**	**6%ik**	*4%*	**6%ik**	*3%*	*4%*	*2%*	**8%mno**	**5%n**	*3%*	*3%*	*5%*	**8%p**	*5%*
Mean	**3.76**	-	3.76	3.75	3.77	3.70	**3.89ehij**	**3.90ehijk**	3.71	3.69	3.62	3.75	**3.79no**	**3.82no**	3.68	3.68	3.76	3.82	3.72
Std Dev.	**0.88**	-	0.88	0.91	0.84	1.00	0.88	0.87	0.87	0.82	0.86	0.82	0.95	0.87	0.83	0.84	0.88	0.90	0.88
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	995	233	285	205	271	518	476	619	367	137	138	231	223	226	592	137	827
		19%	22%b	16%	18%	22%b	19%	20%	20%	18%	22%k	20%	17%	19%	26%jkln	18%	21%	20%
Fairly satisfied	(4)	1925	360	686	444	435	1046	879	1234	664	188	249	543	515	311	1307	191	1638
		37%	35%	39%	40%d	35%	38%	37%	40%h	33%	30%	36%	39%i	43%ijm	36%	40%i	30%	39%o
Neither satisfied or dissatisfied	(3)	1529	299	511	323	396	810	719	837	663	217	202	424	310	227	935	222	1184
		30%	29%	29%	29%	31%	29%	30%	27%	33%g	34%lmn	29%	31%l	26%	26%	28%	35%p	28%
Fairly dissatisfied	(2)	190	38	76	38	38	114	76	139	47	12	26	53	51	38	131	12	172
		4%	4%	4%	3%	3%	4%	3%	5%h	2%	2%	4%	4%	4%i	4%i	4%i	2%	4%o
Very dissatisfied	(1)	70	18	20	17	15	38	32	44	24	4	17	13	24	9	54	4	63
		1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%ik	1%	2%	1%	2%	1%	1%
Don't know		447	90	173	82	102	263	184	195	240	72	61	118	84	58	263	72	327
		9%	9%	10%	7%	8%	9%	8%	6%	12%g	11%lmn	9%	9%	7%	7%	8%	11%p	8%
NET Very/fairly satisfied		2920	593	971	648	707	1564	1355	1853	1031	325	387	773	738	537	1899	327	2465
		57%	57%	55%	59%	56%	56%	57%	60%h	51%	52%	56%	56%	61%i	62%i	58%i	51%	59%o
NET Very/fairly dissatisfied		261	56	96	55	54	152	108	183	71	16	44	66	75	47	184	16	235
		5%	5%	5%	5%	4%	5%	5%	6%h	4%	3%	6%i	5%	6%i	5%i	6%i	3%	6%o
Mean		3.76	3.79	3.72	3.76	3.79	3.75	3.77	3.78	3.74	3.79	3.73	3.73	3.77	3.87jkn	3.75	3.79	3.77
Std Dev.		0.88	0.92	0.86	0.87	0.89	0.88	0.88	0.89	0.86	0.86	0.94	0.84	0.89	0.91	0.88	0.86	0.89
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 232

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	995	868	127	48	858	63	48	25	44	138	84	64	86	78	166	129	70	9	54
		19%	*20%*	*17%*	*19%*	**20%e**	*14%*	*19%*	*17%*	**21%r**	**25%mpqr**	*20%*	*17%*	*19%*	*16%*	**24%mpqr**	*18%*	*16%*	*13%*	*15%*
Fairly satisfied	(4)	1925	1670	255	83	1642	142	82	58	79	217	154	133	167	183	261	271	177	27	115
		37%	*38%*	*35%*	*33%*	**38%e**	*32%*	*33%*	**40%ef**	*38%*	**39%r**	*36%*	*36%*	*37%*	*38%*	**39%r**	**39%r**	**40%r**	*40%*	*31%*
Neither satisfied or dissatisfied	(3)	1529	1278	251	90	1240	168	73	48	61	145	117	116	147	155	181	194	124	19	149
		30%	*29%*	**34%a**	**36%a**	*29%*	**38%df**	*29%*	*33%*	*29%*	*26%*	*28%*	*31%*	*32%*	*33%*	*27%*	*28%*	*28%*	*29%*	**40%hijknop**
Fairly dissatisfied	(2)	190	173	17	6	157	16	11	6	8	12	15	19	16	9	42	20	16	4	12
		4%	*4%*	*2%*	*2%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	**5%m**	*4%*	*2%*	**6%lm**	*3%*	*4%*	**6%lm**	*3%*
Very dissatisfied	(1)	70	56	14	5	57	9	4	1	2	4	1	7	2	11	9	16	5	1	8
		1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*	*2%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	**2%j**
Don't know		447	376	72	19	365	43	32	8	14	48	54	33	35	42	18	73	48	8	35
		9%	*8%*	*10%*	*8%*	*8%*	**10%g**	**13%dg**	*5%*	**7%n**	**8%n**	**13%hn**	**9%n**	**8%n**	**9%n**	*3%*	**10%n**	**11%n**	**11%n**	**9%n**
NET Very/fairly satisfied		2920	2538	382	132	2501	205	130	83	123	355	237	197	253	261	427	400	247	36	169
		57%	**57%b**	*52%*	*52%*	**58%ef**	*47%*	*52%*	**57%e**	**59%r**	**63%kr**	**56%r**	*53%*	**56%r**	**55%r**	**63%kr**	**57%r**	**56%r**	*53%*	*45%*
NET Very/fairly dissatisfied		261	229	31	11	214	25	15	7	10	15	16	26	18	19	52	36	22	5	20
		5%	*5%*	*4%*	*4%*	*5%*	*6%*	*6%*	*5%*	*5%*	*3%*	*4%*	**7%l**	*4%*	*4%*	**8%l**	*5%*	*5%*	**7%l**	*5%*
Mean		3.76	3.77	3.70	3.71	**3.78e**	3.59	**3.73e**	**3.73e**	**3.80r**	**3.92klmopqr**	**3.82r**	3.68	**3.76r**	3.71	**3.81r**	**3.76r**	**3.74r**	3.65	3.58
Std Dev.		0.88	0.88	0.88	0.89	0.88	0.88	0.92	0.83	0.88	0.84	0.84	0.91	0.84	0.87	0.93	0.90	0.85	0.87	0.88
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	995	663	220	61	34	14	883	48	694	224	55	12	6	918	18
		19%	**34%bcdefg**	*11%*	*8%*	*10%*	*12%*	**23%bcdeg**	*10%*	**35%ijklmn**	**11%jkn**	*7%*	*5%*	*7%*	**23%ijkln**	*5%*
Fairly satisfied	(4)	1925	618	933	206	131	33	1551	164	658	945	238	65	15	1603	81
		37%	*32%*	**47%acdefg**	*28%*	**38%c**	*27%*	**40%ace**	*35%*	**33%ln**	**48%hjklmn**	*29%*	*26%*	*18%*	**41%hjkln**	*24%*
Neither satisfied or dissatisfied	(3)	1529	440	574	359	92	47	1013	139	432	555	389	99	36	987	136
		30%	*23%*	**29%a**	**49%abdfg**	*27%*	**38%af**	**26%a**	**30%a**	*22%*	**28%h**	**48%him**	**39%him**	**42%him**	*25%*	**40%him**
Fairly dissatisfied	(2)	190	31	83	40	30	6	114	36	29	88	41	23	7	117	31
		4%	*2%*	**4%a**	**5%af**	**9%abf**	**5%a**	**3%a**	**8%abf**	*1%*	**4%hm**	**5%hm**	**9%him**	**9%hm**	**3%h**	**9%him**
Very dissatisfied	(1)	70	11	17	11	23	7	28	30	5	20	22	17	5	25	23
		1%	*1%*	*1%*	*2%*	**7%abcf**	**5%abcf**	*1%*	**6%abcf**	*	**1%h**	**3%him**	**7%hijm**	**6%him**	*1%*	**7%hijm**
Don't know		447	183	149	48	31	17	332	48	152	147	72	36	16	299	52
		9%	*9%*	*8%*	*7%*	*9%*	**14%c**	*8%*	*10%*	*8%*	*7%*	*9%*	**14%him**	**18%hijm**	*8%*	**15%hijm**
NET Very/fairly satisfied		2920	1281	1153	267	165	47	2433	212	1352	1169	293	77	21	2521	99
		57%	**66%bcdefg**	**58%cdeg**	*37%*	**48%c**	*38%*	**62%bcdeg**	**46%c**	**69%ijklmn**	**59%jkln**	*36%*	*30%*	*25%*	**64%ijkln**	*29%*
NET Very/fairly dissatisfied		261	42	100	51	53	13	142	66	34	108	63	41	13	142	53
		5%	*2%*	**5%a**	**7%af**	**16%abcf**	**11%abf**	**4%a**	**14%abcf**	*2%*	**5%hm**	**8%hm**	**16%hijm**	**15%him**	**4%h**	**16%hijm**
Mean		3.76	**4.07bcdefg**	**3.69cdeg**	3.39	3.39	3.39	**3.88bcdeg**	3.39	**4.10ijklmn**	**3.69jkln**	**3.35kn**	3.14	3.14	**3.90ijkln**	3.14
Std Dev.		0.88	0.87	0.78	0.80	1.05	1.01	0.84	1.04	0.84	0.79	0.82	0.96	0.98	0.84	0.97
Std Error		0.01	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**995**	119	859	17	338	604	53	971	15	4	3	990	2
		19%	***31%bc***	*18%*	*17%*	***22%e***	*18%*	*17%*	*19%*	*23%*	*16%*	*25%*	*19%*	*7%*
Fairly satisfied	(4)	**1925**	109	1779	37	541	1279	105	1887	25	9	2	1920	2
		37%	*28%*	***38%a***	*37%*	*35%*	*39%*	*34%*	*38%*	*38%*	*34%*	*22%*	*38%*	*8%*
Neither satisfied or dissatisfied	(3)	**1529**	100	1394	34	434	991	104	1486	19	9	4	1513	11
		30%	*26%*	*30%*	*35%*	*28%*	*30%*	*33%*	*30%*	*29%*	*34%*	*43%*	*30%*	*37%*
Fairly dissatisfied	(2)	**190**	15	173	2	53	123	15	181	1	3	1	185	4
		4%	*4%*	*4%*	*2%*	*3%*	*4%*	*5%*	*4%*	*2%*	*10%*	*11%*	*4%*	*14%*
Very dissatisfied	(1)	**70**	1	66	3	17	47	6	62	3	*	-	65	5
		1%	*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*4%*	*	-	*1%*	*17%*
Don't know		**447**	40	402	6	154	265	28	439	2	1	-	442	5
		9%	*10%*	*9%*	*6%*	*10%*	*8%*	*9%*	*9%*	*3%*	*6%*	-	*9%*	*17%*
NET Very/fairly satisfied		**2920**	228	2638	54	878	1883	158	2858	40	13	5	2910	4
		57%	*59%*	*56%*	*54%*	*57%*	*57%*	*51%*	*57%*	*61%*	*50%*	*47%*	*57%*	*14%*
NET Very/fairly dissatisfied		**261**	16	239	5	70	170	21	243	4	3	1	250	9
		5%	*4%*	*5%*	*5%*	*5%*	*5%*	*7%*	*5%*	*6%*	*11%*	*11%*	*5%*	*32%*
Mean		**3.76**	***3.96bc***	3.75	3.67	***3.82f***	3.75	3.65	3.77	3.76	3.58	3.61	3.77	2.66
Std Dev.		**0.88**	0.92	0.87	0.92	0.89	0.87	0.91	0.87	0.99	0.93	1.02	0.87	1.17
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.02	0.05	0.01	0.13	0.17	0.36	0.01	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 232

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**995**	219	246	215	314	90	73	57	91	75	80	53	83	80	119	101	94
		19%	*17%*	*19%*	*17%*	**24%abc**	**21%gk**	*17%*	*13%*	**21%gk**	*18%*	*18%*	*12%*	**20%k**	*18%*	**28%fgijkm**	**22%gk**	**23%gk**
Fairly satisfied	(4)	**1925**	491	496	464	474	153	155	183	159	136	200	156	155	153	153	182	138
		37%	*38%*	*38%*	*36%*	*37%*	*36%*	*36%*	**43%l**	*37%*	*33%*	**45%fimnp**	*36%*	*37%*	*35%*	*36%*	*39%*	*35%*
Neither satisfied or dissatisfied	(3)	**1529**	387	353	435	354	137	124	125	121	134	98	170	130	135	111	129	115
		30%	*30%*	*27%*	**34%bd**	*27%*	**33%j**	*29%*	*29%*	*28%*	**32%j**	*22%*	**39%fghjnop**	**31%j**	**31%j**	*26%*	*28%*	*29%*
Fairly dissatisfied	(2)	**190**	58	54	52	26	16	18	24	13	16	25	12	15	25	7	11	9
		4%	**5%d**	**4%d**	**4%d**	*2%*	*4%*	*4%*	**6%np**	*3%*	*4%*	**6%np**	*3%*	*4%*	**6%np**	*2%*	*2%*	*2%*
Very dissatisfied	(1)	**70**	12	18	13	27	3	1	8	8	5	5	7	4	2	5	11	11
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**2%f**	**3%fm**
Don't know		**447**	117	125	111	95	22	64	31	38	49	38	35	28	47	35	28	32
		9%	*9%*	*10%*	*9%*	*7%*	*5%*	**15%eghjklnop**	*7%*	*9%*	**12%eo**	*9%*	*8%*	*7%*	**11%e**	*8%*	*6%*	*8%*
NET Very/fairly satisfied		**2920**	710	742	680	788	242	228	240	251	212	279	209	238	233	273	283	232
		57%	*55%*	*57%*	*53%*	**61%ac**	**58%k**	*52%*	*56%*	**58%k**	*51%*	**63%fikm**	*48%*	*57%*	*53%*	**63%fikm**	**61%fik**	**58%k**
NET Very/fairly dissatisfied		**261**	70	73	65	53	19	19	32	21	21	31	19	19	27	11	21	20
		5%	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	**8%n**	*5%*	*5%*	**7%n**	*4%*	*4%*	*6%*	*3%*	*5%*	*5%*
Mean		**3.76**	3.73	3.77	3.69	**3.86ac**	**3.78k**	**3.76k**	3.65	**3.80k**	3.71	**3.79k**	3.59	**3.77k**	3.72	**3.95efgiklm**	**3.81gk**	**3.80k**
Std Dev.		**0.88**	0.86	0.89	0.86	0.91	0.86	0.83	0.87	0.91	0.88	0.87	0.82	0.86	0.88	0.87	0.91	0.95
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.04	0.04	0.04	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164**	-	4164	1989	2166	481	505	821	560	775	552	471	986	1381	1798	1023	3780	357	4234
	81%	-	*81%*	*79%*	**82%c**	*70%*	**77%e**	**81%e**	**78%e**	**84%efh**	**87%efgh**	**90%efghi**	*74%*	**80%l**	**86%lm**	**88%lm**	**82%q**	*74%*	*82%*
Items you send reaching their destination	**4207**	-	4207	2047	2151	487	514	836	578	778	550	464	1001	1413	1792	1015	3829	346	4262
	82%	-	*82%*	*81%*	*82%*	*71%*	**79%e**	**82%e**	**80%e**	**84%ef**	**87%efh**	**88%efgh**	*75%*	**82%l**	**86%lm**	**88%lm**	**83%q**	*72%*	*83%*
Items being delivered intact/undamaged	**4140**	-	4140	2022	2107	484	518	836	572	757	528	445	1002	1408	1730	973	3759	353	4186
	80%	-	*80%*	*81%*	*80%*	*70%*	**79%e**	**82%e**	**80%e**	**82%e**	**83%e**	**85%e**	*75%*	**81%l**	**83%l**	**84%l**	**81%q**	*74%*	*81%*
Speed of delivery	**3997**	-	3997	1965	2027	483	502	822	564	698	495	433	985	1386	1626	928	3619	354	4021
	78%	-	*78%*	*78%*	*77%*	*70%*	**77%e**	**81%ei**	**78%e**	*76%*	**78%e**	**83%ei**	*74%*	**80%l**	**78%l**	**80%l**	*78%*	*74%*	*78%*
Availability of post boxes	**4006**	-	4006	1955	2043	470	507	810	553	733	516	417	977	1363	1666	933	3630	344	3938
	78%	-	*78%*	*78%*	*78%*	*68%*	**78%e**	**80%e**	**77%e**	**79%e**	**81%e**	**79%e**	*73%*	**79%l**	**80%l**	**81%l**	**78%q**	*72%*	*76%*
Availability of Post Office branches	**3614**	-	3614	1749	1862	471	482	760	487	606	440	368	952	1247	1414	808	3246	346	3535
	70%	-	*70%*	*70%*	*71%*	*69%*	**74%l**	**75%ehl**	*68%*	*66%*	*69%*	*70%*	*71%*	**72%n**	*68%*	*70%*	*70%*	*72%*	*69%*
Cost of postage	**2888**	-	2888	1446	1439	437	447	642	393	442	294	234	883	1035	970	527	2579	294	2854
	56%	-	*56%*	*58%*	*55%*	**64%hijk**	**68%hijk**	**63%hijk**	**55%ijk**	*48%*	*46%*	*45%*	**66%mno**	**60%no**	*47%*	*45%*	*56%*	*61%*	*55%*
Accessibility of services	**3789**	-	3789	1851	1933	484	492	768	517	665	470	393	975	1285	1528	863	3425	344	3688
	73%	-	*73%*	*74%*	*73%*	*70%*	*75%*	*76%*	*72%*	*72%*	*74%*	*75%*	*73%*	*74%*	*73%*	*74%*	*74%*	*72%*	*72%*
Easy to access information, e.g. about complaints procedures	**2638**	-	2638	1309	1319	396	434	628	351	395	252	182	830	979	829	434	2335	292	2542
	51%	-	*51%*	*52%*	*50%*	**58%hijk**	**66%ehijk**	**62%hijk**	**49%jk**	**43%k**	*40%*	*35%*	**62%mno**	**56%no**	*40%*	*37%*	*50%*	**61%p**	*49%*
Product and service innovation	**2920**	-	2920	1414	1496	403	436	687	400	450	282	261	839	1087	993	543	2599	310	2773
	57%	-	*57%*	*56%*	*57%*	**59%ijk**	**67%ehijk**	**68%ehijk**	**56%ij**	*49%*	*44%*	*50%*	**63%no**	**63%no**	*48%*	*47%*	*56%*	**65%p**	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 233

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164**	856	1449	868	992	2304	1860	2423	1681	490	558	1125	1014	704	2698	493	3456
	81%	*82%*	**83%cd**	*78%*	*79%*	**83%f**	*79%*	*79%*	**84%g**	*78%*	*81%*	*81%*	**84%i**	*81%*	**82%i**	*77%*	**82%o**
Items you send reaching their destination	**4207**	872	1436	903	996	2308	1899	2473	1672	491	567	1119	1004	737	2690	495	3477
	82%	**84%d**	*82%*	*82%*	*79%*	*83%*	*80%*	*81%*	*83%*	*78%*	*82%*	*81%*	**83%i**	**85%i**	*82%*	*78%*	**83%o**
Items being delivered intact/undamaged	**4140**	871	1408	885	975	2279	1860	2428	1655	474	561	1094	1011	726	2665	479	3445
	80%	**84%d**	*80%*	*80%*	*77%*	**82%f**	*79%*	*79%*	**83%g**	*75%*	*81%*	*79%*	**84%ik**	**84%i**	**81%i**	*75%*	**82%o**
Speed of delivery	**3997**	814	1376	860	948	2190	1807	2378	1565	460	526	1080	972	714	2579	463	3339
	78%	*78%*	*79%*	*78%*	*75%*	*79%*	*76%*	*78%*	*78%*	*73%*	*76%*	**78%l**	**80%l**	**82%ij**	**79%l**	*73%*	**79%o**
Availability of post boxes	**4006**	837	1399	838	932	2236	1770	2399	1556	464	522	1075	968	722	2566	469	3342
	78%	**81%cd**	**80%cd**	*76%*	*74%*	**80%f**	*75%*	*78%*	*78%*	*74%*	*75%*	*78%*	**80%l**	**83%ijkn**	*78%*	*74%*	**79%o**
Availability of Post Office branches	**3614**	730	1266	778	840	1996	1618	2197	1372	415	466	963	876	671	2306	418	3015
	70%	*70%*	**72%d**	*70%*	*67%*	*72%*	*68%*	*72%*	*68%*	*66%*	*67%*	*70%*	**73%l**	**77%ijkn**	*70%*	*66%*	**72%o**
Cost of postage	**2888**	625	934	621	708	1559	1329	1857	997	319	347	761	730	575	1838	321	2444
	56%	**60%b**	*53%*	*56%*	*56%*	*56%*	*56%*	**61%h**	*50%*	*51%*	*50%*	*55%*	**60%ijkn**	**66%ijkn**	**56%j**	*50%*	**58%o**
Accessibility of services	**3789**	785	1298	805	901	2083	1706	2269	1473	417	499	1054	899	684	2453	422	3180
	73%	*76%*	*74%*	*73%*	*72%*	*75%*	*72%*	*74%*	*73%*	*66%*	*72%*	**76%l**	**74%l**	**79%ij**	**75%l**	*66%*	**76%o**
Easy to access information, e.g. about complaints procedures	**2638**	553	879	580	626	1432	1206	1733	875	313	318	704	633	532	1656	317	2217
	51%	*53%*	*50%*	*52%*	*50%*	*51%*	*51%*	**56%h**	*44%*	*50%*	*46%*	*51%*	**52%j**	**61%ijkln**	*50%*	*50%*	*53%*
Product and service innovation	**2920**	593	971	648	707	1564	1355	1853	1031	325	387	773	738	537	1899	327	2465
	57%	*57%*	*55%*	*59%*	*56%*	*56%*	*57%*	**60%h**	*51%*	*52%*	*56%*	*56%*	**61%l**	**62%l**	**58%l**	*51%*	**59%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 233

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164** *81%*	3572 *81%*	593 *81%*	199 *79%*	3467 *80%*	358 *81%*	217 **87%de**	122 *84%*	176 *85%*	440 *78%*	356 *84%*	291 *78%*	367 *81%*	384 *81%*	527 *78%*	550 *78%*	376 **85%lkno**	59 *87%*	299 *80%*
Items you send reaching their destination	**4207** *82%*	3589 *81%*	618 *84%*	213 *85%*	3509 *81%*	362 *82%*	214 *85%*	123 *84%*	172 *82%*	441 *78%*	354 *84%*	292 *78%*	365 *81%*	396 *83%*	526 *78%*	572 *81%*	390 **88%lkinor**	59 *87%*	303 *81%*
Items being delivered intact/undamaged	**4140** *80%*	3547 *80%*	593 *81%*	194 *77%*	3446 *80%*	358 *81%*	214 **85%d**	121 *83%*	173 **83%k**	443 *79%*	341 *81%*	280 *75%*	354 *78%*	394 **83%k**	522 *77%*	565 *80%*	374 **85%kn**	58 *85%*	300 *81%*
Speed of delivery	**3997** *78%*	3433 *78%*	565 *77%*	194 *77%*	3340 *77%*	340 *77%*	199 *80%*	117 *81%*	164 **79%k**	434 *77%*	320 *76%*	262 *70%*	341 *75%*	382 **80%k**	522 *77%*	565 **80%k**	350 **79%k**	57 **84%k**	284 *76%*
Availability of post boxes	**4006** *78%*	3433 *78%*	574 *78%*	186 *74%*	3385 **78%e**	324 *73%*	190 *76%*	108 *74%*	172 **83%r**	436 *77%*	334 **79%r**	285 *76%*	347 *77%*	381 **80%r**	526 *78%*	537 *76%*	367 **83%or**	57 **85%r**	266 *71%*
Availability of Post Office branches	**3614** *70%*	3138 **71%b**	475 *65%*	163 *65%*	3045 **71%e**	279 *63%*	177 **71%e**	112 **77%de**	156 **75%or**	393 **70%r**	295 **70%r**	261 **70%r**	323 **71%r**	345 **72%r**	499 **74%or**	456 *65%*	317 **72%r**	49 *72%*	231 *62%*
Cost of postage	**2888** *56%*	2527 **57%b**	361 *49%*	133 *53%*	2434 *56%*	227 *51%*	139 *56%*	89 **61%e**	132 **63%klor**	328 **58%r**	235 *55%*	190 *51%*	245 *54%*	260 *55%*	439 **65%jklmopr**	365 *52%*	241 *55%*	42 *61%*	185 *50%*
Accessibility of services	**3789** *73%*	3286 **74%b**	503 *68%*	171 *68%*	3193 *74%*	307 *70%*	183 *73%*	106 *73%*	152 *73%*	420 *75%*	288 *68%*	266 *71%*	336 *74%*	363 **76%jr**	516 **76%jr**	521 *74%*	330 *75%*	53 *78%*	254 *68%*
Easy to access information, e.g. about complaints procedures	**2638** *51%*	2293 **52%b**	345 *47%*	126 *50%*	2242 **52%e**	185 *42%*	127 **51%e**	83 **57%e**	119 **57%jkmor**	313 **56%kr**	203 **48%r**	174 *47%*	233 **51%r**	228 **48%r**	423 **62%jklmopr**	332 **47%r**	216 **49%r**	39 **58%r**	146 *39%*
Product and service innovation	**2920** *57%*	2538 **57%b**	382 *52%*	132 *52%*	2501 **58%et**	205 *47%*	130 *52%*	83 **57%e**	123 **59%r**	355 **63%kr**	237 **56%r**	197 *53%*	253 **56%r**	261 **55%r**	427 **63%kr**	400 **57%r**	247 **56%r**	36 *53%*	169 *45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164**	1815	1662	370	227	82	3477	309	1811	1672	433	175	54	3483	229
	81%	**93%bcdefg**	**84%cdeg**	*51%*	**66%c**	**67%c**	**89%bcdeg**	**66%c**	**92%ijklmn**	**84%jkln**	*53%*	**69%j**	*62%*	**88%ijkln**	**67%j**
Items you send reaching their destination	**4207**	1830	1679	388	218	83	3509	301	1830	1699	444	165	47	3529	212
	82%	**94%bcdefg**	**85%cdeg**	*54%*	**64%c**	**67%c**	**90%bcdeg**	**65%c**	**93%ijklmn**	**86%jkln**	*54%*	**65%j**	*55%*	**89%ijkln**	*62%*
Items being delivered intact/undamaged	**4140**	1809	1628	381	226	85	3437	311	1806	1638	447	168	58	3444	226
	80%	**93%bcdefg**	**82%cdeg**	*53%*	**66%c**	**68%c**	**88%bcdeg**	**67%c**	**92%ijklmn**	**83%jkln**	*55%*	**66%j**	*68%*	**87%ijkln**	**67%j**
Speed of delivery	**3997**	1754	1580	358	220	80	3334	300	1778	1598	418	137	52	3377	189
	78%	**90%bcdefg**	**80%cdeg**	*49%*	**64%c**	**65%c**	**85%bcdeg**	**64%c**	**90%ijklmn**	**81%jkln**	*51%*	*54%*	*61%*	**86%ijkln**	*56%*
Availability of post boxes	**4006**	1718	1622	360	217	76	3340	293	1717	1609	452	161	46	3325	206
	78%	**88%bcdefg**	**82%cdeg**	*50%*	**64%c**	*61%*	**85%bcdeg**	**63%c**	**87%ijklmn**	**81%jkln**	*55%*	*63%*	*53%*	**84%ijkln**	*61%*
Availability of Post Office branches	**3614**	1533	1449	353	191	77	2982	268	1573	1434	385	148	56	3007	203
	70%	**79%bcdeg**	**73%cdeg**	*49%*	*56%*	**62%c**	**76%cdeg**	**58%c**	**80%ijklmn**	**72%jkn**	*47%*	**58%j**	**65%j**	**76%ijkn**	**60%j**
Cost of postage	**2888**	1313	1100	269	148	50	2412	198	1356	1139	275	82	23	2495	105
	56%	**67%bcdefg**	**56%cdeg**	*37%*	*43%*	*40%*	**62%bcdeg**	*43%*	**69%ijklmn**	**58%jkln**	*34%*	*33%*	*27%*	**63%ijkln**	*31%*
Accessibility of services	**3789**	1644	1499	359	206	72	3143	278	1684	1516	388	136	48	3200	184
	73%	**85%bcdefg**	**76%cdeg**	*49%*	**60%c**	*58%*	**80%bcdeg**	**60%c**	**86%ijklmn**	**77%jkln**	*47%*	*53%*	*56%*	**81%ijkln**	*54%*
Easy to access information, e.g. about complaints procedures	**2638**	1146	1026	261	149	50	2172	199	1205	1047	253	96	30	2252	126
	51%	**59%bcdeg**	**52%cdeg**	*36%*	*44%*	*40%*	**55%cdeg**	*43%*	**61%ijklmn**	**53%jkln**	*31%*	*38%*	*35%*	**57%ijkln**	*37%*
Product and service innovation	**2920**	1281	1153	267	165	47	2433	212	1352	1169	293	77	21	2521	99
	57%	**66%bcdefg**	**58%cdeg**	*37%*	**48%c**	*38%*	**62%bcdeg**	**46%c**	**69%ijklmn**	**59%jkln**	*36%*	*30%*	*25%*	**64%ijkln**	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164** *81%*	304 *79%*	3788 *81%*	73 *73%*	1247 **81%f**	2709 **82%f**	208 *67%*	4099 **82%h**	44 *68%*	12 *48%*	5 *48%*	4156 **81%h**	4 *13%*
Items you send reaching their destination	**4207** *82%*	297 *77%*	3831 *82%*	79 *79%*	1247 **81%f**	2738 **83%f**	221 *71%*	4140 **82%h**	35 *54%*	19 *74%*	5 *47%*	4194 **82%h**	8 *28%*
Items being delivered intact/undamaged	**4140** *80%*	304 *79%*	3759 *80%*	76 *76%*	1206 **79%f**	2724 **82%df**	210 *68%*	4069 *81%*	45 *70%*	13 *53%*	5 *47%*	4128 *81%*	7 *24%*
Speed of delivery	**3997** *78%*	291 *76%*	3634 *78%*	72 *72%*	1171 **76%f**	2634 **80%df**	192 *62%*	3928 **78%h**	42 *64%*	15 *61%*	5 *46%*	3985 **78%h**	8 *27%*
Availability of post boxes	**4006** *78%*	274 *72%*	3668 **78%ac**	64 *64%*	1144 **75%f**	2659 **80%df**	204 *66%*	3935 *78%*	43 *66%*	18 *72%*	4 *38%*	3996 *78%*	7 *23%*
Availability of Post Office branches	**3614** *70%*	245 *64%*	3307 **71%a**	62 *62%*	1059 **69%f**	2369 **72%f**	186 *60%*	3553 *71%*	38 *58%*	12 *46%*	5 *47%*	3603 *70%*	6 *20%*
Cost of postage	**2888** *56%*	218 *57%*	2621 *56%*	49 *49%*	839 *55%*	1889 *57%*	160 *52%*	2821 *56%*	39 *61%*	15 *60%*	6 *56%*	2876 *56%*	7 *23%*
Accessibility of services	**3789** *73%*	262 *68%*	3453 *74%*	73 *73%*	1136 **74%f**	2468 **75%f**	185 *60%*	3727 **74%h**	36 *55%*	13 *50%*	5 *46%*	3776 **74%h**	8 *29%*
Easy to access information, e.g. about complaints procedures	**2638** *51%*	205 *53%*	2377 *51%*	56 *56%*	777 *51%*	1701 *51%*	160 *52%*	2574 *51%*	42 *65%*	13 *50%*	6 *57%*	2628 *51%*	4 *13%*
Product and service innovation	**2920** *57%*	228 *59%*	2638 *56%*	54 *54%*	878 *57%*	1883 *57%*	158 *51%*	2858 *57%*	40 *61%*	13 *50%*	5 *47%*	2910 *57%*	4 *14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 233

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4164** *81%*	1020 *79%*	1063 **82%c**	1006 *78%*	1075 **83%c**	339 *81%*	346 *80%*	335 *78%*	364 **85%km**	331 *80%*	368 *82%*	334 *77%*	338 *81%*	335 *76%*	369 **86%gkm**	369 *80%*	336 **84%m**
Items you send reaching their destination	**4207** *82%*	1023 *80%*	1075 *83%*	1024 *79%*	1085 **84%ac**	338 *80%*	347 *80%*	338 *79%*	367 **85%m**	329 *79%*	379 **85%m**	352 *81%*	334 *81%*	338 *76%*	369 **86%gm**	386 **84%m**	330 *83%*
Items being delivered intact/undamaged	**4140** *80%*	1027 *80%*	1045 *81%*	991 *77%*	1076 **83%c**	342 **81%m**	340 *78%*	345 **81%m**	352 **82%m**	326 *78%*	367 **82%m**	334 *77%*	337 **81%m**	321 *72%*	362 **84%m**	385 **84%m**	329 **82%m**
Speed of delivery	**3997** *78%*	970 *76%*	1026 **79%c**	957 *74%*	1045 **81%ac**	314 *75%*	344 *79%*	312 *73%*	351 **82%gm**	321 *77%*	353 *79%*	324 *75%*	314 *76%*	318 *72%*	357 **83%egkm**	361 *78%*	328 **82%egm**
Availability of post boxes	**4006** *78%*	972 *76%*	1027 *79%*	977 *76%*	1031 *80%*	320 *76%*	331 *76%*	321 *75%*	356 **83%gkm**	326 *78%*	346 *77%*	321 *74%*	324 *78%*	332 *75%*	351 *82%*	369 *80%*	311 *78%*
Availability of Post Office branches	**3614** *70%*	865 *67%*	928 *72%*	872 *68%*	948 **73%ac**	280 *66%*	306 *70%*	280 *65%*	300 *70%*	291 *70%*	337 **75%egk**	282 *65%*	287 *69%*	303 *68%*	328 **76%egk**	338 *73%*	282 *71%*
Cost of postage	**2888** *56%*	712 *55%*	708 *55%*	694 *54%*	775 **60%bc**	222 *53%*	248 *57%*	241 *56%*	222 *52%*	217 *52%*	270 **60%k**	208 *48%*	242 **58%k**	244 *55%*	269 **62%ehik**	278 **60%k**	228 *57%*
Accessibility of services	**3789** *73%*	913 *71%*	982 **76%ac**	918 *71%*	975 *76%*	304 *72%*	299 *69%*	310 *72%*	344 **80%efiklm**	299 *72%*	338 *76%*	306 *71%*	296 *71%*	316 *71%*	335 **78%f**	342 *74%*	298 *75%*
Easy to access information, e.g. about complaints procedures	**2638** *51%*	610 *48%*	677 *52%*	625 *48%*	726 **56%ac**	202 *48%*	195 *45%*	214 *50%*	224 *52%*	192 *46%*	261 **58%efikm**	201 *47%*	212 *51%*	212 *48%*	255 **59%efgikm**	239 *52%*	232 **58%efikm**
Product and service innovation	**2920** *57%*	710 *55%*	742 *57%*	680 *53%*	788 **61%ac**	242 **58%k**	228 *52%*	240 *56%*	251 **58%k**	212 *51%*	279 **63%fikm**	209 *48%*	238 *57%*	233 *53%*	273 **63%fikm**	283 **61%fik**	232 **58%k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**223**	-	223	120	102	54	33	47	32	23	30	3	87	79	57	34	183	37	228
	4%	-	*4%*	*5%*	*4%*	**8%ghik**	**5%ik**	**5%k**	**4%k**	*3%*	**5%k**	*1%*	**7%no**	**5%n**	*3%*	*3%*	*4%*	**8%p**	*4%*
Items you send reaching their destination	**180**	-	180	94	85	43	28	40	35	11	15	8	71	75	34	23	155	25	192
	3%	-	*3%*	*4%*	*3%*	**6%ijk**	**4%ik**	**4%ik**	**5%ik**	*1%*	*2%*	*1%*	**5%no**	**4%no**	*2%*	*2%*	*3%*	*5%*	*4%*
Items being delivered intact/undamaged	**217**	-	217	98	117	59	22	32	29	37	24	14	81	61	75	38	187	30	212
	4%	-	*4%*	*4%*	*4%*	**9%fghijk**	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	**6%mno**	*3%*	*4%*	*3%*	*4%*	*6%*	*4%*
Speed of delivery	**356**	-	356	188	161	75	38	42	50	63	63	25	113	92	152	89	312	41	351
	7%	-	*7%*	*7%*	*6%*	**11%fgik**	*6%*	*4%*	*7%*	**7%g**	**10%fgik**	*5%*	**8%m**	*5%*	*7%*	*8%*	*7%*	*8%*	*7%*
Availability of post boxes	**333**	-	333	168	162	64	33	50	52	49	45	40	97	101	134	85	308	25	406
	6%	-	*6%*	*7%*	*6%*	**9%fgi**	*5%*	*5%*	*7%*	*5%*	*7%*	*8%*	*7%*	*6%*	*6%*	*7%*	*7%*	*5%*	*8%*
Availability of Post Office branches	**628**	-	628	327	293	64	61	76	101	144	107	74	125	177	325	181	575	46	746
	12%	-	*12%*	*13%*	*11%*	*9%*	*9%*	*8%*	**14%efg**	**16%efg**	**17%efg**	**14%g**	*9%*	*10%*	**16%lm**	**16%lm**	*12%*	*9%*	*14%*
Cost of postage	**989**	-	989	457	523	84	76	154	140	219	173	142	161	294	534	316	893	86	1021
	19%	-	*19%*	*18%*	*20%*	*12%*	*12%*	*15%*	**19%ef**	**24%efg**	**27%efgh**	**27%efgh**	*12%*	**17%l**	**26%lm**	**27%lm**	*19%*	*18%*	*20%*
Accessibility of services	**248**	-	248	130	111	38	35	35	44	40	38	18	73	79	96	56	224	20	299
	5%	-	*5%*	*5%*	*4%*	*5%*	*5%*	*3%*	*6%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*6%*
Easy to access information, e.g. about complaints procedures	**363**	-	363	170	190	72	39	53	62	54	58	24	111	116	137	83	311	46	399
	7%	-	*7%*	*7%*	*7%*	**10%fgik**	*6%*	*5%*	**9%gk**	*6%*	**9%gk**	*5%*	*8%*	*7%*	*7%*	*7%*	*7%*	*10%*	*8%*
Product and service innovation	**261**	-	261	148	110	73	39	43	42	25	27	11	112	85	63	38	218	38	257
	5%	-	*5%*	**6%d**	*4%*	**11%fghijk**	**6%ik**	*4%*	**6%ik**	*3%*	*4%*	*2%*	**8%mno**	**5%n**	*3%*	*3%*	*5%*	**8%p**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**223** *4%*	49 *5%*	67 *4%*	51 *5%*	56 *4%*	116 *4%*	107 *5%*	141 *5%*	76 *4%*	19 *3%*	42 *6%l*	55 *4%*	51 *4%*	34 *4%*	148 *5%*	19 *3%*	184 *4%*
Items you send reaching their destination	**180** *3%*	37 *4%*	58 *3%*	52 *5%d*	33 *3%*	95 *3%*	84 *4%*	127 *4%h*	52 *3%*	20 *3%*	21 *3%*	70 *5%l*	31 *3%*	26 *3%*	123 *4%*	20 *3%*	151 *4%*
Items being delivered intact/undamaged	**217** *4%*	39 *4%*	69 *4%*	44 *4%*	64 *5%*	108 *4%*	108 *5%*	143 *5%*	69 *3%*	29 *5%*	40 *6%m*	55 *4%*	47 *4%*	27 *3%*	142 *4%*	29 *5%*	171 *4%*
Speed of delivery	**356** *7%*	78 *8%*	111 *6%*	77 *7%*	89 *7%*	190 *7%*	166 *7%*	216 *7%*	135 *7%*	37 *6%*	48 *7%*	94 *7%*	87 *7%*	41 *5%*	229 *7%*	38 *6%*	275 *7%*
Availability of post boxes	**333** *6%*	81 *8%*	94 *5%*	73 *7%*	85 *7%*	175 *6%*	158 *7%*	188 *6%*	140 *7%*	35 *6%*	56 *8%m*	93 *7%*	74 *6%*	38 *4%*	223 *7%*	35 *6%*	263 *6%*
Availability of Post Office branches	**628** *12%*	137 *13%*	201 *11%*	145 *13%*	146 *12%*	338 *12%*	290 *12%*	347 *11%*	266 *13%*	65 *10%*	102 *15%m*	157 *11%*	152 *13%*	82 *9%*	411 *13%*	66 *10%*	507 *12%*
Cost of postage	**989** *19%*	198 *19%*	352 *20%*	203 *18%*	236 *19%*	550 *20%*	438 *19%*	513 *17%*	453 *23%g*	137 *22%lm*	167 *24%klmn*	250 *18%*	197 *16%*	134 *15%*	614 *19%*	138 *22%*	769 *18%*
Accessibility of services	**248** *5%*	50 *5%*	61 *3%*	69 *6%b*	68 *5%*	111 *4%*	137 *6%e*	150 *5%*	92 *5%*	26 *4%*	50 *7%k*	50 *4%*	59 *5%*	41 *5%*	158 *5%*	26 *4%*	201 *5%*
Easy to access information, e.g. about complaints procedures	**363** *7%*	85 *8%*	104 *6%*	94 *8%*	79 *6%*	190 *7%*	173 *7%*	202 *7%*	151 *8%*	43 *7%*	60 *9%*	107 *8%*	71 *6%*	51 *6%*	237 *7%*	43 *7%*	293 *7%*
Product and service innovation	**261** *5%*	56 *5%*	96 *5%*	55 *5%*	54 *4%*	152 *5%*	108 *5%*	183 *6%h*	71 *4%*	16 *3%*	44 *6%l*	66 *5%*	75 *6%l*	47 *5%l*	184 *6%l*	16 *3%*	235 *6%o*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 234

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**223** *4%*	181 *4%*	42 *6%*	15 *6%*	193 *4%*	14 *3%*	10 *4%*	6 *4%*	8 *4%*	26 *5%*	15 *4%*	16 *4%*	13 *3%*	25 *5%*	42 *6%*	33 *5%*	15 *3%*	* *1%*	13 *4%*
Items you send reaching their destination	**180** *3%*	153 *3%*	27 *4%*	14 *6%*	146 *3%*	15 *3%*	11 *5%*	8 **5%d**	5 *2%*	23 **4%p**	8 *2%*	23 **6%jp**	22 **5%p**	13 *3%*	29 **4%p**	19 *3%*	4 *1%*	1 *1%*	14 **4%p**
Items being delivered intact/undamaged	**217** *4%*	181 *4%*	35 *5%*	13 *5%*	182 *4%*	15 *3%*	11 *5%*	8 *5%*	6 *3%*	13 *2%*	15 *4%*	29 **8%hijpr**	22 *5%*	21 *4%*	31 *5%*	35 *5%*	10 *2%*	2 *3%*	13 *4%*
Speed of delivery	**356** *7%*	308 *7%*	48 *7%*	20 *8%*	298 *7%*	30 *7%*	18 *7%*	10 *7%*	10 *5%*	31 *5%*	32 *7%*	39 **10%hip**	41 **9%p**	37 **8%p**	46 *7%*	48 *7%*	16 *4%*	3 *4%*	27 **7%p**
Availability of post boxes	**333** *6%*	280 *6%*	53 *7%*	17 *7%*	248 *6%*	49 **11%d**	23 **9%d**	13 **9%d**	10 *5%*	22 *4%*	28 *7%*	25 *7%*	26 *6%*	30 *6%*	30 *4%*	53 *7%*	24 *5%*	4 *5%*	45 **12%hijklmnop**
Availability of Post Office branches	**628** *12%*	508 *11%*	120 **16%a**	40 *16%*	498 *12%*	76 **17%dg**	39 **15%d**	16 *11%*	23 *11%*	52 *9%*	66 **16%i**	37 *10%*	52 *12%*	57 *12%*	70 *10%*	88 *13%*	52 *12%*	8 *11%*	68 **18%hiklmnop**
Cost of postage	**989** *19%*	823 *19%*	166 **23%a**	55 *22%*	807 *19%*	99 *23%*	55 *22%*	28 *19%*	39 *19%*	86 *15%*	78 *19%*	90 **24%in**	91 *20%*	104 **22%n**	102 *15%*	129 *18%*	87 *20%*	12 *17%*	88 **24%in**
Accessibility of services	**248** *5%*	208 *5%*	39 *5%*	12 *5%*	207 *5%*	16 *4%*	14 *6%*	11 **7%de**	11 *5%*	21 *4%*	16 *4%*	18 *5%*	22 *5%*	32 *7%*	37 *5%*	28 *4%*	23 *5%*	2 *2%*	14 *4%*
Easy to access information, e.g. about complaints procedures	**363** *7%*	312 *7%*	51 *7%*	20 *8%*	292 *7%*	40 *9%*	20 *8%*	11 *8%*	7 *3%*	27 *5%*	26 *6%*	24 *6%*	38 **8%h**	37 **8%h**	55 **8%h**	57 **8%h**	21 *5%*	4 *5%*	36 **10%hip**
Product and service innovation	**261** *5%*	229 *5%*	31 *4%*	11 *4%*	214 *5%*	25 *6%*	15 *6%*	7 *5%*	10 *5%*	15 *3%*	16 *4%*	26 **7%i**	18 *4%*	19 *4%*	52 **8%i**	36 *5%*	22 *5%*	5 **7%i**	20 *5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	223	38	77	57	33	15	115	49	40	64	66	39	12	105	52
	4%	2%	4%a	8%abf	10%abf	12%abf	3%	10%abf	2%	3%	8%him	16%hijm	14%him	3%	15%hijm
Items you send reaching their destination	180	22	63	48	37	10	84	47	26	59	49	34	12	85	46
	3%	1%	3%a	7%abf	11%abf	8%abf	2%a	10%abf	1%	3%h	6%him	13%hijm	14%hijm	2%	13%hijm
Items being delivered intact/undamaged	217	31	87	47	35	15	119	50	44	84	47	32	9	127	41
	4%	2%	4%af	6%af	10%abf	12%abf	3%a	11%abf	2%	4%h	6%hm	12%hijm	11%him	3%	12%hijm
Speed of delivery	356	68	130	79	56	20	197	76	69	125	91	47	20	195	67
	7%	3%	7%a	11%abf	16%abf	16%abf	5%a	16%abcf	4%	6%h	11%him	19%hijm	24%hijm	5%	20%hijm
Availability of post boxes	333	97	125	55	38	18	222	56	95	122	64	35	16	217	50
	6%	5%	6%	8%	11%abf	15%abcf	6%	12%abcf	5%	6%	8%h	14%hijm	18%hijm	6%	15%hijm
Availability of Post Office branches	628	201	249	98	57	18	450	75	187	250	113	61	13	437	74
	12%	10%	13%	13%	17%af	15%	11%	16%af	9%	13%h	14%h	24%hijm	15%	11%	22%hijm
Cost of postage	989	304	393	138	102	50	697	152	292	378	182	87	40	670	127
	19%	16%	20%a	19%	30%abcf	40%abcf	18%	33%abcf	15%	19%h	22%hm	34%hijm	47%hijm	17%	37%hijm
Accessibility of services	248	56	88	52	36	12	143	48	52	90	54	36	13	142	49
	5%	3%	4%a	7%abf	11%abf	10%abf	4%	10%abf	3%	5%h	7%hm	14%hijm	15%hijm	4%	15%hijm
Easy to access information, e.g. about complaints procedures	363	78	153	57	52	20	231	72	102	131	78	33	19	233	51
	7%	4%	8%af	8%a	15%abcf	16%abcf	6%a	15%abcf	5%	7%	10%him	13%him	22%hijm	6%	15%hijm
Product and service innovation	261	42	100	51	53	13	142	66	34	108	63	41	13	142	53
	5%	2%	5%a	7%af	16%abcf	11%abf	4%a	14%abcf	2%	5%hm	8%hm	16%hijm	15%him	4%h	16%hijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**223**	15	203	4	73	129	21	198	7	7	3	212	8
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*7%*	*4%*	**11%g**	*27%*	*30%*	*4%*	*28%*
Items you send reaching their destination	**180**	16	162	3	68	92	19	163	13	1	-	177	3
	3%	*4%*	*3%*	*3%*	**4%e**	*3%*	**6%e**	*3%*	**20%gk**	*2%*	-	*3%*	*10%*
Items being delivered intact/undamaged	**217**	21	189	6	90	114	13	208	4	2	-	214	3
	4%	*5%*	*4%*	*6%*	**6%e**	*3%*	*4%*	*4%*	*7%*	*7%*	-	*4%*	*10%*
Speed of delivery	**356**	25	329	2	118	213	25	343	6	3	1	352	3
	7%	*6%*	*7%*	*2%*	*8%*	*6%*	*8%*	*7%*	*9%*	*13%*	*11%*	*7%*	*10%*
Availability of post boxes	**333**	30	291	12	137	174	22	318	7	6	-	331	1
	6%	*8%*	*6%*	*12%*	**9%e**	*5%*	*7%*	*6%*	*11%*	*23%*	-	*6%*	*5%*
Availability of Post Office branches	**628**	62	557	9	247	346	35	611	9	4	-	624	4
	12%	*16%*	*12%*	*9%*	**16%e**	*10%*	*11%*	*12%*	*13%*	*15%*	-	*12%*	*15%*
Cost of postage	**989**	71	894	24	339	595	54	973	7	7	*	986	2
	19%	*18%*	*19%*	*24%*	**22%e**	*18%*	*17%*	*19%*	*11%*	*26%*	*1%*	*19%*	*8%*
Accessibility of services	**248**	34	213	1	95	137	16	236	4	2	2	242	4
	5%	**9%bc**	*5%*	*1%*	**6%e**	*4%*	*5%*	*5%*	*6%*	*7%*	*19%*	*5%*	*13%*
Easy to access information, e.g. about complaints procedures	**363**	33	323	7	152	188	24	350	7	6	-	363	1
	7%	*9%*	*7%*	*7%*	**10%e**	*6%*	*8%*	*7%*	*10%*	*25%*	-	*7%*	*2%*
Product and service innovation	**261**	16	239	5	70	170	21	243	4	3	1	250	9
	5%	*4%*	*5%*	*5%*	*5%*	*5%*	*7%*	*5%*	*6%*	*11%*	*11%*	*5%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 234

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	223 *4%*	55 *4%*	64 *5%*	54 *4%*	51 *4%*	16 *4%*	15 *4%*	23 *5%*	21 *5%*	14 *3%*	28 *6%*	12 *3%*	18 *4%*	24 *5%*	13 *3%*	25 *5%*	12 *3%*
Items you send reaching their destination	180 *3%*	54 *4%*	34 *3%*	51 *4%*	40 *3%*	13 *3%*	24 **6%lo**	17 *4%*	13 *3%*	9 *2%*	12 *3%*	16 *4%*	12 *3%*	23 *5%*	13 *3%*	10 *2%*	18 *4%*
Items being delivered intact/undamaged	217 *4%*	60 *5%*	57 *4%*	55 *4%*	45 *3%*	12 *3%*	21 *5%*	27 *6%*	26 *6%*	13 *3%*	19 *4%*	12 *3%*	17 *4%*	26 *6%*	13 *3%*	14 *3%*	18 *5%*
Speed of delivery	356 *7%*	102 *8%*	108 **8%c**	71 *6%*	75 *6%*	35 *8%*	28 *6%*	40 **9%mp**	35 *8%*	47 **11%jkmnp**	25 *6%*	21 *5%*	33 *8%*	18 *4%*	23 *5%*	33 *7%*	18 *5%*
Availability of post boxes	333 *6%*	103 **8%d**	94 **7%d**	77 *6%*	59 *5%*	24 *6%*	38 **9%kno**	41 **10%kno**	29 *7%*	29 *7%*	36 **8%no**	18 *4%*	26 *6%*	33 *7%*	16 *4%*	17 *4%*	25 *6%*
Availability of Post Office branches	628 *12%*	177 *14%*	147 *11%*	162 *13%*	142 *11%*	56 *13%*	59 *14%*	62 *14%*	55 *13%*	43 *10%*	50 *11%*	61 *14%*	44 *11%*	56 *13%*	43 *10%*	55 *12%*	45 *11%*
Cost of postage	989 *19%*	268 **21%cd**	296 **23%cd**	215 *17%*	209 *16%*	85 **20%n**	84 *19%*	99 **23%kno**	97 **23%kno**	102 **24%kno**	97 **22%no**	65 *15%*	75 *18%*	76 *17%*	56 *13%*	68 *15%*	85 **21%n**
Accessibility of services	248 *5%*	88 **7%bc**	52 *4%*	49 *4%*	59 *5%*	26 **6%k**	30 **7%ikn**	31 **7%ikn**	21 *5%*	11 *3%*	20 *4%*	9 *2%*	22 *5%*	18 *4%*	12 *3%*	24 *5%*	23 **6%k**
Easy to access information, e.g. about complaints procedures	363 *7%*	115 **9%cd**	100 *8%*	74 *6%*	74 *6%*	43 **10%lmn**	40 *9%*	32 *7%*	34 *8%*	35 *8%*	31 *7%*	34 *8%*	19 *5%*	21 *5%*	21 *5%*	27 *6%*	26 *7%*
Product and service innovation	261 *5%*	70 *5%*	73 *6%*	65 *5%*	53 *4%*	19 *5%*	19 *4%*	32 **8%n**	21 *5%*	21 *5%*	31 **7%n**	19 *4%*	19 *4%*	27 *6%*	11 *3%*	21 *5%*	20 *5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.15	-	4.15	4.12	4.17c	3.89	4.03e	4.06e	4.10e	4.24efgh	4.35efghi	4.43efghij	3.96	4.08l	4.32lm	4.38lmn	4.17q	3.96	4.18
Items you send reaching their destination	4.18	-	4.18	4.19	4.16	3.95	4.08e	4.15ef	4.11e	4.27efgh	4.31efgh	4.41efghij	4.01	4.13l	4.32lm	4.35lm	4.20q	4.00	4.19
Items being delivered intact/undamaged	4.11	-	4.11	4.13	4.10	3.84	4.10e	4.13e	4.08e	4.16e	4.22eh	4.28efgh	3.97	4.11l	4.21lm	4.25lm	4.13q	3.96	4.13
Speed of delivery	3.97	-	3.97	3.99	3.96	3.85	3.96	4.06eij	3.96	3.95	3.92	4.05e	3.91	4.02l	3.97	3.98	3.98	3.89	3.97
Availability of post boxes	4.04	-	4.04	4.05	4.03	3.87	4.04e	4.08e	3.99	4.07e	4.13e	4.09e	3.95	4.04l	4.09l	4.11l	4.05	3.93	4.00
Availability of Post Office branches	3.83	-	3.83	3.83	3.83	3.82	3.93hij	3.97ehijk	3.73	3.73	3.76	3.81	3.87n	3.87n	3.76	3.78	3.82	3.91	3.77
Cost of postage	3.49	-	3.49	3.53	3.46	3.70hijk	3.81hijk	3.68hijk	3.43jk	3.32	3.19	3.21	3.75mno	3.58no	3.26	3.20	3.49	3.58	3.47
Accessibility of services	3.96	-	3.96	3.96	3.97	3.88	3.98	4.01e	3.92	3.94	3.97	4.04e	3.93	3.97	3.97	4.00	3.97	3.93	3.92
Easy to access information, e.g. about complaints procedures	3.71	-	3.71	3.72	3.70	3.69j	3.91ehijk	3.89ehijk	3.61	3.61	3.52	3.58	3.80no	3.78no	3.58	3.55	3.70	3.84p	3.66
Product and service innovation	3.76	-	3.76	3.75	3.77	3.70	3.89ehij	3.90ehijk	3.71	3.69	3.62	3.75	3.79no	3.82no	3.68	3.68	3.76	3.82	3.72

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.15**	**4.23bcd**	**4.16c**	4.08	4.11	**4.19f**	4.10	4.09	**4.25g**	4.15	4.12	4.14	4.17	**4.21jkn**	4.15	4.14	4.16
Items you send reaching their destination	**4.18**	**4.26bcd**	**4.18c**	4.12	4.15	**4.21f**	4.14	4.13	**4.25g**	**4.18k**	**4.19k**	4.12	**4.21k**	**4.28ijkln**	**4.17k**	4.18	4.19
Items being delivered intact/undamaged	**4.11**	**4.19d**	4.10	4.10	4.07	4.14	4.08	4.07	**4.18g**	4.06	4.11	4.09	4.14	**4.22ikn**	4.11	4.06	4.14
Speed of delivery	**3.97**	3.98	3.98	3.94	3.97	3.98	3.95	3.97	3.97	3.93	3.95	3.96	4.00	**4.10ijkn**	3.97	3.93	4.00
Availability of post boxes	**4.04**	**4.10c**	**4.07c**	3.97	4.01	**4.08f**	3.99	4.03	4.06	4.01	3.98	4.00	4.07	**4.20ijkln**	4.02	4.01	4.06
Availability of Post Office branches	**3.83**	3.86	3.83	3.80	3.81	3.84	3.81	3.86	3.78	3.83	3.73	3.81	3.84	**4.02ijkln**	3.80	3.82	3.84
Cost of postage	**3.49**	**3.57b**	3.42	3.49	**3.53b**	3.48	3.51	**3.59h**	3.35	3.41	3.34	**3.49j**	**3.56ij**	**3.73ijkln**	**3.49j**	3.41	**3.53o**
Accessibility of services	**3.96**	**4.03c**	3.95	3.90	3.97	3.98	3.94	3.95	3.98	3.92	3.91	3.98	3.95	**4.09ijkln**	3.96	3.92	3.99
Easy to access information, e.g. about complaints procedures	**3.71**	3.73	3.72	3.69	3.70	3.72	3.70	**3.77h**	3.61	3.71	3.58	3.68	**3.74j**	**3.91ijkln**	3.68	3.71	3.73
Product and service innovation	**3.76**	3.79	3.72	3.76	3.79	3.75	3.77	3.78	3.74	3.79	3.73	3.73	3.77	**3.87jkn**	3.75	3.79	3.77

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.15**	4.14	**4.21a**	4.20	4.13	4.20	**4.27d**	4.14	**4.20n**	**4.15no**	**4.23kno**	4.10	**4.16no**	**4.14n**	4.02	**4.09n**	**4.24iklmno**	**4.36kno**	**4.17n**
Items you send reaching their destination	**4.18**	4.17	4.20	4.18	4.17	4.20	4.24	4.15	**4.21n**	**4.18n**	**4.24klno**	4.12	4.11	**4.20iln**	4.05	**4.16n**	**4.35hijklmnor**	4.22	**4.20n**
Items being delivered intact/undamaged	**4.11**	4.11	4.12	4.08	4.10	4.13	**4.21d**	4.13	**4.17kn**	**4.17kn**	4.15	3.98	4.03	**4.15k**	4.01	4.08	**4.26klnor**	4.15	4.13
Speed of delivery	**3.97**	3.98	3.92	3.91	3.97	3.96	4.01	3.97	**4.02k**	**4.04k**	3.96	3.84	3.90	3.95	3.97	3.97	**4.03k**	**4.09k**	3.94
Availability of post boxes	**4.04**	4.04	4.02	3.99	**4.06eg**	3.88	3.99	3.94	**4.08r**	**4.14kr**	**4.03r**	3.98	**4.06r**	**4.07r**	**4.05r**	**4.01r**	**4.16kr**	4.03	3.85
Availability of Post Office branches	**3.83**	**3.85b**	3.69	3.70	**3.84e**	3.65	3.79	**3.95e**	**3.88r**	**3.91r**	**3.80r**	**3.80r**	**3.88r**	**3.86r**	**3.88r**	3.75	**3.84r**	**3.89r**	3.61
Cost of postage	**3.49**	**3.52b**	3.33	3.45	**3.51e**	3.36	3.45	**3.52e**	**3.59r**	**3.65klmopr**	**3.53r**	3.40	3.44	3.39	**3.69klmopr**	3.42	3.43	3.53	3.33
Accessibility of services	**3.96**	**3.97b**	3.88	3.94	3.97	3.92	3.96	3.91	3.97	**4.07r**	3.97	3.94	3.96	3.96	3.98	3.93	3.93	**4.10r**	3.88
Easy to access information, e.g. about complaints procedures	**3.71**	3.72	3.64	3.65	**3.73e**	3.50	**3.68e**	**3.71e**	**3.83kor**	**3.85kor**	**3.71r**	**3.62r**	**3.72r**	**3.68r**	**3.83kor**	**3.62r**	**3.73r**	**3.82r**	3.44
Product and service innovation	**3.76**	3.77	3.70	3.71	**3.78e**	3.59	**3.73e**	**3.73e**	**3.80r**	**3.92klmopqr**	**3.82r**	3.68	**3.76r**	3.71	**3.81r**	**3.76r**	**3.74r**	3.65	3.58

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.15	4.54bcdefg	4.08cdeg	3.55	3.72c	3.68	4.31bcdeg	3.71c	4.50ijklmn	4.11jkln	3.59	3.67	3.70	4.30ijkln	3.68
Items you send reaching their destination	4.18	4.58bcdefg	4.10cdeg	3.60	3.73c	3.83c	4.34bcdeg	3.75c	4.54ijklmn	4.12jkln	3.64	3.68	3.66	4.33ijkln	3.67
Items being delivered intact/undamaged	4.11	4.50bcdefg	4.02cdeg	3.58	3.72	3.80c	4.26bcdeg	3.74c	4.46ijklmn	4.04jkln	3.63	3.66	3.78	4.25ijkln	3.69
Speed of delivery	3.97	4.32bcdefg	3.91cdeg	3.46	3.58	3.52	4.12bcdeg	3.56	4.32ijklmn	3.92jkln	3.48	3.39	3.39	4.12ijkln	3.39
Availability of post boxes	4.04	4.36bcdefg	3.99cdeg	3.57	3.68	3.59	4.17bcdeg	3.66	4.33ijklmn	4.00jkln	3.61	3.66	3.48	4.16ijkln	3.61
Availability of Post Office branches	3.83	4.10bcdefg	3.77cdg	3.45	3.46	3.67	3.93bcdeg	3.52	4.12ijklmn	3.77jkn	3.42	3.35	3.59	3.95ijkln	3.41
Cost of postage	3.49	3.80bcdefg	3.41cdeg	3.18	3.13	2.94	3.60bcdeg	3.08	3.81ijklmn	3.46jkln	3.09ln	2.95	2.60	3.63ijkln	2.86
Accessibility of services	3.96	4.29bcdefg	3.88cdeg	3.51	3.62	3.63	4.09bcdeg	3.62	4.29ijklmn	3.91jkln	3.50	3.46	3.59	4.10ijkln	3.49
Easy to access information, e.g. about complaints procedures	3.71	4.04bcdefg	3.62cdeg	3.36	3.40	3.37	3.82bcdeg	3.39	4.02ijklmn	3.66jkln	3.27	3.37	3.22	3.84ijkln	3.33
Product and service innovation	3.76	4.07bcdefg	3.69cdeg	3.39	3.39	3.39	3.88bcdeg	3.39	4.10ijklmn	3.69jkln	3.35kn	3.14	3.14	3.90ijkln	3.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.15**	4.12	4.15	4.04	**4.15f**	**4.17f**	3.84	**4.16hl**	**3.81l**	3.11	3.42	**4.16hl**	2.64
Items you send reaching their destination	**4.18**	4.14	4.18	4.07	**4.16f**	**4.21df**	3.88	**4.19hi**	3.55	3.79	3.93	**4.18hi**	3.40
Items being delivered intact/undamaged	**4.11**	4.11	4.12	3.93	**4.09f**	**4.15f**	3.85	**4.12h**	3.79	3.57	3.92	**4.12h**	3.26
Speed of delivery	**3.97**	4.02	3.96	4.00	**3.97f**	**4.00f**	3.69	3.98	3.69	3.56	3.59	3.97	3.23
Availability of post boxes	**4.04**	4.00	**4.05c**	3.74	3.96	**4.09df**	3.84	**4.05h**	3.73	3.58	3.74	**4.04h**	3.40
Availability of Post Office branches	**3.83**	3.76	3.83	3.80	3.78	**3.86f**	3.68	3.83	3.59	3.29	3.83	3.83	3.21
Cost of postage	**3.49**	3.57	3.49	3.39	3.45	3.51	3.48	3.49	3.61	3.35	3.80	3.49	3.36
Accessibility of services	**3.96**	3.94	3.96	3.90	**3.97f**	**3.98f**	3.76	**3.97h**	3.64	3.60	3.63	**3.96h**	3.31
Easy to access information, e.g. about complaints procedures	**3.71**	3.82	3.70	3.80	3.68	3.73	3.71	3.71	3.80	3.43	3.82	3.71	3.25
Product and service innovation	**3.76**	**3.96bc**	3.75	3.67	**3.82f**	3.75	3.65	3.77	3.76	3.58	3.61	3.77	2.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 235

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.15**	4.12	**4.19ac**	4.09	**4.19ac**	**4.17gkm**	**4.14gk**	4.04	**4.25fgjklmo**	**4.20gjkm**	4.11	4.05	**4.16gkm**	4.06	**4.25fgjklmo**	4.13	**4.18gkm**
Items you send reaching their destination	**4.18**	4.12	**4.20ac**	4.14	**4.25ac**	4.14	4.13	4.10	**4.25efgjklm**	4.15	**4.20gkm**	4.11	**4.20gk**	4.11	**4.30efgjjklmp**	**4.25efgjkm**	**4.19g**
Items being delivered intact/undamaged	**4.11**	4.08	**4.13c**	4.04	**4.19ac**	4.12	4.08	4.04	4.13	**4.16m**	4.12	4.02	4.12	3.98	**4.25fgkm**	**4.18km**	4.14
Speed of delivery	**3.97**	3.90	3.97	3.95	**4.05ac**	3.89	3.98	3.83	**4.01g**	3.93	3.99	3.94	3.94	3.98	**4.11egikl**	3.98	**4.06eg**
Availability of post boxes	**4.04**	3.97	**4.07a**	3.99	**4.12ac**	4.03	3.97	3.92	**4.16fgkm**	4.06	4.01	3.96	4.05	3.96	**4.22efgjjklmp**	**4.12gk**	4.03
Availability of Post Office branches	**3.83**	3.75	**3.87a**	3.77	**3.91ac**	3.76	3.79	3.68	3.85	3.87	**3.89gk**	3.69	3.86	3.79	**3.99efgkm**	**3.88gk**	**3.87g**
Cost of postage	**3.49**	3.46	3.43	3.49	**3.60ab**	3.45	3.48	3.44	3.41	3.37	3.51	3.44	3.52	3.51	**3.70efghikp**	**3.60i**	3.48
Accessibility of services	**3.96**	3.87	**4.00a**	3.94	**4.03ac**	3.91	3.88	3.83	**4.05fgk**	3.97	3.98	3.88	3.96	3.96	**4.11efgk**	**4.01g**	3.96
Easy to access information, e.g. about complaints procedures	**3.71**	3.60	**3.73a**	3.69	**3.82ac**	3.64	3.57	3.58	3.74	3.66	**3.79fgk**	3.61	3.73	3.74	**3.91efgik**	3.74	**3.82fgk**
Product and service innovation	**3.76**	3.73	3.77	3.69	**3.86ac**	**3.78k**	**3.76k**	3.65	**3.80k**	3.71	**3.79k**	3.59	**3.77k**	3.72	**3.95efgiklm**	**3.81gk**	**3.80k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied (5)	1795	-	1795	899	894	232	234	371	236	294	216	212	466	607	722	428	1635	157	1770
	35%	-	35%	36%	34%	34%	36%	37%	33%	32%	34%	40%hi	35%	35%	35%	37%	35%	33%	34%
Fairly satisfied (4)	2526	-	2526	1203	1314	379	322	483	344	455	304	239	702	827	997	543	2253	251	2527
	49%	-	49%	48%	50%	55%ghk	49%	48%	48%	49%	48%	45%	52%o	48%	48%	47%	49%	52%	49%
Neither satisfied or dissatisfied (3)	614	-	614	287	325	46	73	130	97	137	76	55	119	227	269	131	545	57	625
	12%	-	12%	11%	12%	7%	11%e	13%e	13%e	15%e	12%e	10%	9%	13%l	13%l	11%	12%	12%	12%
Fairly dissatisfied (2)	135	-	135	77	58	12	11	21	19	29	27	18	23	40	73	44	124	11	144
	3%	-	3%	3%	2%	2%	2%	2%	3%	3%	4%	3%	2%	2%	4%l	4%l	3%	2%	3%
Very dissatisfied (1)	60	-	60	41	17	9	7	8	19	5	10	1	16	27	17	11	58	1	60
	1%	-	1%	2%d	1%	1%	1%	1%	3%gik	1%	2%	*	1%	2%	1%	1%	1%	*	1%
Don't know	26	-	26	4	22	8	6	2	5	2	2	*	15	7	4	2	21	3	30
	*	-	*	*	1%c	1%	1%	*	1%	*	*	*	1%no	*	*	*	*	1%	1%
NET Very/fairly satisfied	4321	-	4321	2101	2209	611	556	854	580	749	520	451	1168	1433	1720	971	3887	408	4297
	84%	-	84%	84%	84%	89%ghij	85%	84%	81%	81%	82%	86%	87%mn	83%	83%	84%	84%	85%	83%
NET Very/fairly dissatisfied	195	-	195	118	75	21	18	29	38	34	37	19	39	67	90	56	182	12	204
	4%	-	4%	5%d	3%	3%	3%	3%	5%	4%	6%fg	4%	3%	4%	4%	5%	4%	3%	4%
Mean	4.14	-	4.14	4.13	4.15	4.20hi	4.18	4.17h	4.06	4.09	4.09	4.23hij	4.19	4.13	4.12	4.15	4.14	4.15	4.13
Std Dev.	0.81	-	0.81	0.85	0.77	0.75	0.78	0.79	0.90	0.80	0.88	0.78	0.76	0.84	0.82	0.84	0.82	0.74	0.82
Std Error	0.01	-	0.01	0.02	0.01	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	1795	416	551	397	432	966	829	1092	672	221	215	439	444	384	1098	223	1503
		35%	**40%bd**	*31%*	*36%*	*34%*	*35%*	*35%*	*36%*	*34%*	*35%*	*31%*	*32%*	*37%*	**44%ijkln**	*33%*	*35%*	*36%*
Fairly satisfied	(4)	2526	474	935	526	591	1409	1117	1506	992	288	352	739	585	370	1677	290	2075
		49%	*46%*	**53%acd**	*47%*	*47%*	*51%*	*47%*	*49%*	*49%*	*46%*	**51%m**	**54%lm**	*48%*	*43%*	**51%m**	*46%*	*49%*
Neither satisfied or dissatisfied	(3)	614	109	191	134	180	299	315	345	254	90	100	139	124	91	362	93	464
		12%	*10%*	*11%*	*12%*	**14%ab**	*11%*	**13%e**	*11%*	*13%*	**14%k**	**14%kl**	*10%*	*10%*	*10%*	*11%*	**15%p**	*11%*
Fairly dissatisfied	(2)	135	22	57	29	27	79	56	80	55	19	18	47	33	11	98	19	111
		3%	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	**3%m**	*3%*	*1%*	*3%*	*3%*	*3%*
Very dissatisfied	(1)	60	16	12	16	16	28	32	36	22	7	8	11	18	10	37	7	48
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know		26	2	6	6	13	8	18	10	10	6	-	6	3	2	9	6	11
		*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	-	*	*	*	*	**1%p**	*
NET Very/fairly satisfied		4321	889	1486	923	1023	2375	1946	2597	1664	509	567	1178	1029	754	2775	513	3578
		84%	**86%d**	*85%*	*83%*	*81%*	**85%f**	*82%*	*85%*	*83%*	*81%*	*82%*	*85%*	*85%*	**87%lj**	*85%*	*81%*	**85%o**
NET Very/fairly dissatisfied		195	39	69	45	43	108	88	116	77	26	26	58	51	21	135	26	159
		4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*4%*	*4%*
Mean		4.14	**4.21b**	4.12	4.14	4.12	4.15	4.13	4.16	4.12	4.12	4.08	4.13	4.17	**4.28ijkln**	4.13	4.11	4.16
Std Dev.		0.81	0.83	0.78	0.84	0.82	0.80	0.83	0.81	0.81	0.84	0.81	0.78	0.83	0.79	0.81	0.84	0.81
Std Error		0.01	0.02	0.02	0.03	0.02	0.01	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	1795	1525	270	100	1517	133	91	54	72	201	165	126	136	176	251	239	153	23	110
		35%	35%	37%	40%	35%e	30%	36%	37%e	34%	36%	39%lr	34%	30%	37%	37%r	34%	35%	34%	29%
Fairly satisfied	(4)	2526	2196	329	101	2102	229	126	69	101	255	184	176	254	216	341	343	232	37	191
		49%	50%bc	45%	40%	49%	52%	50%	47%	48%	45%	43%	47%	56%ijm	45%	50%	49%	53%j	55%	51%
Neither satisfied or dissatisfied	(3)	614	510	104	34	512	62	24	17	26	89	60	49	44	55	58	83	48	3	59
		12%	12%	14%	13%	12%	14%f	10%	11%	12%q	16%lnq	14%nq	13%q	10%	11%	9%	12%	11%	4%	16%lnq
Fairly dissatisfied	(2)	135	117	18	4	116	9	5	6	6	13	14	13	9	11	14	34	2	1	8
		3%	3%	2%	2%	3%	2%	2%	4%	3%p	2%	3%p	3%p	2%	2%	2%	5%p	1%	1%	2%
Very dissatisfied	(1)	60	50	10	8	52	5	2	1	3	4	-	6	4	16	12	3	4	2	3
		1%	1%	1%	3%a	1%	1%	1%	1%	1%j	1%	-	2%j	1%	3%ijor	2%	*	1%	3%ijo	1%
Don't know		26	22	4	4	20	3	2	*	2	1	1	3	5	3	2	2	2	2	1
		*	*	1%	2%a	*	1%	1%	*	1%	*	*	1%	1%	1%	*	*	*	2%ijnor	*
NET Very/fairly satisfied		4321	3722	599	201	3619	362	217	123	172	456	348	302	390	392	592	581	384	61	301
		84%	84%	81%	80%	84%	82%	87%	84%	83%	81%	82%	81%	86%	82%	87%ir	83%	87%r	89%	81%
NET Very/fairly dissatisfied		195	167	28	12	168	14	8	6	9	16	14	19	14	27	26	37	7	3	11
		4%	4%	4%	5%	4%	3%	3%	4%	4%	3%	3%	5%p	3%	6%p	4%	5%p	2%	4%	3%
Mean		4.14	4.14	4.14	4.13	4.14	4.09	4.20e	4.16	4.13	4.13	4.18	4.09	4.13	4.11	4.19	4.11	4.20r	4.20	4.07
Std Dev.		0.81	0.81	0.84	0.94	0.82	0.79	0.77	0.81	0.83	0.81	0.80	0.86	0.74	0.93	0.82	0.83	0.73	0.84	0.78
Std Error		0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.06	0.05	0.05	0.04	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1795	1073	475	127	83	28	1548	112	1092	520	127	34	13	1613	46
		35%	**55%bcdefg**	**24%c**	*17%*	**24%c**	*23%*	**39%bcdeg**	**24%c**	**55%ijklmn**	**26%jkn**	*16%*	*13%*	*15%*	**41%ijkln**	*14%*
Fairly satisfied	(4)	2526	740	1235	300	180	59	1975	240	751	1216	368	140	34	1968	174
		49%	*38%*	**63%acdefg**	*41%*	**53%ac**	*48%*	**50%ac**	**51%ac**	*38%*	**61%hjlmn**	**45%h**	**55%hj**	*40%*	**50%h**	**51%h**
Neither satisfied or dissatisfied	(3)	614	99	182	255	47	20	281	68	90	170	265	52	25	260	77
		12%	*5%*	**9%af**	**35%abdefg**	**14%abf**	**16%abf**	**7%a**	**15%abf**	*5%*	**9%hm**	**32%hikmn**	**20%him**	**30%him**	**7%h**	**23%him**
Fairly dissatisfied	(2)	135	23	66	21	15	10	89	25	27	53	35	14	7	80	21
		3%	*1%*	**3%a**	**3%a**	**4%a**	**8%acf**	**2%a**	**5%af**	*1%*	**3%h**	**4%hm**	**5%hm**	**8%him**	*2%*	**6%him**
Very dissatisfied	(1)	60	10	15	16	11	6	25	16	8	18	16	12	7	25	18
		1%	*1%*	*1%*	**2%abf**	**3%abf**	**5%abf**	*1%*	**4%abf**	*	*1%*	**2%hm**	**5%him**	**8%hijm**	*1%*	**5%hijm**
Don't know		26	-	2	6	4	1	2	5	2	2	7	3	-	4	3
		*	-	*	**1%abf**	**1%abf**	**1%a**	*	**1%abf**	*	*	**1%him**	**1%him**	-	*	**1%him**
NET Very/fairly satisfied		4321	1813	1710	427	264	88	3523	352	1844	1737	495	174	47	3581	220
		84%	**93%bcdefg**	**87%cdeg**	*59%*	**77%c**	*71%*	**90%bcdeg**	**76%c**	**94%ijklmn**	**88%jkln**	*61%*	*68%*	*54%*	**91%ijkln**	*65%*
NET Very/fairly dissatisfied		195	33	81	38	26	15	114	41	35	70	51	25	14	105	39
		4%	*2%*	**4%a**	**5%af**	**8%abf**	**12%abcf**	**3%a**	**9%abf**	*2%*	**4%h**	**6%him**	**10%him**	**16%hijm**	*3%*	**12%hijm**
Mean		4.14	**4.46bcdefg**	**4.06cdeg**	3.69	**3.92c**	3.77	**4.26bcdeg**	**3.88c**	**4.47ijklmn**	**4.10jkln**	3.68	3.68	3.45	**4.28ijkln**	3.62
Std Dev.		0.81	0.69	0.73	0.87	0.92	1.04	0.74	0.96	0.69	0.73	0.86	0.94	1.09	0.73	0.98
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.06	0.12	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1795**	173	1582	40	550	1162	83	1765	22	2	3	1789	3
		35%	***45%b***	*34%*	*40%*	***36%f***	***35%f***	*27%*	*35%*	*35%*	*9%*	*25%*	*35%*	*12%*
Fairly satisfied	(4)	**2526**	136	2351	38	726	1658	141	2477	31	13	2	2521	2
		49%	*36%*	***50%a***	*38%*	*47%*	*50%*	*45%*	*49%*	*47%*	*51%*	*22%*	*49%*	*8%*
Neither satisfied or dissatisfied	(3)	**614**	51	545	18	187	357	70	581	8	3	6	592	16
		12%	*13%*	*12%*	*18%*	*12%*	*11%*	***22%de***	*12%*	*13%*	*12%*	*53%*	*12%*	*56%*
Fairly dissatisfied	(2)	**135**	14	119	3	55	79	2	130	3	2	-	135	-
		3%	*4%*	*3%*	*3%*	***4%f***	*2%*	*1%*	*3%*	*5%*	*8%*	-	*3%*	-
Very dissatisfied	(1)	**60**	8	52	*	14	41	4	54	-	5	-	59	1
		1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*20%*	-	*1%*	*2%*
Don't know		**26**	2	23	1	3	12	10	19	-	-	-	19	7
		*	*1%*	*	*1%*	*	*	***3%de***	*	-	-	-	*	*23%*
NET Very/fairly satisfied		**4321**	310	3933	78	1276	2821	224	4242	53	15	5	4310	6
		84%	*81%*	*84%*	*78%*	***83%f***	***85%f***	*72%*	*84%*	*82%*	*60%*	*47%*	*84%*	*20%*
NET Very/fairly dissatisfied		**195**	21	171	3	69	120	6	184	3	7	-	195	1
		4%	*6%*	*4%*	*3%*	*4%*	*4%*	*2%*	*4%*	*5%*	*29%*	-	*4%*	*2%*
Mean		**4.14**	4.19	4.14	4.15	**4.14f**	**4.16f**	3.99	4.15	4.11	3.19	3.71	4.15	3.36
Std Dev.		**0.81**	0.93	0.80	0.83	0.83	0.80	0.82	0.80	0.83	1.34	0.88	0.81	0.84
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.01	0.05	0.01	0.11	0.24	0.31	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 236

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1795**	394	457	422	522	135	128	131	148	151	157	123	135	164	185	188	149
		35%	*31%*	*35%*	*33%*	**40%abc**	*32%*	*29%*	*31%*	*35%*	*36%*	*35%*	*28%*	*33%*	*37%*	**43%efgkl**	**41%efgk**	**37%k**
Fairly satisfied	(4)	**2526**	671	619	649	587	212	238	221	211	180	227	234	214	201	190	201	196
		49%	**52%d**	*48%*	*50%*	*46%*	*50%*	**55%imno**	*52%*	*49%*	*43%*	*51%*	**54%ino**	*52%*	*45%*	*44%*	*44%*	*49%*
Neither satisfied or dissatisfied	(3)	**614**	160	147	179	128	55	50	54	48	59	40	68	57	55	40	51	37
		12%	*12%*	*11%*	**14%d**	*10%*	*13%*	*12%*	*13%*	*11%*	*14%*	*9%*	**15%jnp**	*14%*	*12%*	*9%*	*11%*	*9%*
Fairly dissatisfied	(2)	**135**	41	49	15	30	13	14	14	16	17	16	6	1	8	9	13	8
		3%	**3%c**	**4%c**	*1%*	*2%*	**3%l**	**3%l**	**3%l**	**4%l**	**4%l**	**4%l**	*1%*	*	*2%*	*2%*	**3%l**	*2%*
Very dissatisfied	(1)	**60**	15	15	13	16	5	4	7	5	5	5	1	4	9	5	4	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*
Don't know		**26**	3	5	11	6	1	1	1	1	3	1	1	4	6	1	2	3
		*	*	*	*1%*	*	*	*	*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*
NET Very/fairly satisfied		**4321**	1065	1075	1071	1110	347	366	352	360	332	384	357	349	365	375	389	345
		84%	*83%*	*83%*	*83%*	*86%*	*82%*	*84%*	*82%*	*84%*	*80%*	*86%*	*83%*	*84%*	*82%*	**87%l**	*85%*	**87%l**
NET Very/fairly dissatisfied		**195**	56	65	28	46	18	18	21	20	23	21	6	5	17	15	18	14
		4%	**4%c**	**5%c**	*2%*	*4%*	*4%*	*4%*	**5%kl**	**5%kl**	**5%kl**	**5%kl**	*1%*	*1%*	*4%*	*3%*	*4%*	*3%*
Mean		**4.14**	4.08	4.13	4.14	**4.22abc**	4.09	4.09	4.07	4.13	4.10	4.15	4.10	4.16	4.15	**4.26efgik**	4.21	4.20
Std Dev.		**0.81**	0.81	0.84	0.77	0.81	0.82	0.79	0.84	0.83	0.88	0.82	0.71	0.74	0.86	0.81	0.83	0.81
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base		**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base		**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Very satisfied	(5)	**1751**	-	1751	887	854	224	245	357	226	289	200	209	469	582	699	410	1596	151	1724
		34%	-	*34%*	*35%*	*32%*	*33%*	*38%*	*35%*	*31%*	*31%*	*32%*	**40%hij**	*35%*	*34%*	*34%*	*35%*	*34%*	*31%*	*33%*
Fairly satisfied	(4)	**2542**	-	2542	1192	1349	333	298	518	356	469	314	254	631	874	1036	568	2293	228	2562
		49%	-	*49%*	*47%*	**51%c**	*48%*	*46%*	*51%*	*50%*	*51%*	*49%*	*48%*	*47%*	*50%*	*50%*	*49%*	*49%*	*48%*	*50%*
Neither satisfied or dissatisfied	(3)	**678**	-	678	323	353	98	92	115	101	133	87	53	190	216	272	139	585	80	674
		13%	-	*13%*	*13%*	*13%*	*14%*	*14%*	*11%*	*14%*	*14%*	*14%*	*10%*	*14%*	*12%*	*13%*	*12%*	*13%*	*17%*	*13%*
Fairly dissatisfied	(2)	**109**	-	109	68	41	15	6	17	19	20	23	8	21	37	52	31	97	11	119
		2%	-	*2%*	**3%d**	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	**4%f**	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Very dissatisfied	(1)	**35**	-	35	29	4	8	3	2	9	4	9	*	11	11	14	9	35	*	35
		1%	-	*1%*	**1%d**	*	*1%*	*	*	**1%g**	*	**1%g**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Don't know		**42**	-	42	12	30	10	9	6	7	7	2	*	19	13	9	2	29	9	42
		1%	-	*1%*	*	**1%c**	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**1%no**	*1%*	*	*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**4292**	-	4292	2079	2203	557	543	874	582	758	514	463	1100	1457	1735	977	3889	380	4286
		83%	-	*83%*	*83%*	*84%*	*81%*	*83%*	**86%ehj**	*81%*	*82%*	*81%*	**88%ehij**	*82%*	*84%*	*83%*	*84%*	*84%*	*79%*	*83%*
NET Very/fairly dissatisfied		**144**	-	144	98	45	23	9	19	28	25	32	9	31	48	65	41	131	12	154
		3%	-	*3%*	**4%d**	*2%*	*3%*	*1%*	*2%*	**4%f**	*3%*	**5%fgk**	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
Mean		**4.15**	-	4.15	4.14	4.16	4.11	**4.21hj**	**4.20hj**	4.08	4.11	4.06	**4.26ehij**	4.16	4.15	4.14	4.16	4.15	4.10	4.14
Std Dev.		**0.78**	-	0.78	0.83	0.72	0.81	0.75	0.72	0.82	0.76	0.85	0.71	0.78	0.76	0.78	0.80	0.78	0.76	0.78
Std Error		**0.01**	-	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Very satisfied	(5)	**1751**	401	543	376	430	944	806	1041	685	214	234	435	402	380	1070	215	1470
		34%	***39%b***	*31%*	*34%*	*34%*	*34%*	*34%*	*34%*	*34%*	*34%*	*34%*	*31%*	*33%*	***44%ijkln***	*33%*	*34%*	*35%*
Fairly satisfied	(4)	**2542**	482	934	557	568	1417	1125	1539	968	287	328	717	620	392	1664	290	2086
		49%	*46%*	***53%ad***	*50%*	*45%*	*51%*	*48%*	*50%*	*48%*	*46%*	*47%*	***52%lm***	***51%m***	*45%*	***51%m***	*46%*	*50%*
Neither satisfied or dissatisfied	(3)	**678**	123	208	136	211	331	347	378	284	102	108	175	138	80	421	105	512
		13%	*12%*	*12%*	*12%*	***17%abc***	*12%*	***15%e***	*12%*	*14%*	***16%lm***	***16%m***	*13%*	*11%*	*9%*	***13%m***	***16%p***	*12%*
Fairly dissatisfied	(2)	**109**	22	41	24	22	63	46	65	43	11	20	34	23	11	77	11	89
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Very dissatisfied	(1)	**35**	7	8	10	10	15	20	22	13	3	4	9	14	3	27	3	30
		1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
Don't know		**42**	2	18	5	17	20	22	22	12	12	*	11	10	3	22	12	25
		1%	*	*1%*	*	***1%a***	*1%*	*1%*	*1%*	*1%*	***2%jmn***	*	*1%*	*1%*	*	*1%*	***2%p***	*1%*
NET Very/fairly satisfied		**4292**	884	1477	934	998	2361	1931	2581	1653	501	562	1152	1021	773	2735	506	3556
		83%	***85%d***	***84%d***	***84%d***	*79%*	***85%f***	*82%*	*84%*	*82%*	*79%*	*81%*	*83%*	***85%i***	***89%ijkln***	*83%*	*79%*	***84%o***
NET Very/fairly dissatisfied		**144**	29	49	34	32	78	67	86	56	14	24	42	37	14	103	14	119
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*
Mean		**4.15**	**4.20d**	4.13	4.15	4.12	4.16	4.13	4.15	4.14	4.13	4.11	4.12	4.15	**4.31ijkln**	4.13	4.13	4.16
Std Dev.		**0.78**	0.78	0.74	0.78	0.80	0.76	0.79	0.77	0.78	0.78	0.80	0.77	0.78	0.72	0.78	0.78	0.77
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Very satisfied	(5)	**1751**	1496	254	93	1478	129	95	49	74	209	164	115	121	174	241	220	160	18	110
		34%	*34%*	*35%*	*37%*	**34%e**	*29%*	**38%e**	*33%*	**36%l**	**37%l**	**39%lr**	*31%*	*27%*	**37%l**	**36%l**	*31%*	**36%l**	*27%*	*30%*
Fairly satisfied	(4)	**2542**	2182	360	114	2119	224	123	75	104	246	198	178	257	235	320	360	219	40	184
		49%	*49%*	*49%*	*45%*	*49%*	*51%*	*49%*	*52%*	*50%*	*44%*	*47%*	*48%*	**57%ijkn**	*49%*	*47%*	*51%*	*50%*	**59%l**	*49%*
Neither satisfied or dissatisfied	(3)	**678**	584	94	30	566	71	24	17	21	89	46	67	58	46	93	94	52	6	65
		13%	*13%*	*13%*	*12%*	*13%*	**16%f**	*10%*	*12%*	*10%*	**16%m**	*11%*	**18%hjm**	*13%*	*10%*	*14%*	*13%*	*12%*	*9%*	**17%hjmp**
Fairly dissatisfied	(2)	**109**	92	17	5	90	11	5	4	6	11	15	8	8	9	8	22	3	2	9
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	**4%p**	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*
Very dissatisfied	(1)	**35**	29	7	6	32	2	1	*	2	2	-	3	2	11	6	3	2	*	2
		1%	*1%*	*1%*	**2%a**	*1%*	*	*	*	*1%*	*	-	*1%*	*	**2%j**	*1%*	*	*1%*	*	*1%*
Don't know		**42**	37	4	4	35	3	3	*	1	5	-	2	8	1	9	4	4	*	2
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	**2%j**	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4292**	3678	614	207	3597	353	218	124	179	455	362	293	378	409	562	580	379	59	295
		83%	*83%*	*83%*	*82%*	*83%*	*80%*	**87%e**	*85%*	**86%kr**	*81%*	**86%kr**	*79%*	*83%*	**86%kr**	*83%*	*82%*	**86%kr**	*87%*	*79%*
NET Very/fairly dissatisfied		**144**	121	23	10	121	13	6	4	7	14	15	11	9	20	14	25	6	2	11
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*4%*	*3%*	*2%*	**4%p**	*2%*	*4%*	*1%*	*3%*	*3%*
Mean		**4.15**	4.15	4.15	4.15	**4.15e**	4.07	**4.24de**	4.16	4.18	4.16	**4.21kr**	4.06	4.10	4.16	4.17	4.10	**4.22kr**	4.11	4.06
Std Dev.		**0.78**	0.77	0.79	0.87	0.78	0.77	0.73	0.75	0.78	0.79	0.77	0.81	0.70	0.85	0.78	0.78	0.72	0.71	0.78
Std Error		**0.01**	0.01	0.02	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Very satisfied	(5)	1751	1053	464	127	65	34	1518	99	1092	463	122	48	13	1555	62
		34%	**54%bcdefg**	**24%c**	*17%*	*19%*	**27%c**	**39%bcdg**	*21%*	**55%ijklmn**	**23%j**	*15%*	*19%*	*15%*	**39%ijkln**	*18%*
Fairly satisfied	(4)	2542	761	1225	304	194	50	1985	244	749	1268	345	134	35	2017	168
		49%	*39%*	**62%acefg**	*42%*	**57%ace**	*40%*	**51%ac**	**52%ac**	*38%*	**64%hjklmn**	*42%*	**53%hj**	*40%*	**51%hj**	**50%h**
Neither satisfied or dissatisfied	(3)	678	98	237	258	48	22	335	70	97	193	304	44	26	290	70
		13%	*5%*	**12%af**	**35%abdefg**	**14%af**	**17%af**	**9%a**	**15%af**	*5%*	**10%hm**	**37%hikmn**	**17%him**	**30%hlm**	**7%h**	**21%him**
Fairly dissatisfied	(2)	109	27	31	23	17	10	58	26	24	32	31	17	3	56	21
		2%	*1%*	*2%*	**3%af**	**5%abf**	**8%abf**	*1%*	**6%abf**	*1%*	*2%*	**4%him**	**7%him**	*4%*	*1%*	**6%him**
Very dissatisfied	(1)	35	4	10	7	9	4	15	13	6	8	6	10	4	14	14
		1%	*	*1%*	**1%a**	**3%abf**	**4%abf**	*	**3%abf**	*	*	*1%*	**4%hijm**	**5%hijm**	*	**4%hijm**
Don't know		42	2	8	7	8	5	10	13	1	14	9	*	5	16	5
		1%	*	*	**1%af**	**2%abf**	**4%abcf**	*	**3%abf**	*	**1%h**	**1%h**	*	**6%hijkm**	*	**1%hm**
NET Very/fairly satisfied		4292	1814	1689	431	260	84	3503	343	1841	1731	467	182	48	3572	230
		83%	**93%bcdefg**	**85%cdeg**	*59%*	**76%c**	*68%*	**89%bcdeg**	**74%c**	**93%ijklmn**	**87%jkln**	*57%*	**72%jl**	*56%*	**90%ijkln**	**68%j**
NET Very/fairly dissatisfied		144	32	41	30	26	14	73	39	30	40	38	27	8	71	35
		3%	*2%*	*2%*	**4%abf**	**7%abf**	**11%abcf**	*2%*	**8%abcf**	*2%*	*2%*	**5%him**	**11%hijm**	**9%him**	*2%*	**10%hijm**
Mean		4.15	**4.46bcdefg**	**4.07cdeg**	3.72	**3.87c**	3.84	**4.26bcdeg**	**3.86c**	**4.47ijklmn**	**4.09jkln**	3.68	3.76	3.61	**4.28ijkln**	3.73
Std Dev.		0.78	0.68	0.68	0.82	0.87	1.05	0.71	0.92	0.68	0.66	0.80	0.97	0.99	0.69	0.97
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.01	0.01	0.03	0.06	0.11	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Very satisfied	(5)	**1751**	171	1554	27	563	1110	78	1726	18	3	3	1746	2
		34%	**44%bc**	*33%*	*27%*	**37%f**	**34%f**	*25%*	*34%*	*28%*	*11%*	*25%*	*34%*	*6%*
Fairly satisfied	(4)	**2542**	133	2355	53	712	1696	133	2482	35	18	2	2535	4
		49%	*35%*	**50%a**	**53%a**	*46%*	**51%df**	*43%*	*49%*	*54%*	*70%*	*23%*	*50%*	*14%*
Neither satisfied or dissatisfied	(3)	**678**	62	596	20	198	401	79	648	11	1	5	660	13
		13%	*16%*	*13%*	*20%*	*13%*	*12%*	**25%de**	*13%*	*17%*	*3%*	*52%*	*13%*	*44%*
Fairly dissatisfied	(2)	**109**	8	101	1	52	53	4	105	1	2	-	108	2
		2%	*2%*	*2%*	*1%*	**3%e**	*2%*	*1%*	*2%*	*1%*	*8%*	-	*2%*	*5%*
Very dissatisfied	(1)	**35**	4	31	*	5	27	3	32	-	2	-	35	1
		1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	-	*9%*	-	*1%*	*2%*
Don't know		**42**	5	36	*	5	22	14	33	-	-	-	33	8
		1%	*1%*	*1%*	*	*	*1%*	**4%de**	*1%*	-	-	-	*1%*	*29%*
NET Very/fairly satisfied		**4292**	304	3909	79	1276	2806	211	4208	53	20	5	4281	6
		83%	*79%*	*84%*	*79%*	**83%f**	**85%f**	*68%*	*84%*	*82%*	*80%*	*48%*	*84%*	*20%*
NET Very/fairly dissatisfied		**144**	12	131	1	57	80	7	137	1	4	-	142	2
		3%	*3%*	*3%*	*1%*	*4%*	*2%*	*2%*	*3%*	*1%*	*17%*	-	*3%*	*7%*
Mean		**4.15**	4.21	4.14	4.05	**4.16f**	**4.16f**	3.94	4.15	4.08	3.66	3.72	4.15	3.24
Std Dev.		**0.78**	0.87	0.77	0.71	0.80	0.76	0.82	0.77	0.70	1.08	0.88	0.77	0.83
Std Error		**0.01**	0.04	0.01	0.07	0.02	0.01	0.05	0.01	0.09	0.19	0.31	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 237

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Very satisfied	(5)	**1751**	388	436	417	509	119	136	134	147	145	144	112	137	168	180	188	140
		34%	*30%*	*34%*	*32%*	**39%abc**	*28%*	*31%*	*31%*	**34%k**	**35%k**	*32%*	*26%*	*33%*	**38%ek**	**42%efgjkl**	**41%efgjk**	**35%k**
Fairly satisfied	(4)	**2542**	664	653	641	583	224	225	216	221	195	238	247	198	197	187	197	199
		49%	**52%d**	**51%d**	*50%*	*45%*	**53%no**	**52%o**	*50%*	*51%*	*47%*	**53%no**	**57%imno**	*48%*	*44%*	*43%*	*43%*	*50%*
Neither satisfied or dissatisfied	(3)	**678**	181	156	198	142	69	58	54	50	57	49	64	69	65	46	51	45
		13%	*14%*	*12%*	**15%d**	*11%*	*16%*	*13%*	*13%*	*12%*	*14%*	*11%*	*15%*	*17%*	*15%*	*11%*	*11%*	*11%*
Fairly dissatisfied	(2)	**109**	31	30	18	31	9	10	11	6	12	12	7	5	7	11	13	7
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
Very dissatisfied	(1)	**35**	11	8	4	13	1	4	6	2	4	2	1	1	2	5	3	4
		1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*
Don't know		**42**	8	9	12	12	-	1	7	4	3	3	3	5	4	1	8	3
		1%	*1%*	*1%*	*1%*	*1%*	-	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%e**	*1%*
NET Very/fairly satisfied		**4292**	1053	1089	1058	1092	342	361	349	369	340	381	359	335	365	367	385	340
		83%	*82%*	*84%*	*82%*	*85%*	*81%*	*83%*	*82%*	*86%*	*82%*	*85%*	*83%*	*81%*	*82%*	*85%*	*84%*	*85%*
NET Very/fairly dissatisfied		**144**	42	37	22	43	10	14	18	8	16	14	8	6	8	16	17	11
		3%	*3%*	*3%*	*2%*	**3%c**	*2%*	*3%*	*4%*	*2%*	*4%*	*3%*	*2%*	*1%*	*2%*	*4%*	*4%*	*3%*
Mean		**4.15**	4.09	4.15	4.13	**4.21a**	4.07	4.10	4.09	4.19	4.13	4.14	4.07	4.13	4.19	**4.23ek**	**4.22ek**	4.17
Std Dev.		**0.78**	0.78	0.76	0.74	0.81	0.74	0.79	0.82	0.72	0.82	0.75	0.69	0.75	0.77	0.83	0.82	0.78
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**862**	-	862	439	417	172	162	209	118	110	61	31	333	327	202	92	750	106	809
	17%	-	*17%*	*17%*	*16%*	**25%hijk**	**25%hijk**	**21%ijk**	**16%jk**	**12%k**	*10%*	*6%*	**25%mno**	**19%no**	*10%*	*8%*	*16%*	**22%p**	*16%*
No	**3871**	-	3871	1851	2012	461	465	747	548	724	513	413	925	1295	1651	927	3493	350	3952
	75%	-	*75%*	*74%*	*76%*	*67%*	*71%*	**74%e**	**76%e**	**79%ef**	**81%efg**	**79%ef**	*69%*	**75%l**	**79%lm**	**80%lm**	*75%*	*73%*	*77%*
I don't know	**422**	-	422	221	201	54	27	59	53	88	60	81	81	112	229	141	392	25	395
	8%	-	*8%*	*9%*	*8%*	**8%f**	*4%*	*6%*	*7%*	**10%fg**	**9%fg**	**15%efghij**	*6%*	*6%*	**11%lm**	**12%lm**	*8%*	*5%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	862	243	236	192	192	478	384	623	226	99	96	206	173	217	476	102	703
	17%	**23%bcd**	*13%*	**17%b**	*15%*	*17%*	*16%*	**20%h**	*11%*	*16%*	*14%*	*15%*	*14%*	**25%ijkln**	*14%*	*16%*	*17%*
No	3871	726	1345	839	960	2072	1799	2257	1560	474	537	1052	954	598	2543	476	3185
	75%	*70%*	**77%a**	**76%a**	**76%a**	*74%*	*76%*	*74%*	**78%g**	**75%m**	**77%m**	**76%m**	**79%m**	*69%*	**77%m**	*75%*	*76%*
I don't know	422	69	170	77	106	239	183	187	219	57	61	122	80	54	263	59	322
	8%	*7%*	**10%a**	*7%*	*8%*	*9%*	*8%*	*6%*	**11%g**	*9%*	*9%*	*9%*	*7%*	*6%*	*8%*	*9%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**862**	761	101	40	735	69	29	29	28	109	65	49	84	61	173	113	52	6	63
	17%	*17%*	*14%*	*16%*	**17%f**	*16%*	*11%*	**20%f**	*13%*	**19%mpq**	*15%*	*13%*	**19%p**	*13%*	**25%hjkmopqr**	*16%*	*12%*	*9%*	*17%*
No	**3871**	3292	579	190	3221	344	198	109	168	424	321	287	337	356	456	525	348	57	287
	75%	*74%*	**79%a**	*76%*	*75%*	*78%*	*79%*	*75%*	**81%n**	**75%n**	**76%n**	**77%n**	*74%*	*75%*	*67%*	*75%*	**79%n**	**84%n**	**77%n**
I don't know	**422**	368	55	22	363	27	24	8	12	30	38	37	32	59	49	65	42	4	23
	8%	*8%*	*7%*	*9%*	**8%g**	*6%*	**10%g**	*5%*	*6%*	*5%*	*9%*	*10%*	*7%*	**12%hilnr**	*7%*	*9%*	*9%*	*6%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	862	272	351	130	69	35	623	104	288	349	131	72	17	637	88
	17%	*14%*	**18%a**	*18%*	**20%a**	**28%abcf**	*16%*	**22%af**	*15%*	*18%*	*16%*	**28%hijm**	*19%*	*16%*	**26%hijm**
No	3871	1543	1480	515	244	75	3023	319	1560	1496	579	164	53	3055	217
	75%	**79%bcdeg**	**75%eg**	*71%*	*71%*	*61%*	**77%ceg**	*69%*	**79%ijkln**	**76%kln**	*71%*	*65%*	*62%*	**77%jkln**	*64%*
I don't know	422	130	145	81	28	14	275	42	122	134	107	18	16	256	34
	8%	*7%*	*7%*	**11%abf**	*8%*	*11%*	*7%*	*9%*	*6%*	*7%*	**13%hikm**	*7%*	**19%hikm**	*6%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**862**	130	715	17	334	449	80	820	31	6	3	856	3
	17%	**34%bc**	*15%*	*17%*	**22%e**	*14%*	**26%e**	*16%*	**47%gk**	*24%*	*25%*	*17%*	*12%*
No	**3871**	222	3575	74	1066	2610	195	3811	31	13	8	3855	9
	75%	*58%*	**77%a**	**74%a**	*69%*	**79%df**	*63%*	**76%h**	*47%*	*50%*	*74%*	**75%h**	*31%*
I don't know	**422**	31	382	9	136	251	35	395	4	7	*	406	17
	8%	*8%*	*8%*	*9%*	*9%*	*8%*	*11%*	*8%*	*6%*	*26%*	*1%*	*8%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 238

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**862**	219	209	206	228	73	70	76	71	60	78	72	60	74	84	74	70
	17%	*17%*	*16%*	*16%*	*18%*	*17%*	*16%*	*18%*	*16%*	*14%*	*18%*	*17%*	*14%*	*17%*	*20%*	*16%*	*17%*
No	**3871**	944	971	980	976	320	318	306	304	323	344	316	322	343	324	354	298
	75%	*74%*	*75%*	*76%*	*76%*	*76%*	*73%*	*72%*	*71%*	*78%*	*77%*	*73%*	*78%*	*77%*	*75%*	*77%*	*75%*
I don't know	**422**	121	112	103	86	28	48	46	55	33	24	45	33	26	22	33	32
	8%	*9%*	*9%*	*8%*	*7%*	*7%*	**11%jmn**	**11%jn**	**13%ejmno**	*8%*	*5%*	**10%n**	*8%*	*6%*	*5%*	*7%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**961**	-	961	474	483	178	142	234	140	122	92	53	320	374	267	145	839	115	977
	19%	-	*19%*	*19%*	*18%*	**26%hijk**	**22%ijk**	**23%ijk**	**19%ik**	*13%*	*14%*	*10%*	**24%no**	**22%no**	*13%*	*12%*	*18%*	**24%p**	*19%*
No	**4059**	-	4059	1985	2063	463	481	761	567	786	534	468	943	1328	1789	1002	3693	338	4053
	79%	-	*79%*	*79%*	*78%*	*67%*	*74%*	**75%e**	**79%e**	**85%efgh**	**84%efg**	**89%efghi**	*70%*	**77%l**	**86%lm**	**86%lm**	**80%q**	*70%*	*79%*
I don't know	**136**	-	136	52	84	46	31	20	12	14	8	4	77	33	26	13	103	28	126
	3%	-	*3%*	*2%*	*3%*	**7%ghijk**	**5%ghijk**	*2%*	*2%*	*2%*	*1%*	*1%*	**6%mno**	*2%*	*1%*	*1%*	*2%*	**6%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	961	269	280	219	193	549	412	660	286	105	114	241	189	232	544	105	789
	19%	**26%bcd**	*16%*	**20%d**	*15%*	*20%*	*17%*	**22%h**	*14%*	*17%*	*17%*	*17%*	*16%*	**27%ijkln**	*17%*	*17%*	*19%*
No	4059	745	1425	865	1024	2170	1889	2334	1670	498	565	1121	989	615	2675	505	3336
	79%	*72%*	**81%a**	**78%a**	**81%a**	*78%*	*80%*	*76%*	**83%g**	**79%m**	**82%m**	**81%m**	**82%m**	*71%*	**82%m**	*79%*	*79%*
I don't know	136	24	46	25	41	70	66	74	49	26	14	19	30	22	62	26	86
	3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	**4%kn**	*2%*	*1%*	*2%*	*2%*	*2%*	**4%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**961**	809	152	60	812	70	48	31	35	109	75	69	106	73	161	128	55	11	60
	19%	*18%*	*21%*	*24%*	*19%*	*16%*	*19%*	*21%*	*17%*	**19%p**	*18%*	*19%*	**23%mpr**	*15%*	**24%mpr**	*18%*	*13%*	*16%*	*16%*
No	**4059**	3489	570	184	3387	362	197	113	169	429	339	295	335	395	488	561	375	55	306
	79%	*79%*	*78%*	*73%*	*78%*	*82%*	*79%*	*78%*	**81%n**	*76%*	**80%n**	*79%*	*74%*	**83%ln**	*72%*	**80%n**	**85%ln**	*82%*	**82%ln**
I don't know	**136**	122	14	7	119	9	6	2	4	24	9	8	12	8	28	15	10	2	7
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	**961**	339	390	118	76	36	729	111	333	390	165	51	21	722	72
	19%	*17%*	*20%*	*16%*	*22%*	**29%acf**	*19%*	**24%acf**	*17%*	*20%*	*20%*	*20%*	*25%*	*18%*	*21%*
No	**4059**	1596	1549	558	257	82	3145	340	1617	1553	609	191	62	3171	253
	79%	**82%bcdeg**	**78%e**	*77%*	*75%*	*66%*	**80%eg**	*73%*	**82%ijkn**	*79%*	*75%*	*75%*	*73%*	**80%j**	*75%*
I don't know	**136**	11	36	49	9	6	47	15	20	36	43	12	2	55	14
	3%	*1%*	**2%a**	**7%abdfg**	**3%a**	**5%af**	*1%*	**3%af**	*1%*	*2%*	**5%him**	**5%him**	*3%*	*1%*	**4%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	961	148	786	26	409	473	78	924	27	8	1	959	1
	19%	**39%b**	*17%*	*26%*	**27%e**	*14%*	**25%e**	*18%*	**41%gk**	*33%*	*12%*	*19%*	*2%*
No	4059	227	3766	66	1089	2767	203	4001	28	14	7	4042	10
	79%	*59%*	**81%ac**	*66%*	*71%*	**84%df**	*65%*	**80%h**	*43%*	*53%*	*64%*	**79%h**	*35%*
I don't know	136	8	120	7	37	70	29	102	10	4	3	115	18
	3%	*2%*	*3%*	**7%ab**	*2%*	*2%*	**9%de**	*2%*	**15%gk**	*14%*	*25%*	*2%*	*63%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**961**	237	258	209	258	76	93	68	89	74	94	65	59	85	105	77	75
	19%	*18%*	*20%*	*16%*	*20%*	*18%*	**21%l**	*16%*	*21%*	*18%*	*21%*	*15%*	*14%*	*19%*	**25%gklo**	*17%*	*19%*
No	**4059**	1018	996	1036	1009	336	331	351	331	322	344	350	343	342	318	377	315
	79%	*79%*	*77%*	*80%*	*78%*	*80%*	*76%*	**82%n**	*77%*	*77%*	*77%*	*81%*	**83%n**	*77%*	*74%*	**82%n**	*79%*
I don't know	**136**	29	38	46	23	9	11	9	10	20	8	17	12	16	7	6	10
	3%	*2%*	*3%*	**4%d**	*2%*	*2%*	*3%*	*2%*	*2%*	**5%no**	*2%*	*4%*	*3%*	*4%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**1671**	-	1671	783	884	273	245	370	243	268	153	119	518	613	540	272	1480	173	1660
	32%	-	*32%*	*31%*	*34%*	**40%ijk**	**37%ijk**	**36%ijk**	**34%jk**	*29%*	*24%*	*23%*	**39%no**	**35%no**	*26%*	*24%*	*32%*	*36%*	*32%*
No	**3138**	-	3138	1553	1574	364	372	598	426	585	440	354	735	1024	1378	794	2849	272	3164
	61%	-	*61%*	*62%*	*60%*	*53%*	*57%*	*59%*	*59%*	**63%e**	**69%efgh**	**67%efgh**	*55%*	*59%*	**66%lm**	**68%lm**	*61%*	*57%*	*61%*
I don't know	**348**	-	348	175	172	50	37	47	50	70	41	52	87	97	163	93	306	36	332
	7%	-	*7%*	*7%*	*7%*	*7%*	*6%*	*5%*	*7%*	**8%g**	*7%*	**10%fg**	*6%*	*6%*	**8%m**	*8%*	*7%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	1671	419	529	347	376	948	723	1093	554	188	227	420	363	343	1010	191	1369
	32%	**40%bcd**	*30%*	*31%*	*30%*	*34%*	*31%*	**36%h**	*28%*	*30%*	*33%*	*30%*	*30%*	**40%ijkln**	*31%*	*30%*	*32%*
No	3138	564	1086	696	792	1649	1488	1808	1285	401	409	867	780	480	2055	403	2571
	61%	*54%*	**62%a**	**63%a**	**63%a**	*59%*	**63%e**	*59%*	**64%g**	**64%m**	*59%*	**63%m**	**65%m**	*55%*	**63%m**	*63%*	*61%*
I don't know	348	56	136	65	90	192	155	166	166	41	57	94	65	46	216	43	272
	7%	*5%*	*8%*	*6%*	*7%*	*7%*	*7%*	*5%*	**8%g**	*7%*	*8%*	*7%*	*5%*	*5%*	*7%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**1671**	1454	217	80	1421	137	66	47	56	171	135	124	161	145	273	252	105	15	122
	32%	*33%*	*30%*	*32%*	**33%f**	*31%*	*27%*	*32%*	*27%*	*30%*	*32%*	**33%p**	**36%hpq**	*30%*	**40%hijmpq**	**36%hpq**	*24%*	*22%*	**33%p**
No	**3138**	2664	474	158	2605	276	165	92	141	365	267	227	260	304	344	401	295	49	227
	61%	*60%*	*64%*	*63%*	*60%*	*63%*	**66%d**	*63%*	**68%lno**	**65%n**	**63%n**	**61%n**	*58%*	**64%n**	*51%*	*57%*	**67%lno**	**72%lno**	**61%n**
I don't know	**348**	303	45	13	293	28	19	7	12	27	22	22	31	28	61	50	40	4	24
	7%	*7%*	*6%*	*5%*	*7%*	*6%*	*8%*	*5%*	*6%*	*5%*	*5%*	*6%*	*7%*	*6%*	*9%*	*7%*	**9%l**	*6%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	1671	593	683	206	126	55	1276	181	597	704	230	93	39	1302	132
	32%	*30%*	**35%ac**	*28%*	**37%c**	**44%acd**	*33%*	**39%acf**	*30%*	**36%hj**	*28%*	*36%*	**46%hj**	**33%j**	**39%hj**
No	3138	1264	1154	454	187	64	2417	251	1289	1156	501	136	36	2444	172
	61%	**65%bdeg**	*58%*	**63%g**	*55%*	*52%*	**62%g**	*54%*	**65%lkln**	**58%ln**	**61%ln**	*54%*	*42%*	**62%kln**	*51%*
I don't know	348	89	138	66	29	5	227	34	84	119	87	25	10	202	35
	7%	*5%*	**7%a**	**9%af**	**8%a**	*4%*	*6%*	*7%*	*4%*	*6%*	**11%him**	**10%hm**	**12%hm**	*5%*	**10%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**1671**	182	1454	35	655	904	112	1619	34	11	4	1664	3
	32%	**47%b**	*31%*	*35%*	**43%e**	*27%*	**36%e**	*32%*	**53%gk**	*42%*	*37%*	*33%*	*10%*
No	**3138**	174	2908	55	773	2206	159	3088	24	12	5	3124	8
	61%	*45%*	**62%a**	*55%*	*50%*	**67%df**	*51%*	**61%h**	*37%*	*47%*	*51%*	**61%h**	*28%*
I don't know	**348**	28	311	9	108	200	40	318	7	3	1	328	18
	7%	*7%*	*7%*	*9%*	*7%*	*6%*	**13%de**	*6%*	*11%*	*11%*	*12%*	*6%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**1671**	445	430	392	405	147	152	146	147	144	139	148	108	136	138	142	125
	32%	*35%*	*33%*	*30%*	*31%*	**35%l**	**35%l**	*34%*	*34%*	**35%l**	*31%*	*34%*	*26%*	*31%*	*32%*	*31%*	*31%*
No	**3138**	745	784	801	807	256	240	250	241	247	296	252	273	277	268	297	242
	61%	*58%*	*61%*	*62%*	*63%*	*61%*	*55%*	*58%*	*56%*	*60%*	**66%fh**	*58%*	**66%fh**	*62%*	*62%*	**64%f**	*61%*
I don't know	**348**	94	78	97	78	19	43	32	42	24	12	33	34	30	24	22	32
	7%	*7%*	*6%*	*8%*	*6%*	*4%*	**10%ejo**	**7%j**	**10%ejo**	*6%*	*3%*	**8%j**	**8%j**	**7%j**	*6%*	*5%*	**8%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**1861**	-	1861	965	890	265	215	337	255	362	244	183	480	592	789	427	1694	154	1889
	36%	-	*36%*	**38%d**	*34%*	*39%*	*33%*	*33%*	*35%*	**39%g**	*39%*	*35%*	*36%*	*34%*	*38%*	*37%*	*37%*	*32%*	*37%*
No	**3149**	-	3149	1478	1663	376	411	646	449	548	382	337	787	1094	1267	719	2825	301	3138
	61%	-	*61%*	*59%*	**63%c**	*55%*	**63%e**	**64%e**	**62%e**	*59%*	*60%*	**64%e**	*59%*	*63%*	*61%*	*62%*	*61%*	*63%*	*61%*
I don't know	**146**	-	146	68	78	46	27	32	15	12	8	5	73	47	25	13	116	25	129
	3%	-	*3%*	*3%*	*3%*	**7%ghijk**	**4%ijk**	**3%ik**	*2%*	*1%*	*1%*	*1%*	**5%mno**	**3%no**	*1%*	*1%*	*2%*	**5%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	1861	446	588	418	409	1034	827	1113	726	207	265	468	379	399	1111	208	1537
	36%	***43%bd***	*34%*	***38%d***	*33%*	*37%*	*35%*	*36%*	*36%*	*33%*	***38%l***	*34%*	*31%*	***46%jkln***	*34%*	*33%*	*36%*
No	3149	569	1108	665	806	1678	1471	1870	1232	407	404	886	794	452	2085	413	2571
	61%	*55%*	***63%a***	*60%*	***64%a***	*60%*	*62%*	*61%*	*61%*	***65%m***	*58%*	***64%jm***	***66%jm***	*52%*	***64%jm***	*65%*	*61%*
I don't know	146	23	55	25	43	78	68	85	47	16	25	26	34	18	85	16	104
	3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**1861**	1598	263	84	1547	161	99	54	61	181	148	139	163	173	276	253	151	23	138
	36%	*36%*	*36%*	*33%*	*36%*	*36%*	*40%*	*37%*	*29%*	*32%*	*35%*	*37%*	*36%*	*36%*	**41%hi**	*36%*	*34%*	*34%*	*37%*
No	**3149**	2689	459	160	2642	272	145	90	143	361	261	217	277	289	378	436	278	44	228
	61%	*61%*	*62%*	*64%*	*61%*	*62%*	*58%*	*62%*	**69%kn**	*64%*	*62%*	*58%*	*61%*	*61%*	*56%*	*62%*	*63%*	*65%*	*61%*
I don't know	**146**	133	13	8	130	8	6	2	3	21	14	16	13	14	23	14	12	1	7
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	1861	707	746	202	146	50	1453	196	675	737	291	107	40	1411	147
	36%	**36%c**	**38%c**	*28%*	**43%c**	**40%c**	**37%c**	**42%c**	*34%*	*37%*	*36%*	*42%*	*46%*	*36%*	**43%hm**
No	3149	1217	1189	477	189	62	2406	251	1265	1208	483	135	37	2472	172
	61%	**63%eg**	*60%*	**66%bdeg**	*55%*	*50%*	**61%g**	*54%*	**64%kln**	**61%ln**	**59%ln**	*53%*	*43%*	**63%kln**	*51%*
I don't know	146	20	41	46	7	12	61	19	31	34	44	11	10	65	21
	3%	*1%*	*2%*	**6%abdf**	*2%*	**10%abdf**	*2%*	**4%af**	*2%*	*2%*	**5%him**	**4%him**	**11%him**	*2%*	**6%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**1861**	202	1627	32	708	1035	118	1815	23	15	6	1853	2
	36%	**53%bc**	*35%*	*32%*	**46%ef**	*31%*	*38%*	*36%*	*36%*	*58%*	*54%*	*36%*	*8%*
No	**3149**	174	2916	59	793	2192	164	3091	36	9	5	3135	9
	61%	*45%*	**62%a**	*60%*	*52%*	**66%df**	*53%*	*61%*	*55%*	*36%*	*46%*	*61%*	*30%*
I don't know	**146**	8	129	9	34	83	29	120	6	2	-	128	18
	3%	*2%*	*3%*	**9%ab**	*2%*	*3%*	**9%de**	*2%*	**9%gk**	*6%*	-	*2%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**1861**	483	478	407	493	159	168	156	163	159	156	137	131	140	192	144	158
	36%	**38%c**	**37%c**	*32%*	**38%c**	*38%*	*39%*	*36%*	*38%*	*38%*	*35%*	*32%*	*32%*	*32%*	**45%jklmo**	*31%*	*39%*
No	**3149**	769	769	842	769	252	254	263	253	232	284	283	272	286	233	303	232
	61%	*60%*	*60%*	**65%abd**	*60%*	*60%*	*58%*	*61%*	*59%*	*56%*	**64%n**	**65%ln**	**66%ln**	**65%n**	*54%*	**66%ln**	*58%*
I don't know	**146**	32	45	41	28	9	13	10	13	25	7	13	11	17	5	14	9
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**6%egjnp**	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	574	-	574	345	226	131	105	184	69	55	19	10	236	253	84	29	492	77	516
	11%	-	*11%*	**14%d**	*9%*	**19%hijk**	**16%hijk**	**18%hijk**	**10%ijk**	**6%k**	*3%*	*2%*	**18%no**	**15%no**	*4%*	*3%*	*11%*	**16%p**	*10%*
No	4380	-	4380	2080	2290	507	518	805	622	842	587	499	1025	1427	1927	1086	3969	378	4429
	85%	-	*85%*	*83%*	**87%c**	*74%*	*79%*	**79%e**	**86%efg**	**91%efgh**	**92%efgh**	**95%efghi**	*77%*	**82%l**	**93%lm**	**94%lm**	**86%q**	*79%*	*86%*
I don't know	202	-	202	87	114	48	30	25	29	26	28	16	78	54	70	44	174	25	211
	4%	-	*4%*	*3%*	*4%*	**7%gijk**	*5%*	*2%*	*4%*	*3%*	*4%*	*3%*	**6%mn**	*3%*	*3%*	*4%*	*4%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	574	193	130	130	121	323	251	445	118	65	62	119	110	178	290	65	472
	11%	**19%bcd**	*7%*	**12%b**	*10%*	*12%*	*11%*	**15%h**	*6%*	*10%*	*9%*	*9%*	*9%*	**20%ijkln**	*9%*	*10%*	*11%*
No	4380	807	1551	934	1088	2358	2022	2509	1809	543	604	1214	1046	661	2864	551	3579
	85%	*78%*	**89%ac**	**84%a**	**86%a**	*85%*	*85%*	*82%*	**90%g**	**86%m**	**87%m**	**88%m**	**87%m**	*76%*	**87%m**	*86%*	*85%*
I don't know	202	38	70	44	50	108	94	113	77	21	28	48	52	30	127	21	159
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**574**	506	68	30	502	31	24	16	21	84	44	27	52	36	137	73	29	6	25
	11%	*11%*	*9%*	*12%*	**12%e**	*7%*	*10%*	**11%e**	*10%*	**15%kmpr**	*10%*	*7%*	**12%pr**	*8%*	**20%hjklmopqr**	*10%*	*6%*	*9%*	*7%*
No	**4380**	3743	637	207	3653	392	210	125	180	458	368	329	380	425	519	602	392	61	332
	85%	*85%*	*87%*	*82%*	*85%*	**89%df**	*84%*	*86%*	**87%n**	*81%*	**87%n**	**88%in**	**84%n**	**89%in**	*77%*	**86%n**	**89%in**	**89%n**	**89%in**
I don't know	**202**	172	30	14	164	17	16	5	6	21	12	17	21	16	22	29	20	1	16
	4%	*4%*	*4%*	*6%*	*4%*	*4%*	**7%d**	*3%*	*3%*	*4%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*5%*	*1%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	574	210	219	85	40	18	429	58	210	222	86	35	17	432	52
	11%	*11%*	*11%*	*12%*	*12%*	*15%*	*11%*	*12%*	*11%*	*11%*	*11%*	*14%*	**20%hm**	*11%*	*15%*
No	4380	1700	1695	589	280	96	3395	376	1724	1687	674	201	65	3411	265
	85%	**87%cdeg**	**86%ceg**	*81%*	*82%*	*77%*	**87%ceg**	*81%*	**88%jkln**	**85%kn**	*82%*	*79%*	*75%*	**86%jkln**	*78%*
I don't know	202	35	62	52	22	10	97	32	36	70	58	18	4	106	22
	4%	*2%*	*3%*	**7%abf**	**6%abf**	**8%abf**	*2%*	**7%abf**	*2%*	**4%h**	**7%him**	**7%him**	*5%*	*3%*	**7%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	574	108	440	26	271	234	69	537	28	5	3	569	2
	11%	**28%b**	*9%*	**26%b**	**18%e**	*7%*	**22%e**	*11%*	**43%gk**	*19%*	*25%*	*11%*	*6%*
No	4380	262	4052	65	1191	2969	220	4313	33	16	8	4362	10
	85%	*68%*	**87%ac**	*65%*	*78%*	**90%df**	*71%*	**86%h**	*51%*	*62%*	*75%*	**85%h**	*35%*
I don't know	202	13	180	9	74	106	22	177	4	5	-	185	17
	4%	*4%*	*4%*	**9%b**	**5%e**	*3%*	**7%e**	*4%*	*6%*	*18%*	-	*4%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**574**	128	145	120	181	39	47	42	44	36	66	31	45	43	68	41	71
	11%	*10%*	*11%*	*9%*	**14%ac**	*9%*	*11%*	*10%*	*10%*	*9%*	**15%ika**	*7%*	*11%*	*10%*	**16%eikmo**	*9%*	**18%efghiklmo**
No	**4380**	1108	1078	1124	1070	372	368	369	360	350	368	387	356	380	349	409	311
	85%	*86%*	*83%*	**87%d**	*83%*	**88%np**	*85%*	**86%p**	*84%*	*84%*	*82%*	**90%jnp**	**86%p**	**86%p**	*81%*	**89%jnp**	*78%*
I don't know	**202**	47	69	47	40	11	20	17	26	30	13	14	12	20	13	10	16
	4%	*4%*	**5%d**	*4%*	*3%*	*3%*	*5%*	*4%*	**6%o**	**7%ejlno**	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	1159	-	1159	592	561	251	179	305	136	161	72	56	429	441	289	128	1024	131	1093
	22%	-	22%	24%	21%	36%fghijk	27%hijk	30%hijk	19%jk	17%jk	11%	11%	32%mno	25%no	14%	11%	22%	27%	21%
No	3844	-	3844	1836	1999	389	451	685	571	737	551	460	840	1256	1748	1011	3490	324	3926
	75%	-	75%	73%	76%	57%	69%e	67%e	79%efg	80%efg	87%efghi	88%efghi	63%	72%l	84%lm	87%lm	75%q	67%	76%
I don't know	153	-	153	83	70	47	23	26	12	25	12	9	70	37	46	21	122	26	137
	3%	-	3%	3%	3%	7%fghijk	4%	3%	2%	3%	2%	2%	5%mno	2%	2%	2%	3%	5%p	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	1159	293	355	250	262	648	511	816	327	135	139	276	264	265	679	135	956
	22%	28%bcd	20%	23%	21%	23%	22%	27%h	16%	21%	20%	20%	22%	31%ijkln	21%	21%	23%
No	3844	720	1336	830	958	2056	1788	2157	1634	477	538	1076	911	579	2525	484	3149
	75%	69%	76%a	75%a	76%a	74%	76%	70%	82%g	76%m	78%m	78%m	75%m	67%	77%m	76%	75%
I don't know	153	26	60	28	39	86	67	94	44	18	17	29	32	24	77	18	106
	3%	2%	3%	3%	3%	3%	3%	3%	2%	3%	2%	2%	3%	3%	2%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**1159**	1028	131	46	986	89	50	35	50	139	97	79	102	81	207	154	76	13	76
	22%	**23%b**	*18%*	*18%*	*23%*	*20%*	*20%*	*24%*	*24%*	**25%mp**	*23%*	*21%*	*23%*	*17%*	**31%klmopr**	*22%*	*17%*	*19%*	*20%*
No	**3844**	3255	589	197	3201	341	192	110	155	405	306	284	338	387	445	531	350	54	287
	75%	*74%*	**80%a**	*79%*	*74%*	*77%*	*77%*	*75%*	**75%n**	*72%*	*72%*	**76%n**	**75%n**	**81%ijn**	*66%*	**76%n**	**79%in**	**79%n**	**77%n**
I don't know	**153**	138	15	8	132	10	9	2	3	19	21	10	13	9	26	18	15	1	10
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*	*5%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	1159	406	458	157	101	36	864	137	422	463	173	76	23	885	99
	22%	21%	23%	22%	30%act	29%	22%	30%abcf	21%	23%	21%	30%hjm	27%	22%	29%hjm
No	3844	1523	1478	523	217	80	3001	297	1520	1464	600	172	56	2984	229
	75%	78%cdeg	75%deg	72%dg	64%	64%	77%deg	64%	77%kn	74%	73%	68%	66%	76%kn	67%
I don't know	153	16	40	45	23	8	56	31	28	52	44	6	6	80	12
	3%	1%	2%a	6%abf	7%abf	6%abf	1%	7%abf	1%	3%h	5%hlm	2%	7%hm	2%	3%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	1159	147	988	24	477	605	77	1106	35	13	1	1153	4
	22%	**38%bc**	*21%*	*24%*	**31%e**	*18%*	**25%e**	*22%*	**54%gk**	*49%*	*12%*	*23%*	*15%*
No	3844	226	3547	71	1022	2615	207	3790	24	13	9	3827	8
	75%	*59%*	**76%a**	*71%*	*67%*	**79%df**	*67%*	**75%h**	*37%*	*51%*	*88%*	**75%h**	*26%*
I don't know	153	10	137	5	36	90	27	130	6	-	-	136	17
	3%	*3%*	*3%*	*5%*	*2%*	*3%*	**9%de**	*3%*	**10%gk**	-	-	*3%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**1159**	300	292	266	300	101	111	89	100	90	102	94	84	88	87	99	114
	22%	*23%*	*23%*	*21%*	*23%*	*24%*	*25%*	*21%*	*23%*	*22%*	*23%*	*22%*	*20%*	*20%*	*20%*	*21%*	**29%glmn**
No	**3844**	946	972	971	954	314	310	323	316	312	344	322	313	336	335	350	269
	75%	*74%*	*75%*	*75%*	*74%*	*74%*	*71%*	**75%p**	*74%*	*75%*	**77%p**	*75%*	*76%*	**76%p**	**78%p**	**76%p**	*67%*
I don't know	**153**	37	27	53	36	7	14	16	13	13	1	16	17	19	8	12	16
	3%	*3%*	*2%*	**4%b**	*3%*	*2%*	**3%j**	**4%j**	**3%j**	**3%j**	*	**4%j**	**4%j**	**4%j**	*2%*	**3%j**	**4%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**862**	-	862	439	417	172	162	209	118	110	61	31	333	327	202	92	750	106	809
	17%	-	*17%*	*17%*	*16%*	**25%hijk**	**25%hijk**	**21%ijk**	**16%jk**	**12%k**	*10%*	*6%*	**25%mno**	**19%no**	*10%*	*8%*	*16%*	**22%p**	*16%*
Damaged mail	**961**	-	961	474	483	178	142	234	140	122	92	53	320	374	267	145	839	115	977
	19%	-	*19%*	*19%*	*18%*	**26%hijk**	**22%ijk**	**23%ijk**	**19%ik**	*13%*	*14%*	*10%*	**24%no**	**22%no**	*13%*	*12%*	*18%*	**24%p**	*19%*
Delayed mail	**1671**	-	1671	783	884	273	245	370	243	268	153	119	518	613	540	272	1480	173	1660
	32%	-	*32%*	*31%*	*34%*	**40%ijk**	**37%ijk**	**36%ijk**	**34%jk**	*29%*	*24%*	*23%*	**39%no**	**35%no**	*26%*	*24%*	*32%*	*36%*	*32%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	-	1861	965	890	265	215	337	255	362	244	183	480	592	789	427	1694	154	1889
	36%	-	*36%*	**38%d**	*34%*	*39%*	*33%*	*33%*	*35%*	**39%g**	*39%*	*35%*	*36%*	*34%*	*38%*	*37%*	*37%*	*32%*	*37%*
Mail that has been tampered with	**574**	-	574	345	226	131	105	184	69	55	19	10	236	253	84	29	492	77	516
	11%	-	*11%*	**14%d**	*9%*	**19%hijk**	**16%hijk**	**18%hijk**	**10%ijk**	**6%k**	*3%*	*2%*	**18%no**	**15%no**	*4%*	*3%*	*11%*	**16%p**	*10%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	-	1159	592	561	251	179	305	136	161	72	56	429	441	289	128	1024	131	1093
	22%	-	*22%*	*24%*	*21%*	**36%fghijk**	**27%hijk**	**30%hijk**	**19%jk**	**17%jk**	*11%*	*11%*	**32%mno**	**25%no**	*14%*	*11%*	*22%*	*27%*	*21%*
NET Any problems experienced	**2966**	-	2966	1443	1513	465	383	569	408	544	327	270	848	977	1141	597	2657	288	3000
	58%	-	*58%*	*57%*	*58%*	**68%fghijk**	*59%*	*56%*	*57%*	**59%jk**	*52%*	*51%*	**63%mno**	*56%*	*55%*	*52%*	*57%*	*60%*	*58%*
NET No problems experienced	**2190**	-	2190	1069	1118	222	271	445	312	379	307	255	492	757	941	562	1978	193	2156
	42%	-	*42%*	*43%*	*42%*	*32%*	**41%e**	**44%e**	**43%e**	**41%e**	**48%ei**	**49%ei**	*37%*	**44%l**	**45%l**	**48%l**	*43%*	*40%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	**862**	243	236	192	192	478	384	623	226	99	96	206	173	217	476	102	703
	17%	***23%bcd***	*13%*	***17%b***	*15%*	*17%*	*16%*	***20%h***	*11%*	*16%*	*14%*	*15%*	*14%*	***25%ijkln***	*14%*	*16%*	*17%*
Damaged mail	**961**	269	280	219	193	549	412	660	286	105	114	241	189	232	544	105	789
	19%	***26%bcd***	*16%*	***20%d***	*15%*	*20%*	*17%*	***22%h***	*14%*	*17%*	*17%*	*17%*	*16%*	***27%ijkln***	*17%*	*17%*	*19%*
Delayed mail	**1671**	419	529	347	376	948	723	1093	554	188	227	420	363	343	1010	191	1369
	32%	***40%bcd***	*30%*	*31%*	*30%*	*34%*	*31%*	***36%h***	*28%*	*30%*	*33%*	*30%*	*30%*	***40%ijkln***	*31%*	*30%*	*32%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	446	588	418	409	1034	827	1113	726	207	265	468	379	399	1111	208	1537
	36%	***43%bd***	*34%*	***38%d***	*33%*	*37%*	*35%*	*36%*	*36%*	*33%*	***38%l***	*34%*	*31%*	***46%ijkln***	*34%*	*33%*	*36%*
Mail that has been tampered with	**574**	193	130	130	121	323	251	445	118	65	62	119	110	178	290	65	472
	11%	***19%bcd***	*7%*	***12%b***	*10%*	*12%*	*11%*	***15%h***	*6%*	*10%*	*9%*	*9%*	*9%*	***20%ijkln***	*9%*	*10%*	*11%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	293	355	250	262	648	511	816	327	135	139	276	264	265	679	135	956
	22%	***28%bcd***	*20%*	*23%*	*21%*	*23%*	*22%*	***27%h***	*16%*	*21%*	*20%*	*20%*	*22%*	***31%ijkln***	*21%*	*21%*	*23%*
NET Any problems experienced	**2966**	689	974	644	658	1663	1302	1837	1086	338	394	782	658	579	1834	342	2450
	58%	***66%bcd***	*56%*	***58%d***	*52%*	***60%f***	*55%*	***60%h***	*54%*	*54%*	*57%*	*57%*	*55%*	***67%ijkln***	*56%*	*54%*	*58%*
NET No problems experienced	**2190**	349	777	464	600	1126	1064	1230	919	292	300	599	549	290	1448	295	1761
	42%	*34%*	***44%a***	***42%a***	***48%ac***	*40%*	***45%e***	*40%*	***46%g***	***46%m***	***43%m***	***43%m***	***45%m***	*33%*	***44%m***	*46%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	862	761	101	40	735	69	29	29	28	109	65	49	84	61	173	113	52	6	63
	17%	17%	14%	16%	17%f	16%	11%	20%f	13%	19%mpq	15%	13%	19%p	13%	25%hjkmopqr	16%	12%	9%	17%
Damaged mail	961	809	152	60	812	70	48	31	35	109	75	69	106	73	161	128	55	11	60
	19%	18%	21%	24%	19%	16%	19%	21%	17%	19%p	18%	19%	23%mpr	15%	24%mpr	18%	13%	16%	16%
Delayed mail	1671	1454	217	80	1421	137	66	47	56	171	135	124	161	145	273	252	105	15	122
	32%	33%	30%	32%	33%f	31%	27%	32%	27%	30%	32%	33%p	36%hpq	30%	40%hijmpq	36%hpq	24%	22%	33%p
Mis-delivered mail - you have received someone else's mail or they have received yours	1861	1598	263	84	1547	161	99	54	61	181	148	139	163	173	276	253	151	23	138
	36%	36%	36%	33%	36%	36%	40%	37%	29%	32%	35%	37%	36%	36%	41%hi	36%	34%	34%	37%
Mail that has been tampered with	574	506	68	30	502	31	24	16	21	84	44	27	52	36	137	73	29	6	25
	11%	11%	9%	12%	12%e	7%	10%	11%e	10%	15%kmpr	10%	7%	12%pr	8%	20%hjklmopqr	10%	6%	9%	7%
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1159	1028	131	46	986	89	50	35	50	139	97	79	102	81	207	154	76	13	76
	22%	23%b	18%	18%	23%	20%	20%	24%	24%	25%mp	23%	21%	23%	17%	31%klmopr	22%	17%	19%	20%
NET Any problems experienced	2966	2558	408	139	2478	257	142	89	102	306	241	218	281	270	424	403	234	36	221
	58%	58%	55%	56%	57%	58%	57%	61%	49%	54%	57%	59%h	62%hp	57%	63%hp	57%	53%	54%	59%h
NET No problems experienced	2190	1862	328	112	1841	183	108	57	106	257	183	155	172	207	254	301	207	31	152
	42%	42%	45%	44%	43%	42%	43%	39%	51%klnr	46%	43%	41%	38%	43%	37%	43%	47%ln	46%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	**862**	272	351	130	69	35	623	104	288	349	131	72	17	637	88
	17%	*14%*	**18%a**	*18%*	**20%a**	**28%abcf**	*16%*	**22%af**	*15%*	*18%*	*16%*	**28%hijm**	*19%*	*16%*	**26%hijm**
Damaged mail	**961**	339	390	118	76	36	729	111	333	390	165	51	21	722	72
	19%	*17%*	*20%*	*16%*	*22%*	**29%acf**	*19%*	**24%acf**	*17%*	*20%*	*20%*	*20%*	*25%*	*18%*	*21%*
Delayed mail	**1671**	593	683	206	126	55	1276	181	597	704	230	93	39	1302	132
	32%	*30%*	**35%ac**	*28%*	**37%c**	**44%acf**	*33%*	**39%acf**	*30%*	**36%hj**	*28%*	*36%*	**46%hj**	**33%j**	**39%hj**
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	707	746	202	146	50	1453	196	675	737	291	107	40	1411	147
	36%	**36%c**	**38%c**	*28%*	**43%c**	**40%c**	**37%c**	**42%c**	*34%*	*37%*	*36%*	*42%*	*46%*	*36%*	**43%hm**
Mail that has been tampered with	**574**	210	219	85	40	18	429	58	210	222	86	35	17	432	52
	11%	*11%*	*11%*	*12%*	*12%*	*15%*	*11%*	*12%*	*11%*	*11%*	*11%*	*14%*	**20%hm**	*11%*	*15%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	406	458	157	101	36	864	137	422	463	173	76	23	885	99
	22%	*21%*	*23%*	*22%*	**30%acf**	*29%*	*22%*	**30%abcf**	*21%*	*23%*	*21%*	**30%hjm**	*27%*	*22%*	**29%hjm**
NET Any problems experienced	**2966**	1077	1188	367	231	87	2265	318	1062	1197	450	178	60	2258	238
	58%	*55%*	**60%ac**	*51%*	**68%abcf**	**70%acf**	**58%c**	**68%abcf**	*54%*	**60%h**	*55%*	**70%hijm**	**70%hj**	*57%*	**70%hijm**
NET No problems experienced	**2190**	868	787	359	111	37	1655	148	908	782	368	75	26	1690	101
	42%	**45%bdeg**	**40%dg**	**49%bdefg**	*32%*	*30%*	**42%deg**	*32%*	**46%ikln**	**40%kn**	**45%kln**	*30%*	*30%*	**43%kn**	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**862**	130	715	17	334	449	80	820	31	6	3	856	3
	17%	**34%bc**	*15%*	*17%*	**22%e**	*14%*	**26%e**	*16%*	**47%gk**	*24%*	*25%*	*17%*	*12%*
Damaged mail	**961**	148	786	26	409	473	78	924	27	8	1	959	1
	19%	**39%b**	*17%*	*26%*	**27%e**	*14%*	**25%e**	*18%*	**41%gk**	*33%*	*12%*	*19%*	*2%*
Delayed mail	**1671**	182	1454	35	655	904	112	1619	34	11	4	1664	3
	32%	**47%b**	*31%*	*35%*	**43%e**	*27%*	**36%e**	*32%*	**53%gk**	*42%*	*37%*	*33%*	*10%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	202	1627	32	708	1035	118	1815	23	15	6	1853	2
	36%	**53%bc**	*35%*	*32%*	**46%ef**	*31%*	*38%*	*36%*	*36%*	*58%*	*54%*	*36%*	*8%*
Mail that has been tampered with	**574**	108	440	26	271	234	69	537	28	5	3	569	2
	11%	**28%b**	*9%*	**26%b**	**18%e**	*7%*	**22%e**	*11%*	**43%gk**	*19%*	*25%*	*11%*	*6%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	147	988	24	477	605	77	1106	35	13	1	1153	4
	22%	**38%bc**	*21%*	*24%*	**31%e**	*18%*	**25%e**	*22%*	**54%gk**	*49%*	*12%*	*23%*	*15%*
NET Any problems experienced	**2966**	277	2626	62	1062	1724	180	2883	48	20	7	2952	7
	58%	**72%b**	*56%*	*62%*	**69%ef**	*52%*	*58%*	*57%*	**75%gk**	*80%*	*66%*	*58%*	*23%*
NET No problems experienced	**2190**	107	2046	38	474	1586	130	2143	16	5	4	2164	23
	42%	*28%*	**44%a**	*38%*	*31%*	**48%d**	**42%d**	**43%h**	*25%*	*20%*	*34%*	**42%h**	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	862	219	209	206	228	73	70	76	71	60	78	72	60	74	84	74	70
	17%	17%	16%	16%	18%	17%	16%	18%	16%	14%	18%	17%	14%	17%	20%	16%	17%
Damaged mail	961	237	258	209	258	76	93	68	89	74	94	65	59	85	105	77	75
	19%	18%	20%	16%	20%	18%	21%l	16%	21%	18%	21%	15%	14%	19%	25%gklo	17%	19%
Delayed mail	1671	445	430	392	405	147	152	146	147	144	139	148	108	136	138	142	125
	32%	35%	33%	30%	31%	35%l	35%l	34%	34%	35%l	31%	34%	26%	31%	32%	31%	31%
Mis-delivered mail - you have received someone else's mail or they have received yours	1861	483	478	407	493	159	168	156	163	159	156	137	131	140	192	144	158
	36%	38%c	37%c	32%	38%c	38%	39%	36%	38%	38%	35%	32%	32%	32%	45%jklmo	31%	39%
Mail that has been tampered with	574	128	145	120	181	39	47	42	44	36	66	31	45	43	68	41	71
	11%	10%	11%	9%	14%ac	9%	11%	10%	10%	9%	15%klo	7%	11%	10%	16%eikmo	9%	18%efghiklmo
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1159	300	292	266	300	101	111	89	100	90	102	94	84	88	87	99	114
	22%	23%	23%	21%	23%	24%	25%	21%	23%	22%	23%	22%	20%	20%	20%	21%	29%glmn
NET Any problems experienced	2966	775	756	702	733	255	284	236	271	236	249	261	204	237	256	242	235
	58%	60%c	59%	54%	57%	61%l	65%gjlmo	55%	63%lmo	57%	56%	60%l	49%	54%	60%l	52%	59%l
NET No problems experienced	2190	509	536	588	557	166	151	192	159	179	197	172	211	206	174	219	164
	42%	40%	41%	46%a	43%	39%	35%	45%f	37%	43%	44%f	40%	51%efhknp	46%fh	40%	48%fh	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3000**	-	3000	1441	1550	425	377	560	379	607	409	243	802	939	1259	652	2792	186	3000
Weighted Base	**2966**	-**	2966	1443	1513	465	383	569	408	544	327	270	848	977	1141	597	2657	288	3000
Effective Base	**1636**	-	1636	807	822	258	225	346	202	306	161	148	482	542	613	308	1495	133	3000
Lost mail	**862**	-	862	439	417	172	162	209	118	110	61	31	333	327	202	92	750	106	809
	29%	-	*29%*	*30%*	*28%*	**37%ijk**	**42%hijk**	**37%ijk**	**29%ijk**	**20%k**	*19%*	*11%*	**39%no**	**34%no**	*18%*	*15%*	*28%*	**37%p**	*27%*
Damaged mail	**961**	-	961	474	483	178	142	234	140	122	92	53	320	374	267	145	839	115	977
	32%	-	*32%*	*33%*	*32%*	**38%ijk**	**37%ik**	**41%ijk**	**34%ik**	*22%*	*28%*	*20%*	**38%no**	**38%no**	*23%*	*24%*	*32%*	**40%p**	*33%*
Delayed mail	**1671**	-	1671	783	884	273	245	370	243	268	153	119	518	613	540	272	1480	173	1660
	56%	-	*56%*	*54%*	*58%*	**59%ijk**	**64%ijk**	**65%ijk**	**60%ijk**	*49%*	*47%*	*44%*	**61%no**	**63%no**	*47%*	*46%*	*56%*	*60%*	*55%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	-	1861	965	890	265	215	337	255	362	244	183	480	592	789	427	1694	154	1889
	63%	-	*63%*	**67%d**	*59%*	*57%*	*56%*	*59%*	*63%*	**67%ef**	**75%efgh**	**68%ef**	*57%*	*61%*	**69%lm**	**71%lm**	**64%q**	*53%*	*63%*
Mail that has been tampered with	**574**	-	574	345	226	131	105	184	69	55	19	10	236	253	84	29	492	77	516
	19%	-	*19%*	**24%d**	*15%*	**28%hijk**	**27%hijk**	**32%hijk**	**17%ijk**	**10%k**	*6%*	*4%*	**28%no**	**26%no**	*7%*	*5%*	*19%*	**27%p**	*17%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	-	1159	592	561	251	179	305	136	161	72	56	429	441	289	128	1024	131	1093
	39%	-	*39%*	*41%*	*37%*	**54%hijk**	**47%hijk**	**54%hijk**	**33%jk**	**30%k**	*22%*	*21%*	**51%no**	**45%no**	*25%*	*21%*	*39%*	*46%*	*36%*
NET Any problems experienced	**2966**	-	2966	1443	1513	465	383	569	408	544	327	270	848	977	1141	597	2657	288	3000
	100%	-	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3000**	840	911	558	691	1751	1249	1547	1408	365	398	759	691	530	1848	369	2432
Weighted Base	**2966**	689	974	644	658	1663	1302	1837	1086	338	394	782	658	579	1834	342	2450
Effective Base	**1636**	374	523	330	417	897	739	907	743	214	232	413	359	292	1002	216	1317
Lost mail	**862**	243	236	192	192	478	384	623	226	99	96	206	173	217	476	102	703
	29%	***35%b***	*24%*	*30%*	*29%*	*29%*	*29%*	***34%h***	*21%*	*29%*	*24%*	*26%*	*26%*	***37%jkln***	*26%*	*30%*	*29%*
Damaged mail	**961**	269	280	219	193	549	412	660	286	105	114	241	189	232	544	105	789
	32%	***39%bd***	*29%*	*34%*	*29%*	*33%*	*32%*	***36%h***	*26%*	*31%*	*29%*	*31%*	*29%*	***40%ijkln***	*30%*	*31%*	*32%*
Delayed mail	**1671**	419	529	347	376	948	723	1093	554	188	227	420	363	343	1010	191	1369
	56%	*61%*	*54%*	*54%*	*57%*	*57%*	*56%*	***59%h***	*51%*	*56%*	*58%*	*54%*	*55%*	*59%*	*55%*	*56%*	*56%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	446	588	418	409	1034	827	1113	726	207	265	468	379	399	1111	208	1537
	63%	*65%*	*60%*	*65%*	*62%*	*62%*	*64%*	*61%*	***67%g***	*61%*	***67%l***	*60%*	*58%*	***69%kln***	*61%*	*61%*	*63%*
Mail that has been tampered with	**574**	193	130	130	121	323	251	445	118	65	62	119	110	178	290	65	472
	19%	***28%bcd***	*13%*	***20%b***	***18%b***	*19%*	*19%*	***24%h***	*11%*	*19%*	*16%*	*15%*	*17%*	***31%ijkln***	*16%*	*19%*	*19%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	293	355	250	262	648	511	816	327	135	139	276	264	265	679	135	956
	39%	*42%*	*36%*	*39%*	*40%*	*39%*	*39%*	***44%h***	*30%*	*40%*	*35%*	*35%*	*40%*	***46%kln***	*37%*	*39%*	*39%*
NET Any problems experienced	**2966**	689	974	644	658	1663	1302	1837	1086	338	394	782	658	579	1834	342	2450
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3000	1953	1047	477	1463	634	518	385	126	164	154	156	186	157	188	178	154	88	546
Weighted Base	2966	2558	408	139	2478	257	142	89	102	306	241	218	281	270	424	403	234	36*	221
Effective Base	1636	1375	268	106	1225	271	231	224	116	151	132	139	151	137	169	161	139	41	230
Lost mail	862	761	101	40	735	69	29	29	28	109	65	49	84	61	173	113	52	6	63
	29%	30%	25%	28%	30%f	27%	20%	33%f	27%	36%kmpq	27%	22%	30%	23%	41%hjklmopqr	28%	22%	17%	29%
Damaged mail	961	809	152	60	812	70	48	31	35	109	75	69	106	73	161	128	55	11	60
	32%	32%	37%	43%a	33%	27%	33%	35%	35%	36%p	31%	32%	38%pr	27%	38%mpr	32%	24%	29%	27%
Delayed mail	1671	1454	217	80	1421	137	66	47	56	171	135	124	161	145	273	252	105	15	122
	56%	57%	53%	57%	57%f	53%	47%	53%	55%	56%	56%	57%	58%p	54%	64%pq	63%pq	45%	41%	55%
Mis-delivered mail - you have received someone else's mail or they have received yours	1861	1598	263	84	1547	161	99	54	61	181	148	139	163	173	276	253	151	23	138
	63%	62%	64%	60%	62%	62%	70%dg	61%	60%	59%	61%	64%	58%	64%	65%	63%	65%	63%	62%
Mail that has been tampered with	574	506	68	30	502	31	24	16	21	84	44	27	52	36	137	73	29	6	25
	19%	20%	17%	22%	20%e	12%	17%	18%	21%r	27%kmopr	18%	12%	19%	13%	32%hjklmopr	18%	12%	17%	11%
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1159	1028	131	46	986	89	50	35	50	139	97	79	102	81	207	154	76	13	76
	39%	40%b	32%	33%	40%	35%	35%	39%	49%klmpr	46%mpr	40%	36%	36%	30%	49%klmpr	38%	33%	36%	34%
NET Any problems experienced	2966	2558	408	139	2478	257	142	89	102	306	241	218	281	270	424	403	234	36	221
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3000**	1120	1183	348	246	88	2303	334	1142	1190	419	169	61	2332	230
Weighted Base	**2966**	1077	1188	367	231	87*	2265	318	1062	1197	450	178	60*	2258	238
Effective Base	**1636**	597	638	205	136	52	1235	188	593	648	246	105	34	1241	138
Lost mail	**862**	272	351	130	69	35	623	104	288	349	131	72	17	637	88
	29%	*25%*	*30%*	**35%af**	*30%*	**40%a**	*27%*	**33%a**	*27%*	*29%*	*29%*	**40%hijm**	*28%*	*28%*	**37%hm**
Damaged mail	**961**	339	390	118	76	36	729	111	333	390	165	51	21	722	72
	32%	*31%*	*33%*	*32%*	*33%*	*41%*	*32%*	*35%*	*31%*	*33%*	*37%*	*28%*	*36%*	*32%*	*30%*
Delayed mail	**1671**	593	683	206	126	55	1276	181	597	704	230	93	39	1302	132
	56%	*55%*	*58%*	*56%*	*55%*	*63%*	*56%*	*57%*	*56%*	**59%l**	*51%*	*52%*	*66%*	*58%*	*55%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	707	746	202	146	50	1453	196	675	737	291	107	40	1411	147
	63%	**66%c**	**63%c**	*55%*	*63%*	*57%*	**64%c**	*62%*	*64%*	*62%*	*65%*	*60%*	*66%*	*62%*	*62%*
Mail that has been tampered with	**574**	210	219	85	40	18	429	58	210	222	86	35	17	432	52
	19%	*19%*	*18%*	*23%*	*17%*	*21%*	*19%*	*18%*	*20%*	*19%*	*19%*	*20%*	*28%*	*19%*	*22%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	406	458	157	101	36	864	137	422	463	173	76	23	885	99
	39%	*38%*	*39%*	*43%*	*44%*	*42%*	*38%*	*43%*	*40%*	*39%*	*39%*	*42%*	*39%*	*39%*	*42%*
NET Any problems experienced	**2966**	1077	1188	367	231	87	2265	318	1062	1197	450	178	60	2258	238
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3000**	271	2668	61	1077	1736	187	2918	44	24	6	2986	8
Weighted Base	**2966**	277	2626	62*	1062	1724	180	2883	48**	20**	7**	2952	7**
Effective Base	**1636**	162	1440	34	609	922	106	1585	28	15	4	1627	6
Lost mail	**862**	130	715	17	334	449	80	820	31	6	3	856	3
	29%	**47%bc**	*27%*	*27%*	**31%e**	*26%*	**44%de**	*28%*	*63%*	*30%*	*37%*	*29%*	*51%*
Damaged mail	**961**	148	786	26	409	473	78	924	27	8	1	959	1
	32%	**53%b**	*30%*	*42%*	**39%e**	*27%*	**43%e**	*32%*	*55%*	*41%*	*18%*	*32%*	*9%*
Delayed mail	**1671**	182	1454	35	655	904	112	1619	34	11	4	1664	3
	56%	**66%b**	*55%*	*57%*	**62%e**	*52%*	*62%*	*56%*	*70%*	*53%*	*56%*	*56%*	*43%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	202	1627	32	708	1035	118	1815	23	15	6	1853	2
	63%	**73%bc**	*62%*	*51%*	**67%e**	*60%*	*65%*	*63%*	*48%*	*72%*	*83%*	*63%*	*35%*
Mail that has been tampered with	**574**	108	440	26	271	234	69	537	28	5	3	569	2
	19%	**39%b**	*17%*	**41%b**	**26%e**	*14%*	**38%de**	*19%*	*58%*	*24%*	*37%*	*19%*	*28%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	147	988	24	477	605	77	1106	35	13	1	1153	4
	39%	**53%b**	*38%*	*38%*	**45%e**	*35%*	*43%*	*38%*	*72%*	*62%*	*18%*	*39%*	*66%*
NET Any problems experienced	**2966**	277	2626	62	1062	1724	180	2883	48	20	7	2952	7
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3000**	788	769	710	733	268	271	249	280	248	241	245	219	246	241	238	254
Weighted Base	**2966**	775	756	702	733	255	284	236	271	236	249	261	204	237	256	242	235
Effective Base	**1636**	430	421	359	429	137	153	142	154	134	134	126	108	126	147	135	148
Lost mail	**862**	219	209	206	228	73	70	76	71	60	78	72	60	74	84	74	70
	29%	*28%*	*28%*	*29%*	*31%*	*29%*	*25%*	*32%*	*26%*	*25%*	*32%*	*28%*	*29%*	*31%*	*33%*	*30%*	*30%*
Damaged mail	**961**	237	258	209	258	76	93	68	89	74	94	65	59	85	105	77	75
	32%	*31%*	*34%*	*30%*	*35%*	*30%*	*33%*	*29%*	*33%*	*31%*	**38%k**	*25%*	*29%*	*36%*	**41%egkl**	*32%*	*32%*
Delayed mail	**1671**	445	430	392	405	147	152	146	147	144	139	148	108	136	138	142	125
	56%	*57%*	*57%*	*56%*	*55%*	*57%*	*54%*	*62%*	*54%*	*61%*	*56%*	*57%*	*53%*	*57%*	*54%*	*59%*	*53%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1861**	483	478	407	493	159	168	156	163	159	156	137	131	140	192	144	158
	63%	*62%*	*63%*	*58%*	**67%c**	*62%*	*59%*	**66%k**	*60%*	**67%k**	*63%*	*52%*	*64%*	*59%*	**75%efhjkmo**	*60%*	**67%k**
Mail that has been tampered with	**574**	128	145	120	181	39	47	42	44	36	66	31	45	43	68	41	71
	19%	*17%*	*19%*	*17%*	**25%ac**	*15%*	*16%*	*18%*	*16%*	*15%*	**26%efhik**	*12%*	**22%k**	*18%*	**27%efhik**	*17%*	**30%efghikmo**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1159**	300	292	266	300	101	111	89	100	90	102	94	84	88	87	99	114
	39%	*39%*	*39%*	*38%*	*41%*	*39%*	*39%*	*38%*	*37%*	*38%*	*41%*	*36%*	*41%*	*37%*	*34%*	*41%*	**49%hkn**
NET Any problems experienced	**2966**	775	756	702	733	255	284	236	271	236	249	261	204	237	256	242	235
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**687**	-	687	391	295	151	109	190	80	75	51	32	260	270	158	83	605	76	619
	13%	-	*13%*	**16%d**	*11%*	**22%hijk**	**17%hijk**	**19%hijk**	**11%k**	*8%*	*8%*	*6%*	**19%mno**	**16%no**	*8%*	*7%*	*13%*	*16%*	*12%*
No	**4374**	-	4374	2076	2285	497	528	811	626	842	581	488	1025	1437	1911	1070	3953	389	4447
	85%	-	*85%*	*83%*	**87%c**	*72%*	**81%e**	**80%e**	**87%efg**	**91%efgh**	**92%efg**	**93%efgh**	*77%*	**83%l**	**92%lm**	**92%lm**	*85%*	*81%*	*86%*
I don't know	**95**	-	95	44	50	39	16	14	13	6	2	5	55	27	13	7	76	15	90
	2%	-	*2%*	*2%*	*2%*	**6%fghijk**	**2%lj**	*1%*	*2%*	*1%*	*	*1%*	**4%mno**	**2%n**	*1%*	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	**687**	223	176	162	127	399	289	497	182	83	71	172	138	185	380	83	571
	13%	**21%bcd**	*10%*	**15%bd**	*10%*	*14%*	*12%*	**16%h**	*9%*	*13%*	*10%*	*12%*	*11%*	**21%jkln**	*12%*	*13%*	*14%*
No	**4374**	803	1553	923	1096	2355	2018	2524	1789	534	605	1190	1051	677	2846	541	3579
	85%	*77%*	**89%ac**	**83%a**	**87%a**	*84%*	*85%*	*82%*	**89%g**	**85%m**	**87%m**	**86%m**	**87%m**	*78%*	**87%m**	*85%*	*85%*
I don't know	**95**	13	22	23	36	36	59	47	34	13	18	18	19	7	55	13	62
	2%	*1%*	*1%*	*2%*	**3%ab**	*1%*	**3%e**	*2%*	*2%*	*2%*	**3%m**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 246

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**687**	605	82	40	595	47	29	16	19	84	37	52	76	50	145	97	36	6	42
	13%	*14%*	*11%*	*16%*	*14%*	*11%*	*12%*	*11%*	*9%*	**15%jp**	*9%*	**14%p**	**17%hjmpr**	*10%*	**21%hjkmopqr**	**14%p**	*8%*	*8%*	*11%*
No	**4374**	3736	637	204	3637	388	220	128	182	463	382	315	367	420	516	594	399	61	327
	85%	*85%*	*87%*	*81%*	*84%*	**88%d**	*88%*	*88%*	**87%n**	*82%*	**90%lln**	**85%n**	*81%*	**88%ln**	*76%*	**84%n**	**90%lno**	**91%n**	**88%ln**
I don't know	**95**	79	16	7	86	5	2	2	7	16	5	6	10	7	17	12	6	1	4
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 246

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	687	253	254	95	58	27	507	85	248	262	105	52	21	510	72
	13%	*13%*	*13%*	*13%*	*17%*	**21%abf**	*13%*	**18%abf**	*13%*	*13%*	*13%*	**20%hijm**	**24%hijm**	*13%*	**21%hijm**
No	4374	1681	1702	590	273	94	3383	367	1700	1705	674	191	65	3405	256
	85%	**86%cdeg**	**86%cdeg**	*81%*	*80%*	*76%*	**86%cdeg**	*79%*	**86%kln**	**86%kln**	**82%n**	*75%*	*76%*	**86%jkln**	*75%*
I don't know	95	12	19	40	10	3	31	13	22	12	39	11	-	34	11
	2%	*1%*	*1%*	**6%abf**	**3%abf**	*2%*	*1%*	**3%abf**	*1%*	*1%*	**5%him**	**4%him**	-	*1%*	**3%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**687**	124	547	16	320	316	52	652	29	6	-	687	*
	13%	**32%bc**	*12%*	*16%*	**21%e**	*10%*	**17%e**	*13%*	**45%gk**	*23%*	-	*13%*	*1%*
No	**4374**	249	4049	75	1188	2959	226	4301	34	19	8	4354	11
	85%	*65%*	**87%ac**	*75%*	*77%*	**89%df**	*73%*	**86%h**	*53%*	*73%*	*81%*	**85%h**	*39%*
I don't know	**95**	10	77	8	28	35	32	73	1	1	2	75	18
	2%	*3%*	*2%*	**8%ab**	*2%*	*1%*	**10%de**	*1%*	*2%*	*4%*	*19%*	*1%*	*61%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 246

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**687**	148	178	153	209	54	44	50	56	45	77	39	57	57	78	55	75
	13%	*12%*	*14%*	*12%*	**16%ac**	*13%*	*10%*	*12%*	*13%*	*11%*	**17%fik**	*9%*	*14%*	*13%*	**18%fik**	*12%*	**19%fgiko**
No	**4374**	1116	1089	1117	1053	364	381	370	362	362	364	391	352	374	346	389	318
	85%	**87%d**	*84%*	**87%d**	*82%*	**86%p**	**88%np**	**87%p**	*84%*	**87%np**	*82%*	**90%jnp**	*85%*	*84%*	*80%*	*84%*	*80%*
I don't know	**95**	20	25	21	28	3	10	7	11	8	6	3	5	12	7	16	5
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	**4%ek**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**619**	-	619	328	290	128	101	155	62	93	50	30	229	217	173	80	559	53	619
Weighted Base	**687**	-**	687	391	295	151*	109*	190	80*	75*	51**	32**	260	270	158*	83*	605	76*	619
Effective Base	**366**	-	366	210	155	78	62	107	39	44	20	19	140	146	80	38	326	37	619
Yes - in person (e.g. to the postman/woman)	**69**	-	69	42	27	13	8	18	8	12	2	8	21	26	22	9	66	3	60
	10%	-	*10%*	*11%*	*9%*	*9%*	*8%*	*10%*	*10%*	*17%*	*3%*	*24%*	*8%*	*10%*	*14%*	*11%*	*11%*	*4%*	*10%*
Yes - by telephone	**123**	-	123	59	65	28	15	32	10	21	10	8	43	42	39	18	103	17	104
	18%	-	*18%*	*15%*	*22%*	*19%*	*14%*	*17%*	*12%*	*28%*	*19%*	*26%*	*17%*	*15%*	*25%*	*21%*	*17%*	*22%*	*17%*
Yes - by email	**171**	-	171	105	67	46	14	38	33	16	18	6	60	71	40	24	161	10	165
	25%	-	*25%*	*27%*	*23%*	**31%f**	*13%*	*20%*	**42%fg**	*21%*	*36%*	*18%*	*23%*	*26%*	*25%*	*29%*	*27%*	*13%*	*27%*
Yes - by letter	**62**	-	62	42	20	15	12	26	5	-	3	1	27	31	4	4	53	10	55
	9%	-	*9%*	*11%*	*7%*	**10%l**	**11%l**	**14%l**	*6%*	-	*6%*	*2%*	**10%n**	**12%n**	*2%*	*5%*	*9%*	*13%*	*9%*
Yes - on an online web forum	**88**	-	88	45	43	10	28	29	6	7	3	4	39	35	15	7	80	9	90
	13%	-	*13%*	*12%*	*15%*	*7%*	**26%ehi**	*15%*	*8%*	*10%*	*6%*	*14%*	*15%*	*13%*	*9%*	*9%*	*13%*	*11%*	*15%*
Yes - via social media (Facebook, Twitter, etc)	**89**	-	89	62	27	20	27	30	10	3	-	-	46	40	3	-	72	17	57
	13%	-	*13%*	*16%*	*9%*	*13%*	**25%l**	**16%l**	*13%*	*4%*	-	-	**18%no**	**15%no**	*2%*	-	*12%*	*23%*	*9%*
Yes - by other means (please specify)	**17**	-	17	6	9	1	-	1	3	7	4	*	1	5	12	4	17	-	18
	2%	-	*2%*	*2%*	*3%*	*1%*	-	*1%*	*4%*	**10%efg**	*8%*	*1%*	*	*2%*	**7%lm**	**5%l**	*3%*	-	*3%*
No	**67**	-	67	29	38	17	5	15	5	8	11	5	22	20	24	16	55	11	70
	10%	-	*10%*	*7%*	*13%*	*12%*	*4%*	*8%*	*6%*	*11%*	*22%*	*15%*	*9%*	*7%*	*15%*	**20%m**	*9%*	*14%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 247

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**619**	212	149	129	129	361	258	387	221	79	74	135	140	142	349	80	500
Weighted Base	**687**	223	176*	162*	127*	399	289	497	182	83*	71*	172*	138*	185*	380	83*	571
Effective Base	**366**	114	84	90	82	197	172	238	135	56	45	83	67	96	193	56	292
Yes - in person (e.g. to the postman/woman)	**69**	18	19	17	14	37	32	54	15	3	11	7	20	22	37	3	63
	10%	*8%*	*11%*	*11%*	*11%*	*9%*	*11%*	*11%*	*8%*	*4%*	**15%k**	*4%*	**14%k**	*12%*	*10%*	*4%*	*11%*
Yes - by telephone	**123**	31	37	28	27	67	56	72	47	20	19	34	22	19	75	20	93
	18%	*14%*	*21%*	*17%*	*22%*	*17%*	*19%*	*15%*	**26%g**	**24%m**	**26%m**	*20%*	*16%*	*10%*	**20%m**	*24%*	*16%*
Yes - by email	**171**	65	33	50	23	98	73	123	47	20	14	51	29	50	95	20	145
	25%	*29%*	*19%*	**31%d**	*18%*	*25%*	*25%*	*25%*	*26%*	*24%*	*20%*	*30%*	*21%*	*27%*	*25%*	*24%*	*25%*
Yes - by letter	**62**	20	18	11	14	38	24	55	6	7	5	16	12	22	33	7	55
	9%	*9%*	*10%*	*7%*	*11%*	*10%*	*8%*	**11%h**	*3%*	*9%*	*7%*	*9%*	*9%*	*12%*	*9%*	*9%*	*10%*
Yes - on an online web forum	**88**	38	21	20	10	58	30	65	22	8	9	26	16	24	51	8	75
	13%	*17%*	*12%*	*12%*	*8%*	*15%*	*10%*	*13%*	*12%*	*10%*	*13%*	*15%*	*11%*	*13%*	*13%*	*10%*	*13%*
Yes - via social media (Facebook, Twitter, etc)	**89**	41	21	20	7	62	27	81	8	8	3	9	24	41	36	8	77
	13%	**19%d**	*12%*	*12%*	*6%*	*16%*	*9%*	**16%h**	*4%*	*10%*	*4%*	*5%*	**18%jk**	**22%jkn**	*10%*	*10%*	*14%*
Yes - by other means (please specify)	**17**	*	3	4	10	4	14	10	7	3	-	6	5	*	12	3	12
	2%	*	*2%*	*2%*	**8%a**	*1%*	**5%e**	*2%*	*4%*	**4%m**	-	*4%*	*4%*	*	*3%*	*4%*	*2%*
No	**67**	9	24	11	22	34	33	37	29	13	10	23	9	7	42	13	50
	10%	*4%*	**14%a**	*7%*	**17%ac**	*8%*	*11%*	*8%*	**16%g**	**15%m**	**14%m**	**13%m**	*7%*	*4%*	**11%m**	*15%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 247

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**619**	445	174	78	349	97	100	73	26	48	25	38	47	30	68	42	25	14	83
Weighted Base	**687**	605	82*	40**	595	47*	29*	16*	19**	84*	37**	52*	76*	50**	145*	97*	36**	6**	42*
Effective Base	**366**	315	52	23	289	54	42	55	25	45	23	33	34	27	61	37	22	8	46
Yes - in person (e.g. to the postman/woman)	**69** *10%*	63 *10%*	6 *7%*	5 *12%*	59 *10%*	6 *12%*	2 *7%*	2 *14%*	2 *11%*	5 *5%*	4 *11%*	6 *12%*	1 *1%*	2 *4%*	22 **15%l**	15 **16%l**	2 *5%*	1 *11%*	5 **13%l**
Yes - by telephone	**123** *18%*	107 *18%*	16 *20%*	7 *18%*	110 *18%*	5 *11%*	4 *15%*	3 *22%*	3 *15%*	16 *19%*	5 *13%*	6 *12%*	20 *26%*	13 *27%*	19 *13%*	24 *25%*	4 *11%*	2 *34%*	3 *8%*
Yes - by email	**171** *25%*	156 *26%*	15 *18%*	3 *8%*	143 *24%*	16 *35%*	8 *28%*	3 *21%*	6 *32%*	22 *26%*	14 *39%*	10 *20%*	23 *30%*	14 *28%*	25 *17%*	21 *22%*	8 *23%*	1 *25%*	15 **36%n**
Yes - by letter	**62** *9%*	56 *9%*	6 *8%*	2 *6%*	55 *9%*	3 *7%*	2 *8%*	2 *13%*	4 *21%*	13 *15%*	1 *3%*	7 *13%*	2 *3%*	2 *4%*	17 *12%*	8 *8%*	1 *3%*	* *2%*	3 *8%*
Yes - on an online web forum	**88** *13%*	74 *12%*	14 *17%*	7 *18%*	76 *13%*	4 *9%*	7 *23%*	2 *11%*	2 *8%*	14 *16%*	3 *8%*	6 *12%*	13 *17%*	5 *10%*	15 *11%*	10 *10%*	8 *24%*	* *2%*	4 *10%*
Yes - via social media (Facebook, Twitter, etc)	**89** *13%*	84 *14%*	5 *7%*	5 *13%*	86 **14%e**	1 *3%*	1 *3%*	1 *7%*	1 *7%*	7 *9%*	6 *17%*	10 **20%r**	7 *9%*	5 *10%*	37 **26%ir**	11 *11%*	1 *3%*	1 *12%*	1 *2%*
Yes - by other means (please specify)	**17** *2%*	10 *2%*	7 **9%a**	3 *7%*	15 *2%*	1 *2%*	1 *5%*	* *1%*	- -	- -	- -	2 *4%*	5 *7%*	- -	2 *1%*	2 *2%*	5 *13%*	- -	1 *2%*
No	**67** *10%*	55 *9%*	12 *15%*	7 *18%*	52 *9%*	10 **20%d**	3 *11%*	2 *11%*	1 *5%*	8 *10%*	3 *9%*	4 *8%*	6 *9%*	8 *17%*	7 *5%*	7 *7%*	7 *19%*	1 *15%*	9 **21%no**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	619	243	206	85	60	23	449	83	238	224	96	43	17	462	60
Weighted Base	687	253	254	95*	58*	27**	507	85*	248	262	105*	52**	21**	510	72*
Effective Base	366	141	123	52	36	15	263	51	134	134	58	29	10	268	40
Yes - in person (e.g. to the postman/woman)	69 *10%*	33 **13%d**	26 *10%*	6 *6%*	1 *1%*	4 *14%*	59 *12%*	4 *5%*	29 *12%*	23 *9%*	9 *9%*	5 *10%*	2 *10%*	53 *10%*	7 *10%*
Yes - by telephone	123 *18%*	48 **19%dg**	45 **18%d**	25 **26%dg**	2 *4%*	3 *11%*	93 **18%dg**	5 *6%*	43 *17%*	41 *15%*	21 *20%*	11 *20%*	8 *38%*	84 *16%*	18 *25%*
Yes - by email	171 *25%*	58 *23%*	70 *27%*	19 *20%*	21 *35%*	4 *16%*	127 *25%*	25 *29%*	53 *21%*	76 *29%*	25 *24%*	16 *31%*	1 *6%*	129 *25%*	17 *24%*
Yes - by letter	62 *9%*	24 *10%*	15 *6%*	8 *8%*	15 **26%abcf**	* *1%*	39 *8%*	15 **18%bf**	17 *7%*	29 *11%*	9 *8%*	4 *8%*	3 *14%*	46 *9%*	7 *10%*
Yes - on an online web forum	88 *13%*	31 *12%*	32 *13%*	16 *17%*	4 *7%*	5 *20%*	63 *12%*	9 *11%*	40 *16%*	30 *12%*	11 *10%*	5 *9%*	3 *16%*	70 *14%*	8 *11%*
Yes - via social media (Facebook, Twitter, etc)	89 *13%*	38 *15%*	35 *14%*	6 *6%*	4 *6%*	7 *26%*	73 *14%*	11 *12%*	43 **17%n**	30 *12%*	15 **14%n**	1 *2%*	- -	73 **14%n**	1 *2%*
Yes - by other means (please specify)	17 *2%*	3 *1%*	6 *2%*	3 *3%*	4 *6%*	2 *6%*	9 *2%*	5 *6%*	8 *3%*	6 *2%*	2 *2%*	2 *3%*	- -	13 *3%*	2 *2%*
No	67 *10%*	19 *7%*	25 *10%*	13 *13%*	9 *15%*	2 *7%*	43 *9%*	10 *12%*	15 *6%*	26 *10%*	14 *13%*	8 *16%*	3 *15%*	42 *8%*	11 *16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**619**	93	510	16	282	283	54	589	23	6	-	618	1
Weighted Base	**687**	124*	547	16**	320	316	52*	652	29**	6**	-**	687	***
Effective Base	**366**	67	290	8	183	154	32	346	17	3	-	366	1
Yes - in person (e.g. to the postman/woman)	**69**	13	56	-	34	35	1	69	-	*	-	69	-
	10%	*10%*	*10%*	-	*11%*	*11%*	*1%*	*11%*	-	*5%*	-	*10%*	-
Yes - by telephone	**123**	20	101	2	47	62	13	119	4	-	-	123	-
	18%	*16%*	*18%*	*15%*	*15%*	*20%*	*26%*	*18%*	*15%*	-	-	*18%*	-
Yes - by email	**171**	24	141	6	84	76	11	162	6	3	-	171	*
	25%	*19%*	*26%*	*39%*	*26%*	*24%*	*22%*	*25%*	*21%*	*50%*	-	*25%*	*100%*
Yes - by letter	**62**	13	48	1	37	17	8	57	6	-	-	62	-
	9%	*11%*	*9%*	*4%*	**12%e**	*5%*	**16%e**	*9%*	*19%*	-	-	*9%*	-
Yes - on an online web forum	**88**	14	71	3	42	37	9	83	5	*	-	88	-
	13%	*11%*	*13%*	*21%*	*13%*	*12%*	*18%*	*13%*	*19%*	*2%*	-	*13%*	-
Yes - via social media (Facebook, Twitter, etc)	**89**	31	54	3	40	43	6	81	8	-	-	89	-
	13%	**25%b**	*10%*	*21%*	*13%*	*14%*	*12%*	*12%*	*27%*	-	-	*13%*	-
Yes - by other means (please specify)	**17**	*	17	-	9	8	-	17	-	-	-	17	-
	2%	*	*3%*	-	*3%*	*3%*	-	*3%*	-	-	-	*2%*	-
No	**67**	9	58	*	27	38	2	64	-	3	-	67	-
	10%	*7%*	*11%*	*1%*	*8%*	*12%*	*4%*	*10%*	-	*44%*	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 247

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**619**	149	151	135	184	57	46	46	53	40	58	36	50	49	73	48	63
Weighted Base	**687**	148*	178*	153*	209	54**	44**	50**	56*	45**	77*	39**	57**	57**	78*	55**	75*
Effective Base	**366**	83	97	69	120	27	29	28	30	27	40	20	28	23	51	28	42
Yes - in person (e.g. to the postman/woman)	**69**	22	10	13	24	5	6	11	4	4	2	1	6	6	3	12	9
	10%	***15%b***	*5%*	*8%*	*12%*	*9%*	*13%*	*23%*	*7%*	*8%*	*3%*	*2%*	*11%*	*10%*	*4%*	*22%*	*12%*
Yes - by telephone	**123**	27	35	34	27	9	11	7	7	13	15	16	14	3	11	7	9
	18%	*18%*	*20%*	*22%*	*13%*	*16%*	*25%*	*13%*	*13%*	*29%*	*20%*	*41%*	*26%*	*6%*	*15%*	*13%*	*12%*
Yes - by email	**171**	39	46	35	52	19	9	11	15	7	24	10	14	10	23	5	24
	25%	*26%*	*26%*	*23%*	*25%*	*36%*	*20%*	*21%*	*27%*	*15%*	*31%*	*26%*	*25%*	*18%*	*30%*	*9%*	*32%*
Yes - by letter	**62**	12	15	10	25	5	3	5	7	3	4	2	3	5	7	8	10
	9%	*8%*	*8%*	*7%*	*12%*	*9%*	*6%*	*9%*	*13%*	*7%*	*6%*	*5%*	*5%*	*9%*	*10%*	*15%*	*13%*
Yes - on an online web forum	**88**	17	20	16	36	5	5	6	10	2	8	4	4	7	20	6	9
	13%	*11%*	*11%*	*10%*	*17%*	*10%*	*12%*	*12%*	*17%*	*5%*	*11%*	*11%*	*8%*	*12%*	*26%*	*11%*	*12%*
Yes - via social media (Facebook, Twitter, etc)	**89**	10	20	23	37	2	3	5	5	6	8	2	6	14	12	14	11
	13%	*7%*	*11%*	*15%*	***18%a***	*3%*	*8%*	*9%*	*9%*	*14%*	*11%*	*6%*	*11%*	*25%*	*15%*	*25%*	*15%*
Yes - by other means (please specify)	**17**	5	6	6	*	2	2	*	-	5	*	2	1	4	*	-	-
	2%	*3%*	*3%*	***4%d***	*	*4%*	*5%*	*	-	*12%*	*1%*	*5%*	*1%*	*6%*	*	-	-
No	**67**	17	26	17	6	7	5	6	8	5	14	1	8	8	*	2	3
	10%	***12%d***	***15%d***	***11%d***	*3%*	*13%*	*11%*	*11%*	***14%n***	*10%*	***18%n***	*3%*	*13%*	*14%*	*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 248

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**549**	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	**621**	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	**328**	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
Didn't need this information	**69**	-	69	39	30	12	19	22	4	3	3	6	32	26	12	9	62	8	64
	11%	-	*11%*	*11%*	*12%*	*9%*	**19%l**	*13%*	*5%*	*4%*	*8%*	*21%*	*13%*	*10%*	*9%*	*13%*	*11%*	*12%*	*12%*
On Royal Mail's website	**422**	-	422	248	173	94	64	115	63	48	27	11	158	178	87	38	376	42	367
	68%	-	*68%*	*69%*	*67%*	*70%*	*61%*	*66%*	**84%lq**	*72%*	*69%*	*41%*	*66%*	*71%*	*65%*	*58%*	*68%*	*64%*	*67%*
Speaking to someone who works for Royal Mail over the phone	**135**	-	135	97	36	29	38	45	14	3	5	-	68	59	9	5	111	24	99
	22%	-	*22%*	**27%d**	*14%*	**22%l**	**37%l**	**26%l**	*19%*	*5%*	*13%*	-	**28%no**	**24%n**	*6%*	*8%*	*20%*	**36%p**	*18%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**78**	-	78	58	18	17	9	24	8	10	4	6	26	31	20	9	73	4	61
	13%	-	*13%*	**16%d**	*7%*	*13%*	*9%*	*14%*	*10%*	*16%*	*9%*	*21%*	*11%*	*13%*	*15%*	*14%*	*13%*	*6%*	*11%*
Another way (please specify)	**12**	-	12	4	7	1	*	2	3	2	2	3	1	4	7	5	12	-	19
	2%	-	*2%*	*1%*	*3%*	*	*	*1%*	*4%*	*3%*	*5%*	*11%*	*	*2%*	**5%l**	**7%l**	*2%*	-	*3%*
I don't know	**5**	-	5	1	4	-	-	1	*	1	2	2	-	1	5	3	5	-	7
	1%	-	*1%*	*	*2%*	-	-	*	*	*2%*	*4%*	*6%*	-	*	**3%l**	**5%lm**	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base	**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base	**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
Didn't need this information	**69**	20	25	11	13	45	24	54	13	13	5	15	8	18	28	13	47
	11%	*9%*	*17%*	*7%*	*12%*	*12%*	*9%*	*12%*	*9%*	**19%ln**	*8%*	*10%*	*7%*	*10%*	*8%*	**19%p**	*9%*
On Royal Mail's website	**422**	152	101	104	67	252	170	315	102	40	38	111	90	129	239	40	368
	68%	*71%*	*66%*	*69%*	*64%*	*69%*	*67%*	*69%*	*67%*	*57%*	*62%*	*74%*	*70%*	*72%*	*71%*	*58%*	*71%*
Speaking to someone who works for Royal Mail over the phone	**135**	56	34	30	15	90	45	115	20	11	11	22	29	55	62	11	117
	22%	*26%*	*22%*	*20%*	*14%*	*25%*	*18%*	**25%h**	*13%*	*16%*	*18%*	*15%*	*23%*	**31%kn**	*18%*	*16%*	*23%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**78**	40	14	14	10	54	24	60	15	2	8	3	25	35	36	2	72
	13%	*19%*	*9%*	*9%*	*10%*	*15%*	*9%*	*13%*	*10%*	*3%*	**13%k**	*2%*	**19%ik**	**20%ikn**	**11%k**	*3%*	**14%o**
Another way (please specify)	**12**	2	1	6	3	3	9	4	8	1	1	5	2	1	8	1	10
	2%	*1%*	*1%*	*4%*	*3%*	*1%*	*3%*	*1%*	**5%g**	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*
I don't know	**5**	*	2	1	3	2	3	1	5	5	1	-	-	*	1	5	1
	1%	*	*1%*	*	*3%*	*	*1%*	*	**3%g**	**6%klmn**	*1%*	-	-	*	*	**6%p**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 248

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base	**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base	**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
Didn't need this information	**69**	65	5	4	62	3	2	2	1	11	2	4	5	9	26	5	-	1	2
	11%	*12%*	*7%*	*13%*	*11%*	*7%*	*8%*	*17%*	*5%*	*15%*	*7%*	*9%*	*7%*	*21%*	*18%*	*5%*	-	*27%*	*5%*
On Royal Mail's website	**422**	370	53	22	372	26	17	8	13	51	23	32	49	26	87	72	19	3	23
	68%	*67%*	*75%*	*69%*	*68%*	*69%*	*66%*	*56%*	*72%*	*67%*	*70%*	*67%*	*70%*	*64%*	*63%*	*80%*	*65%*	*59%*	*70%*
Speaking to someone who works for Royal Mail over the phone	**135**	128	7	2	125	4	4	3	7	22	7	10	13	4	42	13	6	-	4
	22%	***23%b***	*10%*	*8%*	*23%*	*10%*	*15%*	*20%*	*38%*	*29%*	*21%*	*20%*	*18%*	*11%*	***30%r***	*15%*	*21%*	-	*11%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**78**	74	3	*	68	5	3	2	6	5	4	6	2	4	15	17	8	1	5
	13%	*13%*	*5%*	*1%*	*12%*	*14%*	*12%*	*11%*	*34%*	*6%*	*13%*	*12%*	*3%*	*10%*	*11%*	*19%*	*28%*	*14%*	*14%*
Another way (please specify)	**12**	8	4	3	9	1	1	*	-	1	1	1	3	-	-	-	2	-	1
	2%	*1%*	*5%*	*10%*	*2%*	*3%*	*3%*	*2%*	-	*2%*	*4%*	*3%*	*4%*	-	-	-	*7%*	-	***4%n***
I don't know	**5**	3	2	*	4	-	1	*	-	-	1	-	-	3	-	-	-	-	-
	1%	*1%*	*3%*	*	*1%*	-	*3%*	*1%*	-	-	*4%*	-	-	*8%*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	549	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base	621	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base	328	127	112	45	31	14	238	45	122	120	53	25	8	242	33
Didn't need this information	69 11%	32 14%	20 9%	9 11%	4 8%	3 13%	53 11%	7 10%	24 10%	29 12%	12 13%	4 10%	- -	53 11%	4 7%
On Royal Mail's website	422 68%	151 65%	166 72%	48 58%	41 82%c	16 66%	317 68%	57 77%	163 70%	158 67%	58 63%	32 73%	11 62%	322 69%	43 70%
Speaking to someone who works for Royal Mail over the phone	135 22%	60 26%	43 19%	22 26%	6 13%	4 15%	103 22%	10 14%	58 25%	46 20%	19 21%	7 15%	5 30%	104 22%	12 19%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	78 13%	50 21%bcdg	19 8%	4 5%	3 6%	1 4%	69 15%	4 5%	38 16%n	30 13%n	9 10%	* *	- -	68 15%n	* *
Another way (please specify)	12 2%	4 2%	3 1%	2 3%	1 2%	1 6%	7 2%	2 3%	3 1%	6 3%	1 1%	* 1%	1 9%	9 2%	2 3%
I don't know	5 1%	2 1%	2 1%	1 2%	- -	- -	4 1%	- -	3 1%	1 *	1 1%	- -	- -	4 1%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base	**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base	**328**	62	258	8	167	134	30	310	17	1	-	328	1
Didn't need this information	**69**	18	50	1	38	24	8	62	5	3	-	69	-
	11%	*16%*	*10%*	*6%*	*13%*	*9%*	*15%*	*10%*	*16%*	*89%*	-	*11%*	-
On Royal Mail's website	**422**	75	334	13	187	206	30	404	18	*	-	422	*
	68%	*65%*	*68%*	*77%*	*64%*	*74%*	*60%*	*69%*	*61%*	*3%*	-	*68%*	*100%*
Speaking to someone who works for Royal Mail over the phone	**135**	40	94	1	76	44	15	127	8	-	-	135	-
	22%	**35%b**	*19%*	*6%*	**26%c**	*16%*	*30%*	*22%*	*28%*	-	-	*22%*	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**78**	20	55	2	48	28	2	72	5	*	-	78	-
	13%	*18%*	*11%*	*14%*	*16%*	*10%*	*5%*	*12%*	*17%*	*8%*	-	*13%*	-
Another way (please specify)	**12**	2	10	-	6	6	-	12	-	-	-	12	-
	2%	*2%*	*2%*	-	*2%*	*2%*	-	*2%*	-	-	-	*2%*	-
I don't know	**5**	*	5	-	3	1	2	5	-	-	-	5	-
	1%	*	*1%*	-	*1%*	*	*3%*	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 248

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
Didn't need this information	**69**	21	17	11	21	2	11	7	8	5	5	5	3	3	9	6	6
	11%	*16%*	*11%*	*8%*	*10%*	*5%*	*28%*	*17%*	*16%*	*12%*	*7%*	*14%*	*5%*	*5%*	*12%*	*11%*	*9%*
On Royal Mail's website	**422**	82	105	95	139	32	20	30	36	24	45	26	38	31	47	40	53
	68%	*63%*	*70%*	*70%*	*69%*	*69%*	*52%*	*67%*	*75%*	*60%*	*71%*	*70%*	*77%*	*63%*	*61%*	*75%*	*73%*
Speaking to someone who works for Royal Mail over the phone	**135**	19	29	30	57	10	6	3	5	9	14	6	10	13	22	11	24
	22%	*15%*	*19%*	*22%*	**28%a**	*22%*	*15%*	*8%*	*11%*	*23%*	*23%*	*16%*	*21%*	*27%*	*29%*	*22%*	*33%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**78**	9	10	22	37	1	2	5	1	6	3	6	2	15	15	7	15
	13%	*7%*	*7%*	*16%*	**18%ab**	*2%*	*6%*	*12%*	*3%*	*14%*	*5%*	*16%*	*3%*	*30%*	*19%*	*13%*	**21%j**
Another way (please specify)	**12**	4	5	2	1	*	2	1	1	3	2	-	-	2	*	*	*
	2%	*3%*	*4%*	*1%*	*	*1%*	*5%*	*3%*	*2%*	*7%*	*2%*	-	-	*4%*	*	*	*1%*
I don't know	**5**	3	*	1	2	2	-	1	*	-	-	*	-	1	-	2	-
	1%	*2%*	*	*	*1%*	*4%*	-	*3%*	*	-	-	*	-	*1%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	549	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	621	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	328	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
Very easy (5)	234	-	234	177	56	56	40	92	22	17	2	5	96	114	24	7	209	25	174
	38%	-	38%	49%d	22%	42%	38%	53%hi	29%	25%	5%	18%	41%no	46%no	18%	10%	38%	38%	32%
Fairly easy (4)	203	-	203	106	96	43	44	54	30	17	4	10	87	85	31	14	170	31	175
	33%	-	33%	29%	37%	32%	43%	31%	40%	26%	11%	36%	37%	34%	23%	21%	31%	47%	32%
Neither easy nor difficult (3)	77	-	77	30	47	24	9	14	6	7	10	7	33	20	24	17	68	6	76
	12%	-	12%	8%	18%c	18%	8%	8%	8%	10%	25%	26%	14%	8%	18%m	26%m	12%	9%	14%
Fairly difficult (2)	56	-	56	29	27	7	7	3	9	23	6	*	14	13	29	7	53	2	63
	9%	-	9%	8%	11%	6%	6%	2%	13%g	34%efgh	16%	1%	6%	5%	22%lm	10%	10%	4%	11%
Very difficult (1)	51	-	51	19	30	2	4	11	8	4	17	5	7	19	26	22	49	1	58
	8%	-	8%	5%	12%c	2%	4%	6%	10%	5%	43%	19%	3%	7%	19%lm	33%lm	9%	2%	11%
I don't know	*	-	*	*	*	*	-	-	*	*	-	-	*	*	*	-	*	-	3
	*	-	*	*	*	*	-	-	*	*	-	-	*	*	*	-	*	-	1%
NET Very/fairly easy	437	-	437	284	153	99	84	146	52	34	6	14	183	198	55	21	380	55	349
	70%	-	70%	78%d	59%	74%i	81%i	84%i	69%	51%	16%	54%	77%no	79%no	41%	31%	69%	85%	64%
NET Very/fairly difficult	107	-	107	48	57	10	11	14	17	26	23	5	21	31	55	29	103	4	121
	17%	-	17%	13%	22%c	7%	11%	8%	23%eg	39%efg	59%	20%	9%	13%	41%lm	43%lm	19%	6%	22%
Mean	3.83	-	3.83	4.09d	3.48	4.08i	4.04i	4.22hi	3.66	3.31	2.20	3.33	4.06no	4.05no	2.99	2.66	3.79	4.15	3.63
Std Dev.	1.25	-	1.25	1.17	1.27	0.99	1.06	1.10	1.30	1.32	1.26	1.34	1.02	1.19	1.40	1.40	1.29	0.89	1.32
Std Error	0.05	-	0.05	0.07	0.08	0.10	0.11	0.09	0.17	0.15	0.19	0.26	0.07	0.08	0.11	0.17	0.06	0.13	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base		**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base		**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
Very easy	(5)	**234**	111	40	49	34	151	83	210	22	21	11	36	44	113	91	21	206
		38%	***52%bcd***	*27%*	*33%*	*32%*	*41%*	*32%*	***46%h***	*15%*	*29%*	*18%*	*24%*	*34%*	***64%ijkln***	*27%*	*29%*	*40%*
Fairly easy	(4)	**203**	59	63	52	29	122	80	150	53	19	24	56	53	39	133	19	172
		33%	*28%*	*42%*	*34%*	*28%*	*34%*	*31%*	*33%*	*35%*	*27%*	***39%m***	***37%m***	***42%m***	*22%*	***39%m***	*27%*	*33%*
Neither easy nor difficult	(3)	**77**	10	23	25	19	33	43	34	39	15	10	25	15	7	49	15	57
		12%	*5%*	***15%a***	***16%a***	***18%a***	*9%*	***17%e***	*7%*	***26%g***	***22%m***	***16%m***	***16%m***	*12%*	*4%*	***15%m***	***22%p***	*11%*
Fairly difficult	(2)	**56**	15	9	19	13	24	32	35	17	9	8	14	7	13	29	9	44
		9%	*7%*	*6%*	*13%*	*12%*	*7%*	*13%*	*8%*	*11%*	*13%*	*13%*	*10%*	*5%*	*7%*	*8%*	*13%*	*8%*
Very difficult	(1)	**51**	19	16	6	10	34	16	30	21	6	8	19	9	6	36	6	42
		8%	*9%*	*10%*	*4%*	*10%*	*9%*	*6%*	*7%*	***13%g***	*9%*	***13%m***	***13%m***	*7%*	*3%*	***11%m***	*9%*	*8%*
I don't know		*	-	*	*	*	*	*	*	*	-	*	*	-	-	*	-	*
		*	-	*	*	*	*	*	*	*	-	*	*	-	-	*	-	*
NET Very/fairly easy		**437**	170	104	101	63	273	163	360	75	40	35	92	98	152	224	40	378
		70%	***80%cd***	*68%*	*67%*	*60%*	***75%f***	*64%*	***78%h***	*49%*	*57%*	*58%*	*61%*	***76%l***	***85%ijkn***	*66%*	*57%*	***73%o***
NET Very/fairly difficult		**107**	34	25	25	23	59	48	65	38	15	16	33	16	19	65	15	86
		17%	*16%*	*17%*	*17%*	*22%*	*16%*	*19%*	*14%*	***25%g***	*22%*	***26%m***	*22%*	*12%*	*11%*	*19%*	*22%*	*16%*
Mean		**3.83**	***4.07bd***	3.68	3.79	3.60	3.91	3.71	***4.03h***	3.25	3.56	3.37	3.51	***3.91j***	***4.35ijkln***	3.64	3.56	3.88
Std Dev.		**1.25**	1.28	1.23	1.15	1.32	1.27	1.22	1.20	1.24	1.28	1.29	1.30	1.15	1.08	1.26	1.28	1.25
Std Error		**0.05**	0.09	0.11	0.11	0.13	0.07	0.08	0.06	0.09	0.16	0.16	0.12	0.10	0.09	0.07	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 249

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base		**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base		**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
Very easy	(5)	**234**	208	26	17	215	9	6	3	9	36	17	15	20	14	62	31	10	3	7
		38%	*38%*	*38%*	*52%*	*40%*	*24%*	*24%*	*25%*	*52%*	**48%r**	*52%*	*32%*	*28%*	*33%*	**45%r**	*34%*	*32%*	*54%*	*20%*
Fairly easy	(4)	**203**	190	13	6	176	14	9	4	8	21	8	18	23	11	55	26	6	1	13
		33%	**35%b**	*18%*	*19%*	*32%*	*38%*	*36%*	*25%*	*45%*	*27%*	*23%*	*39%*	*33%*	*27%*	*40%*	*29%*	*19%*	*29%*	*40%*
Neither easy nor difficult	(3)	**77**	64	13	4	66	2	6	3	-	12	2	6	8	7	11	11	8	1	1
		12%	*12%*	*18%*	*14%*	*12%*	*5%*	**23%e**	**19%e**	-	*16%*	*7%*	*13%*	*12%*	*18%*	*8%*	*12%*	*26%*	*12%*	*4%*
Fairly difficult	(2)	**56**	45	11	4	47	4	3	2	1	5	3	3	6	8	9	9	5	*	4
		9%	*8%*	*16%*	*13%*	*9%*	*11%*	*10%*	*15%*	*4%*	*6%*	*8%*	*7%*	*8%*	*19%*	*6%*	*10%*	*16%*	*2%*	*12%*
Very difficult	(1)	**51**	44	7	1	39	8	1	2	-	1	3	5	13	1	2	13	2	*	8
		8%	*8%*	*10%*	*2%*	*7%*	**21%d**	*6%*	**16%d**	-	*2%*	*9%*	*10%*	**18%in**	*3%*	*1%*	**14%n**	*6%*	*1%*	**24%in**
I don't know		*	*	*	-	-	*	*	*	-	-	-	-	-	-	-	-	-	*	-
		*	*	*	-	-	*	*	**2%d**	-	-	-	-	-	-	-	-	-	*2%*	-
NET Very/fairly easy		**437**	398	39	23	391	24	16	7	18	57	25	34	43	25	117	57	15	4	20
		70%	**72%b**	*56%*	*71%*	**72%eg**	*63%*	*60%*	*49%*	*96%*	*75%*	*75%*	*70%*	*62%*	*61%*	**85%lor**	*63%*	*52%*	*83%*	*60%*
NET Very/fairly difficult		**107**	89	18	5	87	12	4	4	1	6	6	8	18	9	10	22	6	*	12
		17%	*16%*	*25%*	*15%*	*16%*	**32%d**	*16%*	**30%d**	*4%*	*8%*	*18%*	*17%*	**27%in**	*22%*	*7%*	**24%n**	*22%*	*3%*	**36%in**
Mean		**3.83**	3.86	3.59	4.07	**3.88eg**	3.34	3.64	3.28	4.44	**4.13lr**	4.00	3.76	3.46	3.69	**4.21lor**	3.59	3.56	4.35	3.20
Std Dev.		**1.25**	1.23	1.39	1.18	1.23	1.51	1.15	1.45	0.70	1.03	1.35	1.26	1.45	1.21	0.92	1.42	1.28	0.97	1.53
Std Error		**0.05**	0.06	0.12	0.15	0.07	0.17	0.12	0.18	0.14	0.16	0.28	0.22	0.22	0.24	0.11	0.23	0.29	0.32	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		549	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base		621	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base		328	127	112	45	31	14	238	45	122	120	53	25	8	242	33
Very easy	(5)	234	156	43	16	10	8	199	18	136	65	10	16	7	201	22
		38%	67%bcdfg	19%	19%	20%	33%	43%bcdg	25%	59%ijmn	27%j	11%	36%	38%	43%ij	37%j
Fairly easy	(4)	203	41	95	30	27	9	137	36	47	96	44	13	4	142	17
		33%	18%	42%af	36%a	54%af	37%	30%a	48%af	20%	41%h	48%hm	30%	22%	30%h	27%
Neither easy nor difficult	(3)	77	17	29	19	7	3	47	11	23	27	19	4	3	50	7
		12%	7%	13%	23%af	14%	14%	10%	14%	10%	11%	21%hm	10%	15%	11%	12%
Fairly difficult	(2)	56	12	31	9	3	2	43	4	14	23	12	4	3	38	7
		9%	5%	14%a	11%	5%	7%	9%	6%	6%	10%	13%	9%	15%	8%	11%
Very difficult	(1)	51	7	30	8	3	2	37	5	12	25	6	7	2	37	8
		8%	3%	13%a	10%	6%	10%	8%	7%	5%	11%	6%	15%	9%	8%	13%
I don't know		*	*	*	*	-	-	*	-	*	*	-	-	-	*	-
		*	*	*	*	-	-	*	-	*	*	-	-	-	*	-
NET Very/fairly easy		437	198	139	46	37	17	336	54	183	160	54	29	11	343	39
		70%	84%bcf	60%	56%	75%	70%	73%bc	73%	79%j	68%	59%	66%	60%	73%j	64%
NET Very/fairly difficult		107	19	61	17	6	4	80	10	26	48	18	11	4	75	15
		17%	8%	27%af	21%a	11%	17%	17%a	13%	11%	21%h	19%	24%	25%	16%	24%
Mean		3.83	4.40bcdfg	3.40	3.44	3.78	3.76	3.90bc	3.77	4.21ijmn	3.64	3.45	3.62	3.63	3.93ij	3.63
Std Dev.		1.25	1.03	1.30	1.22	1.04	1.27	1.27	1.11	1.17	1.27	1.06	1.45	1.40	1.25	1.42
Std Error		0.05	0.07	0.10	0.14	0.14	0.28	0.06	0.13	0.08	0.09	0.12	0.24	0.36	0.06	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		549	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base		621	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base		328	62	258	8	167	134	30	310	17	1	-	328	1
Very easy	(5)	234	74	154	6	140	75	19	226	8	-	-	234	-
		38%	**64%b**	*32%*	*37%*	**48%e**	*27%*	*38%*	*38%*	*28%*	-	-	*38%*	-
Fairly easy	(4)	203	27	170	5	76	107	20	187	16	*	-	203	-
		33%	*24%*	*35%*	*32%*	*26%*	**38%d**	*40%*	*32%*	*54%*	*8%*	-	*33%*	-
Neither easy nor difficult	(3)	77	5	67	5	39	31	6	72	4	-	-	77	-
		12%	*4%*	**14%a**	*28%*	*13%*	*11%*	*13%*	*12%*	*14%*	-	-	*12%*	-
Fairly difficult	(2)	56	7	49	1	25	27	5	52	1	3	-	56	-
		9%	*6%*	*10%*	*3%*	*8%*	*10%*	*10%*	*9%*	*4%*	*89%*	-	*9%*	-
Very difficult	(1)	51	3	48	-	12	38	*	51	-	*	-	51	-
		8%	*3%*	*10%*	-	*4%*	**14%d**	*	*9%*	-	*3%*	-	*8%*	-
I don't know		*	-	*	-	*	*	*	*	-	-	-	*	*
		*	-	*	-	*	*	*	*	-	-	-	*	*100%*
NET Very/fairly easy		437	101	325	11	217	182	38	413	24	*	-	437	-
		70%	**87%b**	*66%*	*68%*	*74%*	*65%*	*77%*	*70%*	*82%*	*8%*	-	*70%*	-
NET Very/fairly difficult		107	10	97	1	37	65	5	103	1	3	-	107	-
		17%	*9%*	**20%a**	*3%*	*13%*	**23%d**	*10%*	*18%*	*4%*	*92%*	-	*17%*	-
Mean		3.83	**4.40b**	3.69	4.02	**4.05e**	3.55	4.05	3.82	4.06	2.13	-	3.83	-
Std Dev.		1.25	1.01	1.28	0.91	1.15	1.35	0.97	1.27	0.77	0.70	-	1.25	-
Std Error		0.05	0.11	0.06	0.24	0.07	0.09	0.14	0.06	0.16	0.40	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
Very easy (5)	**234**	27	47	62	98	8	12	8	12	13	22	16	17	30	43	24	31
	38%	*21%*	*31%*	**46%a**	**48%ab**	*16%*	*30%*	*18%*	*26%*	*32%*	*34%*	*42%*	*34%*	*61%*	*55%*	*46%*	*43%*
Fairly easy (4)	**203**	46	54	42	61	15	9	22	16	11	27	10	19	12	23	16	23
	33%	*35%*	*35%*	*31%*	*30%*	*32%*	*24%*	*48%*	*33%*	*27%*	*43%*	*28%*	*39%*	*25%*	*29%*	*29%*	*32%*
Neither easy nor difficult (3)	**77**	22	19	17	18	9	8	5	4	6	9	9	5	3	6	4	8
	12%	*17%*	*13%*	*12%*	*9%*	*20%*	*21%*	*11%*	*9%*	*14%*	*15%*	*25%*	*9%*	*5%*	*8%*	*7%*	*12%*
Fairly difficult (2)	**56**	21	14	10	11	5	7	8	5	4	5	2	4	4	1	6	4
	9%	**16%d**	*9%*	*8%*	*5%*	*11%*	*19%*	*18%*	*11%*	*9%*	*8%*	*5%*	*9%*	*9%*	*1%*	*10%*	*6%*
Very difficult (1)	**51**	14	18	5	14	10	2	2	10	7	*	*	4	*	5	4	5
	8%	*11%*	*12%*	*4%*	*7%*	*21%*	*5%*	*5%*	*21%*	*18%*	*1%*	*1%*	*9%*	*	*6%*	*7%*	*7%*
I don't know	*	*	-	-	*	-	*	-	-	-	-	-	-	-	*	-	*
	*	*	-	-	*	-	*	-	-	-	-	-	-	-	*	-	*
NET Very/fairly easy	**437**	73	101	104	159	23	21	29	28	24	48	26	36	42	65	40	54
	70%	*56%*	*66%*	**77%a**	**78%a**	*48%*	*54%*	*66%*	*59%*	*59%*	*77%*	*70%*	*73%*	*86%*	*84%*	*75%*	*75%*
NET Very/fairly difficult	**107**	35	32	15	25	15	9	10	15	11	6	2	9	5	6	9	10
	17%	**27%cd**	*21%*	*11%*	*12%*	*32%*	*24%*	*23%*	*32%*	*27%*	*9%*	*6%*	*17%*	*9%*	*8%*	*18%*	*13%*
Mean	**3.83**	3.39	3.65	**4.08ab**	**4.07ab**	3.11	3.55	3.54	3.33	3.46	4.01	4.05	3.81	4.37	4.26	3.95	3.97
Std Dev.	**1.25**	1.28	1.32	1.10	1.19	1.39	1.26	1.14	1.50	1.48	0.94	0.98	1.25	0.97	1.10	1.28	1.21
Std Error	**0.05**	0.11	0.12	0.10	0.09	0.20	0.21	0.18	0.22	0.25	0.13	0.17	0.19	0.15	0.13	0.19	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**121**	-	121	60	60	11	14	20	17	33	20	6	25	37	59	26	113	7	121
Weighted Base	**107***	-**	107*	48*	57**	10**	11**	14**	17**	26**	23**	5**	21**	31**	55**	29**	103*	4**	121
Effective Base	**56**	-	56	31	26	8	6	11	10	17	8	2	13	21	24	10	52	4	121
Finding out how to make a complaint	**57**	-	57	26	31	4	5	10	11	9	13	5	9	21	27	18	55	3	65
	54%	-	*54%*	*54%*	*55%*	*40%*	*46%*	*73%*	*64%*	*34%*	*57%*	*94%*	*43%*	*68%*	*50%*	*64%*	*53%*	*71%*	*54%*
Getting through to the right person to speak to	**58**	-	58	25	32	3	7	10	10	12	11	5	10	20	29	16	55	2	66
	55%	-	*55%*	*52%*	*55%*	*33%*	*61%*	*68%*	*59%*	*46%*	*48%*	*97%*	*48%*	*63%*	*52%*	*57%*	*54%*	*64%*	*55%*
Other (please specify)	**22**	-	22	9	14	2	4	1	2	9	5	*	6	3	13	5	22	-	22
	21%	-	*21%*	*18%*	*24%*	*17%*	*37%*	*10%*	*11%*	*32%*	*20%*	*1%*	*28%*	*11%*	*24%*	*16%*	*22%*	-	*18%*
I don't know	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	1%	-	*1%*	-	*3%*	*15%*	-	-	-	-	-	-	*7%*	-	-	-	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**121**	46	29	22	24	75	46	63	54	15	15	29	30	22	74	15	98
Weighted Base	**107***	34**	25**	25**	23**	59**	48*	65**	38**	15**	16**	33**	16**	19**	65*	15**	86*
Effective Base	**56**	13	13	16	17	26	32	29	27	11	10	12	12	11	30	11	42
Finding out how to make a complaint	**57**	26	11	12	10	36	21	38	19	4	11	21	8	11	41	4	52
	54%	*77%*	*42%*	*46%*	*41%*	*62%*	*44%*	*59%*	*50%*	*28%*	*69%*	*65%*	*51%*	*59%*	*63%*	*28%*	*61%*
Getting through to the right person to speak to	**58**	14	15	19	10	30	29	33	22	9	8	15	12	8	35	9	45
	55%	*43%*	*60%*	*74%*	*44%*	*51%*	*59%*	*50%*	*58%*	*58%*	*51%*	*46%*	*75%*	*40%*	*54%*	*58%*	*52%*
Other (please specify)	**22**	4	10	1	7	14	8	14	8	5	1	7	3	6	11	5	17
	21%	*13%*	*40%*	*6%*	*28%*	*24%*	*16%*	*21%*	*22%*	*35%*	*9%*	*20%*	*16%*	*32%*	*17%*	*35%*	*20%*
I don't know	**1**	-	-	-	1	-	1	-	1	1	-	-	-	-	-	1	-
	1%	-	-	-	*6%*	-	*3%*	-	*4%*	*10%*	-	-	-	-	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 250

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**121**	72	49	19	50	31	24	16	1	4	4	5	11	5	5	10	5	2	29
Weighted Base	**107***	89*	18**	5**	87*	12**	4**	4**	1**	6**	6**	8**	18**	9**	10**	22**	6**	***	12**
Effective Base	**56**	44	12	5	39	14	12	12	1	4	4	5	6	5	4	10	5	2	14
Finding out how to make a complaint	**57**	48	9	3	46	7	1	3	-	3	6	3	11	7	3	10	3	*	7
	54%	*54%*	*53%*	*69%*	*53%*	*59%*	*27%*	*68%*	-	*51%*	*100%*	*33%*	*62%*	*80%*	*29%*	*46%*	*44%*	*52%*	*60%*
Getting through to the right person to speak to	**58**	51	8	2	45	7	3	3	1	2	-	6	5	9	3	17	3	*	7
	55%	*57%*	*42%*	*50%*	*52%*	*61%*	*67%*	*75%*	*100%*	*26%*	-	*76%*	*27%*	*100%*	*29%*	*78%*	*45%*	*48%*	*61%*
Other (please specify)	**22**	16	6	1	19	1	1	1	-	-	-	2	4	-	4	7	2	-	1
	21%	*18%*	*34%*	*22%*	*22%*	*11%*	*17%*	*25%*	-	-	-	*24%*	*20%*	-	*43%*	*31%*	*38%*	-	*11%*
I don't know	**1**	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	*2%*	-	-	*2%*	-	-	-	-	*23%*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**121**	37	53	17	9	5	90	14	42	42	22	9	6	84	15
Weighted Base	**107***	19**	61**	17**	6**	4**	80*	10**	26**	48**	18**	11**	4**	75*	15**
Effective Base	**56**	15	26	11	5	4	38	9	19	20	11	6	3	36	9
Finding out how to make a complaint	**57**	10	34	10	*	3	44	3	16	31	4	4	2	47	6
	54%	*53%*	*56%*	*57%*	*8%*	*63%*	*55%*	*31%*	*62%*	*64%*	*24%*	*42%*	*42%*	*63%*	*42%*
Getting through to the right person to speak to	**58**	9	36	10	3	1	45	4	19	18	12	7	2	38	9
	55%	*47%*	*58%*	*56%*	*55%*	*26%*	*56%*	*43%*	*74%*	*38%*	*67%*	*70%*	*37%*	*50%*	*61%*
Other (please specify)	**22**	2	13	4	2	2	15	4	4	10	4	2	2	14	4
	21%	*9%*	*21%*	*22%*	*43%*	*37%*	*18%*	*40%*	*17%*	*20%*	*25%*	*15%*	*52%*	*19%*	*26%*
I don't know	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1
	1%	*8%*	-	-	-	-	*2%*	-	-	-	-	*14%*	-	-	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**121**	10	110	1	46	66	9	118	1	2	-	121	-
Weighted Base	**107***	10**	97*	1**	37**	65**	5**	103*	1**	3**	-**	107*	-**
Effective Base	**56**	7	49	1	24	29	5	54	1	1	-	56	-
Finding out how to make a complaint	**57**	4	53	-	18	39	*	54	-	3	-	57	-
	54%	*41%*	*55%*	-	*48%*	*60%*	*7%*	*53%*	-	*100%*	-	*54%*	-
Getting through to the right person to speak to	**58**	8	50	1	17	37	4	57	1	-	-	58	-
	55%	*83%*	*51%*	*100%*	*47%*	*57%*	*83%*	*56%*	*100%*	-	-	*55%*	-
Other (please specify)	**22**	1	22	-	9	13	1	22	-	-	-	22	-
	21%	*7%*	*22%*	-	*25%*	*19%*	*11%*	*22%*	-	-	-	*21%*	-
I don't know	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	1%	-	*1%*	-	*4%*	-	-	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**121**	33	31	27	30	14	10	9	13	12	6	6	13	8	6	15	9
Weighted Base	**107***	35**	32**	15**	25**	15**	9**	10**	15**	11**	6**	2**	9**	5**	6**	9**	10**
Effective Base	**56**	14	17	12	17	4	6	6	7	7	3	3	7	3	5	6	6
Finding out how to make a complaint	**57**	14	22	9	13	9	2	2	14	3	5	1	5	3	4	5	4
	54%	*39%*	*69%*	*58%*	*52%*	*60%*	*24%*	*20%*	*93%*	*23%*	*93%*	*59%*	*59%*	*58%*	*61%*	*57%*	*42%*
Getting through to the right person to speak to	**58**	9	19	11	20	2	4	2	9	7	2	1	8	3	5	8	7
	55%	*25%*	*60%*	*73%*	*79%*	*16%*	*45%*	*20%*	*59%*	*68%*	*43%*	*42%*	*89%*	*57%*	*89%*	*80%*	*70%*
Other (please specify)	**22**	14	3	3	2	3	5	6	*	2	*	*	1	2	-	*	2
	21%	*41%*	*9%*	*17%*	*10%*	*21%*	*53%*	*60%*	*1%*	*21%*	*7%*	*3%*	*6%*	*41%*	-	*2%*	*24%*
I don't know	**1**	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	*4%*	-	-	-	*10%*	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	549	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	621	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	328	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
Very satisfied (5)	198	-	198	137	61	33	37	86	26	9	1	6	70	112	16	7	177	21	159
	32%	-	32%	38%d	24%	25%	35%i	49%ei	34%i	14%	3%	22%	29%no	45%lno	12%	11%	32%	32%	29%
Fairly satisfied (4)	166	-	166	95	71	42	24	51	20	17	5	7	66	71	29	12	134	29	131
	27%	-	27%	26%	28%	31%	23%	29%	27%	25%	13%	28%	28%	28%	22%	19%	24%	45%p	24%
Neither satisfied or dissatisfied (3)	93	-	93	53	40	29	16	16	13	9	7	4	45	29	19	10	82	9	94
	15%	-	15%	15%	16%	22%g	15%	9%	17%	13%	17%	14%	19%	12%	15%	16%	15%	14%	17%
Fairly dissatisfied (2)	95	-	95	49	46	19	19	17	10	19	7	3	38	27	30	11	89	5	81
	15%	-	15%	14%	18%	14%	18%	10%	14%	28%g	19%	13%	16%	11%	22%m	16%	16%	7%	15%
Very dissatisfied (1)	64	-	64	24	38	9	9	5	6	11	18	6	17	11	35	24	62	1	76
	10%	-	10%	7%	15%c	6%	8%	3%	8%	17%g	45%	24%	7%	4%	26%lm	36%lm	11%	2%	14%
Don't know	6	-	6	5	1	2	-	-	-	2	2	-	2	-	4	2	6	-	8
	1%	-	1%	1%	*	1%	-	-	-	3%	4%	-	1%	-	3%m	3%	1%	-	1%
NET Very/fairly satisfied	364	-	364	232	132	75	61	137	46	26	6	13	136	183	45	19	311	50	290
	59%	-	59%	64%d	51%	56%	58%	78%efhi	61%	39%	16%	50%	57%no	73%lno	34%	29%	57%	77%p	53%
NET Very/fairly dissatisfied	159	-	159	73	84	28	28	21	17	30	25	10	56	38	65	35	152	6	157
	26%	-	26%	20%	33%c	21%	27%g	12%	22%	45%eqh	63%	37%	23%	15%	49%lm	53%lm	28%q	9%	29%
Mean	3.55	-	3.55	3.76d	3.28	3.54i	3.58i	4.13efhi	3.65i	2.91	2.06	3.10	3.56n	3.98ln	2.70	2.49	3.50	3.97	3.40
Std Dev.	1.35	-	1.35	1.28	1.39	1.20	1.36	1.10	1.31	1.35	1.22	1.52	1.27	1.18	1.40	1.44	1.38	0.97	1.40
Std Error	0.06	-	0.06	0.07	0.09	0.12	0.14	0.09	0.17	0.15	0.19	0.30	0.09	0.08	0.12	0.18	0.06	0.14	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 251

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base		**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base		**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
Very satisfied	(5)	**198**	99	40	42	16	139	59	172	24	14	8	34	33	105	75	14	180
		32%	**46%bcd**	*26%*	*28%*	*16%*	**38%f**	*23%*	**38%h**	*16%*	*20%*	*13%*	*23%*	*26%*	**59%ijkln**	*22%*	*20%*	**35%o**
Fairly satisfied	(4)	**166**	47	48	39	33	95	71	124	40	17	34	38	39	29	112	17	142
		27%	*22%*	*32%*	*26%*	*31%*	*26%*	*28%*	*27%*	*26%*	*24%*	**56%iklmn**	*26%*	**31%m**	*16%*	**33%m**	*24%*	*27%*
Neither satisfied or dissatisfied	(3)	**93**	24	20	28	21	44	49	59	34	13	8	25	21	18	54	13	72
		15%	*11%*	*13%*	*18%*	*20%*	*12%*	*19%*	*13%*	**22%g**	*19%*	*13%*	*17%*	*17%*	*10%*	*16%*	*19%*	*14%*
Fairly dissatisfied	(2)	**95**	23	22	28	22	45	50	68	22	18	7	20	24	17	51	18	71
		15%	*11%*	*14%*	*18%*	*21%*	*12%*	*20%*	*15%*	*14%*	**26%m**	*12%*	*14%*	*19%*	*10%*	*15%*	**26%p**	*14%*
Very dissatisfied	(1)	**64**	21	22	14	7	42	21	36	27	6	4	28	10	9	43	7	52
		10%	*10%*	*14%*	*10%*	*7%*	*12%*	*8%*	*8%*	**18%g**	*9%*	*7%*	**19%m**	*8%*	*5%*	*13%*	*9%*	*10%*
Don't know		**6**	-	1	*	5	1	5	1	5	2	-	3	-	-	3	2	3
		1%	-	*1%*	*	**5%ac**	*	*2%*	*	**3%g**	*2%*	-	*2%*	-	-	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**364**	146	88	81	49	234	130	296	64	30	42	72	73	134	187	30	322
		59%	**68%cd**	*58%*	*54%*	*47%*	**64%f**	*51%*	**64%h**	*42%*	*44%*	**69%ik**	*48%*	*57%*	**75%ikln**	*55%*	*43%*	**62%o**
NET Very/fairly dissatisfied		**159**	44	43	42	29	87	72	104	49	25	11	48	34	26	94	25	122
		26%	*20%*	*29%*	*28%*	*28%*	*24%*	*28%*	*23%*	*32%*	**36%m**	*18%*	**32%m**	*27%*	*15%*	**28%m**	*36%*	*24%*
Mean		**3.55**	**3.85bcd**	3.42	3.44	3.29	3.67	3.38	**3.72h**	3.09	3.19	3.56	3.20	3.48	**4.14ijkln**	3.37	3.18	**3.63o**
Std Dev.		**1.35**	1.37	1.39	1.33	1.19	1.39	1.27	1.31	1.35	1.30	1.08	1.44	1.28	1.23	1.33	1.30	1.34
Std Error		**0.06**	0.10	0.13	0.12	0.12	0.08	0.09	0.07	0.10	0.16	0.13	0.13	0.11	0.11	0.08	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 251

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base		**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base		**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
Very satisfied	(5)	**198**	176	22	12	178	9	8	2	11	32	14	13	12	15	63	11	8	2	8
		32%	*32%*	*31%*	*35%*	**33%g**	*24%*	*30%*	*17%*	*59%*	**42%lo**	*41%*	*28%*	*17%*	*35%*	**45%lor**	*12%*	*29%*	*33%*	*23%*
Fairly satisfied	(4)	**166**	155	11	5	152	7	4	3	3	24	8	13	22	8	39	27	8	1	6
		27%	*28%*	*16%*	*14%*	*28%*	*19%*	*14%*	*21%*	*17%*	*32%*	*24%*	*27%*	*32%*	*19%*	*28%*	*30%*	*27%*	*15%*	*20%*
Neither satisfied or dissatisfied	(3)	**93**	79	14	7	79	6	5	2	3	7	9	5	10	3	17	19	5	*	6
		15%	*14%*	*20%*	*23%*	*14%*	*17%*	*21%*	*17%*	*16%*	*9%*	*27%*	*11%*	*15%*	*7%*	*12%*	*21%*	*18%*	*1%*	*19%*
Fairly dissatisfied	(2)	**95**	81	14	4	85	5	2	3	2	4	3	8	13	16	12	21	6	1	4
		15%	*15%*	*20%*	*14%*	*16%*	*13%*	*7%*	**24%f**	*8%*	*5%*	*9%*	*17%*	*19%*	*39%*	*9%*	**23%l**	*19%*	*26%*	*11%*
Very dissatisfied	(1)	**64**	54	9	5	46	9	7	3	-	7	-	7	12	-	6	12	2	1	8
		10%	*10%*	*13%*	*14%*	*8%*	**24%d**	**25%d**	**19%d**	-	*9%*	-	*15%*	**17%n**	-	*4%*	*13%*	*7%*	*23%*	**24%n**
Don't know		**6**	6	*	-	4	1	1	*	-	2	-	1	-	-	2	-	-	*	1
		1%	*1%*	*	-	*1%*	*3%*	*3%*	*2%*	-	*2%*	-	*1%*	-	-	*1%*	-	-	*2%*	*3%*
NET Very/fairly satisfied		**364**	331	33	16	331	16	11	5	14	56	22	26	34	22	102	38	16	2	14
		59%	*60%*	*47%*	*50%*	**61%eg**	*44%*	*44%*	*38%*	*76%*	**74%lor**	*65%*	*55%*	*49%*	*54%*	**74%lor**	*43%*	*56%*	*48%*	*43%*
NET Very/fairly dissatisfied		**159**	135	23	9	130	14	8	6	2	11	3	15	25	16	18	33	8	2	12
		26%	*25%*	*33%*	*28%*	*24%*	*37%*	*33%*	**43%d**	*8%*	*15%*	*9%*	*32%*	**36%in**	*39%*	*13%*	**36%in**	*26%*	*49%*	**35%in**
Mean		**3.55**	3.58	3.32	3.44	**3.62eg**	3.08	3.16	2.94	4.27	**3.94lor**	3.97	3.37	3.12	3.50	**4.04lor**	3.05	3.51	3.09	3.08
Std Dev.		**1.35**	1.34	1.44	1.46	1.31	1.54	1.60	1.44	1.04	1.27	1.02	1.45	1.37	1.34	1.15	1.26	1.30	1.84	1.53
Std Error		**0.06**	0.07	0.12	0.18	0.07	0.18	0.17	0.18	0.21	0.20	0.21	0.25	0.21	0.26	0.14	0.20	0.29	0.61	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**549**	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base		**621**	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base		**328**	127	112	45	31	14	238	45	122	120	53	25	8	242	33
Very satisfied	(5)	**198**	162	22	6	3	5	184	8	127	58	6	6	1	185	7
		32%	***69%bcdfg***	*10%*	*7%*	*6%*	*19%*	***40%bcdg***	*11%*	***54%ijmn***	***25%j***	*7%*	*13%*	*6%*	***39%ijn***	*11%*
Fairly satisfied	(4)	**166**	27	111	14	12	1	138	13	45	81	29	11	-	126	11
		27%	*12%*	***49%acdfg***	*17%*	*24%*	*6%*	***30%a***	*18%*	*19%*	***34%h***	*32%*	*25%*	-	*27%*	*18%*
Neither satisfied or dissatisfied	(3)	**93**	14	23	31	16	9	36	25	18	34	22	10	8	53	18
		15%	*6%*	*10%*	***38%abf***	***33%abf***	*36%*	*8%*	***34%abf***	*8%*	*15%*	***24%hm***	*24%*	*44%*	*11%*	***29%him***
Fairly dissatisfied	(2)	**95**	18	42	20	11	4	60	15	28	33	21	6	6	62	12
		15%	*8%*	***18%a***	***24%a***	***22%a***	*18%*	*13%*	***21%a***	*12%*	*14%*	*23%*	*15%*	*32%*	*13%*	*20%*
Very dissatisfied	(1)	**64**	12	30	12	6	5	42	10	13	28	11	8	3	41	11
		10%	*5%*	***13%a***	***14%a***	*11%*	*18%*	*9%*	***14%a***	*5%*	*12%*	*12%*	*19%*	*18%*	*9%*	***19%h***
Don't know		**6**	2	1	*	2	1	3	2	2	1	1	2	-	3	2
		1%	*1%*	*	*	*3%*	*3%*	*1%*	*3%*	*1%*	*	*1%*	*5%*	-	*1%*	*4%*
NET Very/fairly satisfied		**364**	189	133	20	15	6	322	21	172	139	36	16	1	310	17
		59%	***81%bcdfg***	***58%cdg***	*24%*	*30%*	*25%*	***70%bcdg***	*28%*	***74%ijn***	***59%jn***	*39%*	*38%*	*6%*	***66%jn***	*28%*
NET Very/fairly dissatisfied		**159**	29	72	31	17	9	101	26	41	62	32	15	9	103	23
		26%	*13%*	***31%a***	***38%af***	***34%a***	*36%*	***22%a***	***34%a***	*18%*	*26%*	***36%hm***	*34%*	*50%*	*22%*	***38%hm***
Mean		**3.55**	**4.34bcdfg**	**3.23c**	2.78	2.91	2.89	**3.79bcdg**	2.90	**4.06ijmn**	**3.45jn**	2.98	2.98	2.44	**3.75ijn**	2.82
Std Dev.		**1.35**	1.19	1.24	1.11	1.11	1.36	1.33	1.19	1.27	1.33	1.16	1.34	1.02	1.33	1.27
Std Error		**0.06**	0.08	0.09	0.13	0.15	0.30	0.07	0.14	0.09	0.09	0.13	0.23	0.26	0.07	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base		**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base		**328**	62	258	8	167	134	30	310	17	1	-	328	1
Very satisfied	(5)	**198**	67	124	6	114	67	16	188	7	3	-	198	-
		32%	**58%b**	*25%*	*39%*	**39%e**	*24%*	*33%*	*32%*	*23%*	*89%*	-	*32%*	-
Fairly satisfied	(4)	**166**	19	146	*	68	75	23	152	14	-	-	166	-
		27%	*17%*	**30%a**	*1%*	*23%*	*27%*	*47%*	*26%*	*48%*	-	-	*27%*	-
Neither satisfied or dissatisfied	(3)	**93**	16	72	4	48	41	4	86	7	*	-	93	-
		15%	*14%*	*15%*	*27%*	*16%*	*15%*	*8%*	*15%*	*24%*	*8%*	-	*15%*	-
Fairly dissatisfied	(2)	**95**	9	82	4	41	52	2	95	-	-	-	95	-
		15%	*8%*	*17%*	*25%*	*14%*	*19%*	*3%*	*16%*	-	-	-	*15%*	-
Very dissatisfied	(1)	**64**	4	59	1	19	40	4	62	1	*	-	64	-
		10%	*3%*	**12%a**	*8%*	*7%*	**14%d**	*8%*	*11%*	*4%*	*3%*	-	*10%*	-
Don't know		**6**	-	6	-	2	3	*	6	-	-	-	6	*
		1%	-	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*100%*
NET Very/fairly satisfied		**364**	86	271	7	183	142	39	340	21	3	-	364	-
		59%	**75%b**	*55%*	*40%*	**62%e**	*51%*	*79%*	*58%*	*72%*	*89%*	-	*59%*	-
NET Very/fairly dissatisfied		**159**	13	140	5	60	93	6	157	1	*	-	159	-
		26%	*11%*	**29%a**	*33%*	*21%*	**33%d**	*12%*	*27%*	*4%*	*3%*	-	*26%*	-
Mean		**3.55**	**4.18b**	3.41	3.38	**3.75e**	3.28	3.93	3.53	3.86	4.72	-	3.55	-
Std Dev.		**1.35**	1.14	1.35	1.46	1.29	1.40	1.15	1.37	0.94	1.01	-	1.35	-
Std Error		**0.06**	0.12	0.06	0.38	0.08	0.09	0.17	0.06	0.20	0.59	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		549	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base		621	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base		328	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
Very satisfied	(5)	198	25	35	42	96	10	10	5	8	7	20	12	13	17	42	24	30
		32%	19%	23%	31%	47%abc	22%	25%	12%	17%	17%	31%	32%	26%	35%	54%j	46%	41%
Fairly satisfied	(4)	166	31	51	35	48	8	8	15	17	20	15	9	16	10	23	12	13
		27%	24%	34%	26%	24%	18%	21%	33%	35%	50%	24%	23%	33%	20%	30%	22%	19%
Neither satisfied or dissatisfied	(3)	93	28	19	24	22	9	6	12	5	3	11	11	6	7	7	2	13
		15%	22%d	13%	17%	11%	20%	17%	28%	10%	8%	18%	29%	12%	14%	9%	4%	18%
Fairly dissatisfied	(2)	95	22	23	27	22	5	10	6	6	3	14	3	10	15	-	12	10
		15%	17%	15%	20%	11%	11%	26%	14%	13%	8%	22%n	7%	19%	31%	-	23%	14%n
Very dissatisfied	(1)	64	23	20	7	13	14	4	5	12	5	3	3	3	*	5	2	6
		10%	18%cd	13%	5%	7%	30%	11%	11%	24%	14%	5%	9%	7%	*	7%	4%	8%
Don't know		6	1	2	2	1	-	-	1	1	2	-	-	2	-	*	-	1
		1%	1%	2%	1%	1%	-	-	2%	2%	4%	-	-	3%	-	*	-	1%
NET Very/fairly satisfied		364	57	86	76	144	18	18	20	25	27	35	20	29	27	65	36	43
		59%	43%	57%	56%	71%abc	39%	46%	45%	52%	66%	55%	54%	59%	55%	84%jp	68%	60%
NET Very/fairly dissatisfied		159	45	44	34	36	19	14	11	18	9	17	6	13	15	5	15	15
		26%	35%d	29%	25%	18%	41%	37%	25%	37%	22%	27%n	16%	26%	31%	7%	28%	21%
Mean		3.55	3.10	3.39	3.57a	3.95ab	2.90	3.23	3.21	3.09	3.50	3.54	3.61	3.54	3.58	4.24j	3.82	3.73
Std Dev.		1.35	1.38	1.36	1.26	1.28	1.54	1.38	1.19	1.49	1.29	1.28	1.26	1.28	1.27	1.11	1.36	1.34
Std Error		0.06	0.12	0.12	0.12	0.10	0.22	0.22	0.19	0.23	0.22	0.18	0.22	0.19	0.20	0.13	0.20	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**549**	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base		**621**	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base		**328**	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
Very satisfied	(5)	**190**	-	190	122	68	37	35	70	27	12	3	6	72	97	21	9	173	17	144
		31%	-	*31%*	*34%*	*26%*	*28%*	*34%*	**40%i**	*35%*	*18%*	*7%*	*23%*	**30%n**	**39%no**	*16%*	*14%*	*31%*	*27%*	*26%*
Fairly satisfied	(4)	**187**	-	187	122	65	37	34	71	21	18	3	4	71	92	25	7	157	28	154
		30%	-	*30%*	*34%*	*25%*	*27%*	*33%*	*41%*	*28%*	*27%*	*8%*	*13%*	**30%o**	**37%no**	*18%*	*10%*	*29%*	*43%*	*28%*
Neither satisfied or dissatisfied	(3)	**91**	-	91	51	40	35	16	15	10	4	8	4	51	25	16	12	79	10	85
		15%	-	*15%*	*14%*	*16%*	**26%gj**	*15%*	*9%*	*13%*	*6%*	*19%*	*15%*	**21%m**	*10%*	*12%*	*18%*	*14%*	*15%*	*15%*
Fairly dissatisfied	(2)	**72**	-	72	36	36	14	10	14	7	18	8	2	24	21	28	10	63	9	72
		12%	-	*12%*	*10%*	*14%*	*10%*	*10%*	*8%*	*9%*	**26%efgh**	*20%*	*8%*	*10%*	*8%*	**21%lm**	*15%*	*11%*	*13%*	*13%*
Very dissatisfied	(1)	**75**	-	75	26	47	10	9	4	11	13	16	11	19	15	40	27	73	1	85
		12%	-	*12%*	*7%*	**18%c**	*8%*	*9%*	*2%*	**15%g**	**19%g**	*42%*	*41%*	*8%*	*6%*	**30%lm**	**41%lm**	*13%*	*2%*	*15%*
Don't know		**6**	-	6	5	1	2	-	-	-	2	2	*	2	-	4	2	6	-	9
		1%	-	*1%*	*1%*	*	*1%*	-	-	-	*4%*	*4%*	*	*1%*	-	**3%m**	*3%*	*1%*	-	*2%*
NET Very/fairly satisfied		**377**	-	377	244	133	73	69	141	48	30	6	10	143	189	46	16	330	46	298
		61%	-	*61%*	**67%d**	*52%*	*55%*	**66%i**	**81%efhi**	*63%*	*45%*	*15%*	*36%*	**60%no**	**76%lno**	*34%*	*24%*	*60%*	*70%*	*54%*
NET Very/fairly dissatisfied		**147**	-	147	62	83	24	19	18	18	30	24	13	43	36	68	37	136	10	157
		24%	-	*24%*	*17%*	**32%c**	*18%*	*18%*	*10%*	*24%*	**45%efg**	*62%*	*48%*	*18%*	*14%*	**51%lm**	**56%lm**	*25%*	*15%*	*29%*
Mean		**3.56**	-	3.56	**3.78d**	3.28	**3.58i**	**3.73i**	**4.08ehi**	3.61	2.99	2.16	2.70	**3.65n**	**3.94n**	2.69	2.38	3.54	3.79	3.37
Std Dev.		**1.35**	-	1.35	1.23	1.46	1.22	1.26	1.01	1.43	1.46	1.29	1.67	1.24	1.17	1.49	1.47	1.39	1.05	1.41
Std Error		**0.06**	-	0.06	0.07	0.09	0.12	0.13	0.09	0.19	0.17	0.20	0.33	0.09	0.08	0.12	0.18	0.06	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base		**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base		**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
Very satisfied	(5)	**190**	77	51	41	21	127	63	160	28	18	11	44	32	79	87	18	166
		31%	**36%cd**	*34%*	*27%*	*20%*	**35%f**	*25%*	**35%h**	*18%*	*25%*	*17%*	*30%*	*25%*	**44%ijln**	*26%*	*25%*	*32%*
Fairly satisfied	(4)	**187**	72	45	39	31	117	70	151	35	16	28	38	33	62	99	16	161
		30%	*34%*	*29%*	*26%*	*30%*	*32%*	*28%*	*33%*	*23%*	*23%*	**46%ikln**	*25%*	*26%*	*35%*	*29%*	*23%*	*31%*
Neither satisfied or dissatisfied	(3)	**91**	23	24	31	13	47	44	57	34	10	10	21	25	19	56	10	75
		15%	*11%*	*16%*	*21%*	*12%*	*13%*	*17%*	*12%*	**22%g**	*15%*	*17%*	*14%*	*19%*	*11%*	*17%*	*15%*	*14%*
Fairly dissatisfied	(2)	**72**	22	8	21	21	30	42	51	18	8	7	20	18	11	45	8	59
		12%	*10%*	*5%*	*14%*	**20%b**	*8%*	**17%e**	*11%*	*12%*	*12%*	*11%*	*13%*	*14%*	*6%*	*13%*	*12%*	*11%*
Very dissatisfied	(1)	**75**	19	24	18	14	43	32	39	33	16	5	24	19	8	48	16	56
		12%	*9%*	*16%*	*12%*	*14%*	*12%*	*13%*	*8%*	**21%g**	**23%m**	*9%*	**16%m**	**15%m**	*4%*	**14%m**	**23%p**	*11%*
Don't know		**6**	1	1	-	4	2	4	1	4	2	-	2	1	-	3	2	3
		1%	*	*1%*	-	*4%*	*	*2%*	*	**3%g**	*2%*	-	*2%*	*1%*	-	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**377**	149	96	81	52	244	133	311	63	34	38	82	65	141	186	34	327
		61%	**70%cd**	*63%*	*54%*	*50%*	**67%f**	*52%*	**68%h**	*42%*	*49%*	*63%*	*55%*	*51%*	**79%ikln**	*55%*	*48%*	*63%*
NET Very/fairly dissatisfied		**147**	41	31	39	35	72	74	90	51	24	12	44	37	19	93	24	115
		24%	*19%*	*21%*	*26%*	**34%a**	*20%*	**29%e**	*20%*	**34%g**	**35%m**	*20%*	**29%m**	**29%m**	*10%*	**27%m**	*35%*	*22%*
Mean		**3.56**	**3.78d**	3.60	3.43	3.24	**3.71f**	3.36	**3.75h**	3.05	3.17	3.52	3.40	3.32	**4.08jklm**	3.39	3.16	**3.62o**
Std Dev.		**1.35**	1.28	1.41	1.34	1.38	1.33	1.35	1.27	1.42	1.52	1.17	1.45	1.39	1.09	1.38	1.53	1.33
Std Error		**0.06**	0.09	0.13	0.12	0.13	0.07	0.09	0.07	0.10	0.19	0.14	0.13	0.12	0.09	0.08	0.19	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base		**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base		**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
Very satisfied	(5)	**190**	165	26	13	175	7	6	2	4	36	12	11	16	14	58	19	5	2	6
		31%	*30%*	*36%*	*40%*	**32%g**	*20%*	*24%*	*13%*	*21%*	**48%lor**	*35%*	*24%*	*22%*	*34%*	**42%or**	*21%*	*19%*	*33%*	*18%*
Fairly satisfied	(4)	**187**	174	13	8	168	9	6	4	10	18	12	14	17	11	53	25	8	1	8
		30%	*32%*	*18%*	*24%*	*31%*	*24%*	*24%*	*30%*	*56%*	*24%*	*36%*	*29%*	*25%*	*27%*	*38%*	*28%*	*28%*	*17%*	*25%*
Neither satisfied or dissatisfied	(3)	**91**	84	7	3	78	7	4	2	1	10	3	9	13	-	17	17	7	1	7
		15%	*15%*	*10%*	*8%*	*14%*	*20%*	*15%*	*15%*	*7%*	*13%*	*8%*	*19%*	*19%*	-	*12%*	*19%*	*24%*	*14%*	*21%*
Fairly dissatisfied	(2)	**72**	61	11	3	61	4	5	3	3	4	3	3	10	9	4	19	6	-	4
		12%	*11%*	*15%*	*10%*	*11%*	*9%*	*18%*	**22%d**	*16%*	*6%*	*9%*	*5%*	**15%n**	*22%*	*3%*	**21%n**	*19%*	-	*11%*
Very dissatisfied	(1)	**75**	61	13	6	58	9	4	3	-	5	4	10	13	7	4	11	3	2	8
		12%	*11%*	*19%*	*18%*	*11%*	**25%d**	*16%*	*19%*	-	*7%*	*13%*	*22%*	**19%n**	*18%*	*3%*	*12%*	*11%*	*34%*	**24%in**
Don't know		**6**	5	*	*	4	1	1	*	-	2	-	1	-	-	2	-	-	*	1
		1%	*1%*	*	*	*1%*	*2%*	*3%*	*2%*	-	*2%*	-	*1%*	-	-	*1%*	-	-	*3%*	*2%*
NET Very/fairly satisfied		**377**	339	38	21	343	16	12	6	14	55	24	25	33	25	111	43	14	2	14
		61%	*62%*	*55%*	*63%*	**63%eg**	*44%*	*48%*	*43%*	*77%*	**72%lor**	*71%*	*52%*	*48%*	*61%*	**80%lor**	*48%*	*46%*	*50%*	*43%*
NET Very/fairly dissatisfied		**147**	123	24	9	119	13	9	6	3	10	7	13	23	16	9	30	9	2	11
		24%	*22%*	*34%*	*28%*	*22%*	*35%*	*34%*	**41%d**	*16%*	*13%*	*21%*	*27%*	**33%in**	*39%*	*6%*	**33%in**	*30%*	*34%*	**35%in**
Mean		**3.56**	3.59	3.38	3.58	**3.63eg**	3.04	3.22	2.95	3.81	**4.02lor**	3.71	3.27	3.18	3.38	**4.14lor**	3.24	3.24	3.16	3.02
Std Dev.		**1.35**	1.32	1.57	1.55	1.33	1.50	1.46	1.40	0.97	1.24	1.37	1.47	1.43	1.57	0.98	1.32	1.28	1.92	1.46
Std Error		**0.06**	0.07	0.13	0.19	0.07	0.17	0.16	0.18	0.19	0.19	0.29	0.26	0.21	0.31	0.12	0.21	0.29	0.68	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		549	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base		621	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base		328	127	112	45	31	14	238	45	122	120	53	25	8	242	33
Very satisfied	(5)	190	112	48	11	12	8	159	19	130	31	18	10	1	161	11
		31%	**48%bcdfg**	*21%*	*13%*	*23%*	*31%*	**34%bc**	*26%*	**56%ijmn**	*13%*	*19%*	*24%*	*6%*	**34%ij**	*19%*
Fairly satisfied	(4)	187	69	89	17	9	3	158	13	43	112	24	5	3	155	8
		30%	*30%*	**39%cdg**	*20%*	*18%*	*14%*	**34%g**	*17%*	*18%*	**48%hjmn**	*27%*	*12%*	*16%*	**33%hn**	*13%*
Neither satisfied or dissatisfied	(3)	91	18	23	25	19	6	41	25	15	36	24	10	6	50	16
		15%	*8%*	*10%*	**31%abf**	**38%abf**	*24%*	*9%*	**33%abf**	*6%*	**15%h**	**27%hm**	*24%*	*32%*	*11%*	**26%hm**
Fairly dissatisfied	(2)	72	23	33	8	6	3	55	9	24	29	12	5	3	53	8
		12%	*10%*	*14%*	*9%*	*11%*	*14%*	*12%*	*12%*	*10%*	*12%*	*13%*	*11%*	*16%*	*11%*	*12%*
Very dissatisfied	(1)	75	11	37	21	3	3	47	6	19	27	13	11	5	46	15
		12%	*4%*	**16%a**	**25%adfg**	*6%*	*14%*	*10%*	*9%*	*8%*	*12%*	*14%*	*25%*	*27%*	*10%*	**25%him**
Don't know		6	2	*	1	2	1	3	2	2	1	-	2	1	3	3
		1%	*1%*	*	*1%*	**3%b**	*3%*	*1%*	*3%*	*1%*	*	-	*5%*	*4%*	*1%*	**5%lm**
NET Very/fairly satisfied		377	181	137	28	21	11	318	32	173	143	42	15	4	316	19
		61%	**77%bcdg**	**60%c**	*33%*	*42%*	*45%*	**69%cdg**	*43%*	**74%ijn**	**61%n**	*46%*	*35%*	*22%*	**68%jn**	*32%*
NET Very/fairly dissatisfied		147	33	70	29	9	7	103	15	43	56	25	16	7	99	23
		24%	*14%*	**30%a**	**35%a**	*17%*	*28%*	*22%*	*21%*	*19%*	*24%*	*27%*	*36%*	*42%*	*21%*	**38%hm**
Mean		3.56	**4.07bcdfg**	3.34	2.86	3.43	3.36	**3.71bc**	3.41	**4.04ijmn**	**3.39n**	3.24	2.98	2.57	**3.71ijn**	2.86
Std Dev.		1.35	1.16	1.38	1.37	1.17	1.45	1.33	1.26	1.34	1.20	1.30	1.53	1.27	1.31	1.46
Std Error		0.06	0.08	0.10	0.16	0.16	0.32	0.07	0.15	0.09	0.09	0.14	0.26	0.34	0.07	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base		**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base		**328**	62	258	8	167	134	30	310	17	1	-	328	1
Very satisfied	(5)	**190**	54	131	4	101	70	18	179	12	-	-	190	-
		31%	**47%b**	*27%*	*27%*	*35%*	*25%*	*37%*	*30%*	*40%*	-	-	*31%*	-
Fairly satisfied	(4)	**187**	37	149	2	93	77	17	175	9	3	-	187	-
		30%	*32%*	*30%*	*14%*	*32%*	*28%*	*35%*	*30%*	*32%*	*89%*	-	*30%*	-
Neither satisfied or dissatisfied	(3)	**91**	11	73	6	42	45	4	85	5	*	-	91	-
		15%	*10%*	*15%*	*38%*	*14%*	*16%*	*8%*	*14%*	*19%*	*8%*	-	*15%*	-
Fairly dissatisfied	(2)	**72**	8	63	1	29	38	5	69	3	-	-	72	-
		12%	*7%*	*13%*	*8%*	*10%*	*14%*	*11%*	*12%*	*9%*	-	-	*12%*	-
Very dissatisfied	(1)	**75**	6	67	2	27	44	4	75	-	*	-	75	-
		12%	*5%*	*14%*	*14%*	*9%*	*16%*	*8%*	*13%*	-	*3%*	-	*12%*	-
Don't know		**6**	-	6	-	2	4	*	5	-	-	-	5	*
		1%	-	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*100%*
NET Very/fairly satisfied		**377**	91	280	7	194	147	36	354	21	3	-	377	-
		61%	**79%b**	*57%*	*41%*	**66%e**	*53%*	*72%*	*60%*	*72%*	*89%*	-	*61%*	-
NET Very/fairly dissatisfied		**147**	13	130	4	55	82	9	144	3	*	-	147	-
		24%	*12%*	**27%a**	*22%*	*19%*	**29%d**	*19%*	*24%*	*9%*	*3%*	-	*24%*	-
Mean		**3.56**	**4.09b**	3.44	3.33	**3.73e**	3.33	3.83	3.54	4.02	3.83	-	3.56	-
Std Dev.		**1.35**	1.13	1.37	1.36	1.28	1.41	1.28	1.37	1.00	0.67	-	1.35	-
Std Error		**0.06**	0.12	0.07	0.35	0.08	0.09	0.18	0.06	0.21	0.39	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 252

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base		**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base		**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
Very satisfied	(5)	**190**	29	48	31	82	11	9	9	13	13	22	5	9	17	36	22	24
		31%	*22%*	*31%*	*23%*	**41%ac**	*24%*	*22%*	*20%*	*27%*	*31%*	*35%*	*13%*	*19%*	*34%*	*47%*	*42%*	*33%*
Fairly satisfied	(4)	**187**	33	40	47	67	7	8	17	7	14	19	16	20	11	23	19	25
		30%	*25%*	*26%*	*35%*	*33%*	*16%*	*22%*	*39%*	*14%*	*34%*	*31%*	*43%*	*41%*	*22%*	*30%*	*36%*	*35%*
Neither satisfied or dissatisfied	(3)	**91**	25	18	23	26	11	8	6	8	2	8	11	6	6	12	5	9
		15%	*19%*	*12%*	*17%*	*13%*	*23%*	*21%*	*13%*	*16%*	*5%*	*13%*	*29%*	*13%*	*12%*	*16%*	*8%*	*12%*
Fairly dissatisfied	(2)	**72**	14	21	21	16	3	4	7	8	3	9	2	8	10	*	5	12
		12%	*11%*	*14%*	*15%*	*8%*	*7%*	*10%*	*15%*	*16%*	*8%*	**15%n**	*7%*	*16%*	*21%*	*	*9%*	**16%n**
Very dissatisfied	(1)	**75**	29	22	13	11	14	9	5	12	7	4	3	4	5	6	2	3
		12%	**22%cd**	**15%d**	*9%*	*5%*	*30%*	*24%*	*11%*	*24%*	*17%*	*6%*	*9%*	*9%*	*10%*	*7%*	*4%*	*4%*
Don't know		**6**	1	3	2	*	-	-	1	1	2	1	-	2	*	*	-	*
		1%	*1%*	*2%*	*1%*	*	-	-	*2%*	*2%*	*4%*	*1%*	-	*3%*	*	*	-	*
NET Very/fairly satisfied		**377**	62	87	78	150	19	17	27	20	26	41	21	29	28	59	41	49
		61%	*48%*	*58%*	*57%*	**74%abc**	*40%*	*44%*	*59%*	*41%*	*65%*	*65%*	*56%*	*60%*	*56%*	*76%*	*78%*	*68%*
NET Very/fairly dissatisfied		**147**	43	43	33	27	18	14	12	19	10	13	6	12	16	6	7	14
		24%	**33%d**	**28%d**	*25%*	*13%*	*37%*	*35%*	*26%*	*40%*	*26%*	*21%*	*16%*	*24%*	*32%*	*7%*	*14%*	*20%*
Mean		**3.56**	3.15	3.47	3.47	**3.96abc**	2.97	3.07	3.43	3.04	3.55	3.73	3.43	3.47	3.49	4.09	4.02	3.77
Std Dev.		**1.35**	1.46	1.45	1.26	1.16	1.57	1.50	1.30	1.57	1.49	1.26	1.10	1.24	1.42	1.14	1.14	1.19
Std Error		**0.06**	0.13	0.13	0.12	0.09	0.22	0.24	0.21	0.24	0.26	0.18	0.19	0.19	0.23	0.13	0.17	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	549	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	621	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	328	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
Very satisfied (5)	185	-	185	127	58	37	41	76	17	8	2	4	77	94	14	6	159	26	148
	30%	-	30%	35%d	22%	27%	39%i	44%ehi	23%	11%	5%	16%	33%no	38%no	10%	9%	29%	40%	27%
Fairly satisfied (4)	178	-	178	117	61	37	28	61	25	15	3	8	66	86	26	11	156	20	147
	29%	-	29%	32%	24%	28%	27%	35%	33%	23%	8%	28%	28%	35%n	20%	16%	28%	30%	27%
Neither satisfied or dissatisfied (3)	85	-	85	43	42	32	13	14	7	6	9	2	46	21	18	12	71	11	82
	14%	-	14%	12%	16%	24%g	13%	8%	9%	9%	24%	9%	19%m	8%	13%	18%	13%	17%	15%
Fairly dissatisfied (2)	81	-	81	31	50	14	9	16	12	17	11	*	24	29	29	11	77	5	71
	13%	-	13%	9%	20%c	11%	9%	9%	16%	26%efg	28%	1%	10%	11%	22%l	17%	14%	7%	13%
Very dissatisfied (1)	76	-	76	37	37	12	9	6	14	15	11	9	21	20	35	20	72	4	83
	12%	-	12%	10%	14%	9%	9%	4%	18%g	23%g	27%	33%	9%	8%	26%lm	29%lm	13%	6%	15%
Don't know	16	-	16	7	9	1	3	-	-	5	3	3	4	-	12	7	16	-	18
	3%	-	3%	2%	3%	1%	3%	-	-	8%eg	8%	13%	2%	-	9%lm	10%lm	3%	-	3%
NET Very/fairly satisfied	363	-	363	244	119	74	69	138	42	23	5	12	143	180	40	17	315	46	295
	58%	-	58%	67%d	46%	55%i	67%i	79%ehi	56%	34%	14%	44%	60%no	72%lno	30%	26%	57%	70%	54%
NET Very/fairly dissatisfied	157	-	157	68	87	26	19	23	26	33	22	9	45	49	64	31	149	9	154
	25%	-	25%	19%	34%c	20%	18%	13%	35%g	49%efg	55%	34%	19%	19%	48%lm	46%lm	27%	13%	28%
Mean	3.52	-	3.52	3.75d	3.21	3.54i	3.81i	4.06ehi	3.27	2.72	2.31	2.91	3.66n	3.82n	2.63	2.55	3.47	3.91	3.39
Std Dev.	1.37	-	1.37	1.31	1.39	1.26	1.31	1.10	1.45	1.40	1.16	1.64	1.28	1.27	1.39	1.39	1.39	1.18	1.42
Std Error	0.06	-	0.06	0.08	0.09	0.12	0.14	0.09	0.19	0.17	0.19	0.34	0.09	0.09	0.12	0.18	0.06	0.18	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 253

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		549	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base		621	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base		328	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
Very satisfied	(5)	185	93	39	33	20	131	54	161	24	16	13	29	31	86	73	16	159
		30%	**44%bcd**	*25%*	*22%*	*19%*	**36%f**	*21%*	**35%h**	*15%*	*23%*	*21%*	*20%*	*24%*	**48%ijkln**	*22%*	*23%*	*31%*
Fairly satisfied	(4)	178	53	48	47	30	101	77	137	40	14	24	47	36	49	107	14	158
		29%	*25%*	*32%*	*31%*	*28%*	*28%*	*30%*	*30%*	*26%*	*20%*	**40%l**	*32%*	*28%*	*28%*	*32%*	*20%*	*30%*
Neither satisfied or dissatisfied	(3)	85	26	23	23	13	48	37	50	33	5	12	19	23	19	54	5	73
		14%	*12%*	*15%*	*15%*	*13%*	*13%*	*14%*	*11%*	**22%g**	*8%*	*20%*	*13%*	*18%*	*11%*	*16%*	*8%*	*14%*
Fairly dissatisfied	(2)	81	14	14	29	24	28	53	57	22	13	3	25	22	12	50	13	64
		13%	*7%*	*9%*	**19%a**	**23%ab**	*8%*	**21%e**	*12%*	*15%*	**19%jm**	*5%*	**17%m**	**17%m**	*7%*	*15%*	*19%*	*12%*
Very dissatisfied	(1)	76	27	24	18	8	51	25	49	24	17	8	23	16	9	47	17	56
		12%	*12%*	*16%*	*12%*	*7%*	*14%*	*10%*	*11%*	*16%*	**24%m**	*14%*	**15%m**	*12%*	*5%*	**14%m**	**24%p**	*11%*
Don't know		16	2	4	*	10	6	10	6	9	5	1	6	1	3	7	5	10
		3%	*1%*	*3%*	*	**9%ac**	*2%*	*4%*	*1%*	**6%g**	**7%l**	*1%*	*4%*	*	*2%*	*2%*	**7%p**	*2%*
NET Very/fairly satisfied		363	146	87	80	50	232	130	298	63	30	37	76	67	136	180	30	318
		58%	**68%cd**	*57%*	*53%*	*48%*	**64%f**	*51%*	**65%h**	*41%*	*42%*	*61%*	*51%*	*52%*	**76%ikln**	*53%*	*42%*	**61%o**
NET Very/fairly dissatisfied		157	41	38	47	32	79	79	106	46	30	11	48	38	21	97	30	120
		25%	*19%*	*25%*	*31%*	*30%*	*22%*	*31%*	*23%*	*31%*	**43%jm**	*18%*	**32%m**	**30%m**	*12%*	**29%m**	**43%p**	*23%*
Mean		3.52	**3.81cd**	3.43	3.33	3.33	**3.65f**	3.33	**3.67h**	3.11	2.98	3.51	3.24	3.35	**4.09ijkln**	3.33	2.98	**3.59o**
Std Dev.		1.37	1.39	1.40	1.33	1.29	1.40	1.31	1.35	1.33	1.57	1.28	1.38	1.34	1.16	1.35	1.57	1.33
Std Error		0.06	0.10	0.13	0.12	0.13	0.08	0.09	0.07	0.10	0.20	0.16	0.13	0.12	0.10	0.08	0.20	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 253

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base		**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base		**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
Very satisfied	(5)	**185**	160	25	12	168	8	7	2	8	35	9	10	15	12	59	10	11	2	5
		30%	*29%*	*35%*	*38%*	*31%*	*20%*	*27%*	*17%*	*43%*	**45%lor**	*28%*	*20%*	*22%*	*28%*	**42%or**	*11%*	*37%*	*46%*	*17%*
Fairly satisfied	(4)	**178**	168	10	7	157	12	5	4	5	25	9	13	21	10	42	23	9	*	12
		29%	**30%b**	*15%*	*22%*	*29%*	*32%*	*20%*	*26%*	*25%*	*33%*	*28%*	*27%*	*30%*	*25%*	*31%*	*26%*	*31%*	*2%*	*36%*
Neither satisfied or dissatisfied	(3)	**85**	76	9	3	76	3	4	3	4	8	9	7	8	2	18	18	1	1	2
		14%	*14%*	*13%*	*10%*	*14%*	*7%*	*15%*	**21%e**	*19%*	*10%*	*28%*	*15%*	*12%*	*5%*	*13%*	*20%*	*4%*	*14%*	*6%*
Fairly dissatisfied	(2)	**81**	72	9	5	72	3	5	2	2	4	1	5	11	13	8	22	5	-	3
		13%	*13%*	*13%*	*14%*	*13%*	*8%*	*18%*	*15%*	*13%*	*5%*	*3%*	*10%*	*15%*	*33%*	*6%*	**25%in**	*17%*	-	*9%*
Very dissatisfied	(1)	**76**	60	16	5	59	11	3	3	-	3	4	9	14	4	5	17	3	1	9
		12%	*11%*	**23%a**	*15%*	*11%*	**28%d**	*13%*	*18%*	-	*4%*	*13%*	*19%*	**21%in**	*9%*	*4%*	**19%n**	*11%*	*24%*	**29%in**
Don't know		**16**	15	1	*	12	2	2	*	-	2	-	4	-	-	6	-	-	1	1
		3%	*3%*	*1%*	*1%*	*2%*	*6%*	*6%*	*2%*	-	*2%*	-	*9%*	-	-	*4%*	-	-	*14%*	*4%*
NET Very/fairly satisfied		**363**	328	35	20	325	19	12	6	12	59	19	22	36	22	101	33	20	2	17
		58%	*60%*	*50%*	*60%*	**60%g**	*52%*	*47%*	*43%*	*68%*	**78%lor**	*56%*	*47%*	*52%*	*54%*	**73%lor**	*37%*	*68%*	*48%*	*52%*
NET Very/fairly dissatisfied		**157**	132	25	9	131	13	8	5	2	7	5	14	25	17	13	39	8	1	12
		25%	*24%*	*36%*	*29%*	*24%*	*36%*	*32%*	*34%*	*13%*	*9%*	*16%*	*29%*	**36%in**	*41%*	*9%*	**43%in**	*28%*	*24%*	**37%in**
Mean		**3.52**	3.55	3.26	3.55	**3.57eg**	3.09	3.31	3.09	3.99	**4.12lor**	3.54	3.21	3.17	3.32	**4.07lor**	2.86	3.67	3.54	3.03
Std Dev.		**1.37**	1.34	1.61	1.50	1.35	1.59	1.46	1.42	1.09	1.08	1.30	1.46	1.47	1.42	1.09	1.30	1.42	2.00	1.56
Std Error		**0.06**	0.07	0.14	0.19	0.08	0.18	0.16	0.18	0.22	0.17	0.27	0.26	0.22	0.28	0.14	0.21	0.32	0.71	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**549**	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base		**621**	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base		**328**	127	112	45	31	14	238	45	122	120	53	25	8	242	33
Very satisfied	(5)	**185**	132	31	12	6	3	163	10	115	44	17	9	-	159	9
		30%	**56%bcdfg**	*14%*	*14%*	*13%*	*14%*	**35%bcdg**	*13%*	**49%ijmn**	*19%*	*19%*	*21%*	-	**34%ijn**	*15%*
Fairly satisfied	(4)	**178**	45	90	23	17	2	136	19	57	94	12	11	4	150	16
		29%	*19%*	**40%a**	*27%*	*34%*	*9%*	**29%a**	*26%*	*24%*	**40%hj**	*13%*	*26%*	*25%*	**32%j**	*26%*
Neither satisfied or dissatisfied	(3)	**85**	15	29	22	7	12	44	19	18	30	26	9	3	47	12
		14%	*7%*	*13%*	**26%abf**	*15%*	*47%*	*10%*	**26%abf**	*8%*	*13%*	**28%hlm**	*20%*	*15%*	*10%*	*19%*
Fairly dissatisfied	(2)	**81**	16	44	6	13	2	60	15	23	33	16	4	5	56	9
		13%	*7%*	**19%a**	*7%*	**26%acf**	*8%*	*13%*	**20%a**	*10%*	*14%*	*18%*	*9%*	*28%*	*12%*	*14%*
Very dissatisfied	(1)	**76**	21	30	18	4	3	51	7	16	33	17	6	4	49	10
		12%	*9%*	*13%*	**22%af**	*9%*	*13%*	*11%*	*10%*	*7%*	*14%*	**19%h**	*15%*	*23%*	*10%*	*17%*
Don't know		**16**	5	4	3	2	2	9	4	5	3	3	4	1	7	6
		3%	*2%*	*2%*	*4%*	*3%*	*9%*	*2%*	*5%*	*2%*	*1%*	*3%*	*9%*	*9%*	*2%*	**9%lm**
NET Very/fairly satisfied		**363**	177	122	34	24	6	299	29	171	138	29	20	4	309	25
		58%	**76%bcdfg**	*53%*	*41%*	*47%*	*23%*	**65%bcg**	*39%*	**74%ijn**	**58%j**	*32%*	*47%*	*25%*	**66%jn**	*41%*
NET Very/fairly dissatisfied		**157**	37	74	24	17	5	111	22	39	66	33	10	9	105	19
		25%	*16%*	**32%a**	*29%*	**35%a**	*21%*	*24%*	**30%a**	*17%*	**28%h**	**37%hm**	*23%*	*51%*	*22%*	*31%*
Mean		**3.52**	**4.09bcdfg**	3.22	3.05	3.18	3.04	**3.66bcg**	3.13	**4.02ijm**	3.35	2.95	3.33	2.46	**3.68ij**	3.08
Std Dev.		**1.37**	1.32	1.28	1.36	1.23	1.19	1.37	1.21	1.27	1.32	1.38	1.37	1.17	1.34	1.37
Std Error		**0.06**	0.09	0.10	0.16	0.17	0.27	0.07	0.14	0.09	0.09	0.15	0.24	0.31	0.07	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base		**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base		**328**	62	258	8	167	134	30	310	17	1	-	328	1
Very satisfied	(5)	**185**	61	118	6	96	73	16	181	4	-	-	185	-
		30%	**53%b**	*24%*	*39%*	*33%*	*26%*	*32%*	*31%*	*15%*	-	-	*30%*	-
Fairly satisfied	(4)	**178**	28	147	3	102	57	19	161	17	-	-	178	-
		29%	*24%*	*30%*	*16%*	**35%e**	*20%*	*39%*	*27%*	*57%*	-	-	*29%*	-
Neither satisfied or dissatisfied	(3)	**85**	13	70	2	30	49	6	78	7	*	-	85	-
		14%	*11%*	*14%*	*15%*	*10%*	*18%*	*12%*	*13%*	*23%*	*8%*	-	*14%*	-
Fairly dissatisfied	(2)	**81**	9	70	3	31	46	4	80	1	-	-	81	-
		13%	*7%*	*14%*	*17%*	*11%*	*16%*	*9%*	*14%*	*5%*	-	-	*13%*	-
Very dissatisfied	(1)	**76**	2	71	2	24	49	3	73	-	3	-	76	-
		12%	*2%*	**15%a**	*14%*	*8%*	**18%d**	*6%*	*12%*	-	*92%*	-	*12%*	-
Don't know		**16**	3	12	-	10	5	1	15	-	-	-	15	*
		3%	*3%*	*3%*	-	*3%*	*2%*	*2%*	*3%*	-	-	-	*2%*	*100%*
NET Very/fairly satisfied		**363**	89	265	9	198	129	35	342	21	-	-	363	-
		58%	**77%b**	*54%*	*55%*	**68%e**	*46%*	*71%*	*58%*	*72%*	-	-	*58%*	-
NET Very/fairly dissatisfied		**157**	11	141	5	55	95	7	153	1	3	-	157	-
		25%	*9%*	**29%a**	*31%*	*19%*	**34%d**	*15%*	*26%*	*5%*	*92%*	-	*25%*	-
Mean		**3.52**	**4.21b**	3.36	3.49	**3.76e**	3.22	3.84	3.52	3.82	1.16	-	3.52	-
Std Dev.		**1.37**	1.06	1.39	1.53	1.27	1.45	1.17	1.39	0.75	0.66	-	1.37	-
Std Error		**0.06**	0.12	0.07	0.39	0.08	0.09	0.17	0.06	0.16	0.38	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 253

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
Very satisfied (5)	**185**	22	35	52	77	11	7	4	5	10	20	13	18	20	39	13	25
	30%	*17%*	*23%*	**38%a**	**38%ab**	*24%*	*18%*	*9%*	*10%*	*25%*	*31%*	*36%*	*36%*	*41%*	*51%*	*24%*	*34%*
Fairly satisfied (4)	**178**	33	47	33	66	11	10	12	14	15	17	11	14	8	19	23	25
	29%	*25%*	*31%*	*24%*	*32%*	*22%*	*26%*	*27%*	*30%*	*38%*	*28%*	*30%*	*28%*	*16%*	*24%*	*43%*	*34%*
Neither satisfied or dissatisfied (3)	**85**	20	15	19	32	9	7	4	6	*	9	9	3	6	11	8	13
	14%	*15%*	*10%*	*14%*	*16%*	*19%*	*18%*	*10%*	*12%*	*	*14%*	*25%*	*6%*	*13%*	*14%*	*15%*	*18%*
Fairly dissatisfied (2)	**81**	26	21	19	15	3	9	15	6	3	12	2	6	10	1	4	10
	13%	**20%d**	*14%*	*14%*	*7%*	*6%*	*23%*	*33%*	*13%*	*7%*	**19%n**	*7%*	*13%*	*20%*	*2%*	*8%*	**13%n**
Very dissatisfied (1)	**76**	24	29	10	13	14	3	7	13	10	6	1	6	3	7	5	*
	12%	**18%d**	**19%cd**	*7%*	*6%*	*29%*	*7%*	*17%*	*27%*	*26%*	*9%*	*3%*	*13%*	*6%*	*9%*	*10%*	*1%*
Don't know	**16**	6	6	4	*	-	3	2	4	2	-	-	2	2	*	-	*
	3%	**4%d**	*4%*	*3%*	*	-	*9%*	*5%*	*8%*	*4%*	-	-	*4%*	*4%*	*	-	*
NET Very/fairly satisfied	**363**	55	81	84	143	22	17	16	19	25	37	25	31	28	58	36	49
	58%	*42%*	*54%*	**62%a**	**70%ab**	*46%*	*44%*	*36%*	*40%*	*63%*	*59%*	*66%*	*64%*	*57%*	*75%*	*67%*	*68%*
NET Very/fairly dissatisfied	**157**	50	50	29	28	17	11	22	19	13	18	3	13	13	8	10	10
	25%	**38%cd**	**33%d**	*21%*	*14%*	*36%*	*30%*	*49%*	*40%*	*33%*	*28%*	*9%*	*26%*	*26%*	*11%*	*18%*	*14%*
Mean	**3.52**	3.02	3.25	**3.73ab**	**3.88ab**	3.05	3.28	2.78	2.80	3.30	3.53	3.90	3.65	3.68	4.06	3.63	3.88
Std Dev.	**1.37**	1.40	1.47	1.32	1.18	1.56	1.26	1.30	1.45	1.60	1.35	1.06	1.45	1.38	1.24	1.24	1.05
Std Error	**0.06**	0.13	0.13	0.12	0.09	0.22	0.21	0.21	0.23	0.28	0.19	0.19	0.22	0.22	0.15	0.18	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 254

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**549**	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	**621**	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	**328**	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
How your complaint was handled	**364**	-	364	232	132	75	61	137	46	26	6	13	136	183	45	19	311	50	290
	59%	-	*59%*	**64%d**	*51%*	*56%*	*58%*	**78%efhi**	*61%*	*39%*	*16%*	*50%*	**57%no**	**73%lno**	*34%*	*29%*	*57%*	**77%p**	*53%*
The resolution to your complaint	**377**	-	377	244	133	73	69	141	48	30	6	10	143	189	46	16	330	46	298
	61%	-	*61%*	**67%d**	*52%*	*55%*	**66%i**	**81%efhi**	*63%*	*45%*	*15%*	*36%*	**60%no**	**76%lno**	*34%*	*24%*	*60%*	*70%*	*54%*
The time taken to resolve your complaint	**363**	-	363	244	119	74	69	138	42	23	5	12	143	180	40	17	315	46	295
	58%	-	*58%*	**67%d**	*46%*	**55%i**	**67%i**	**79%efhi**	*56%*	*34%*	*14%*	*44%*	**60%no**	**72%lno**	*30%*	*26%*	*57%*	*70%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base	**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base	**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
How your complaint was handled	**364**	146	88	81	49	234	130	296	64	30	42	72	73	134	187	30	322
	59%	**68%cd**	*58%*	*54%*	*47%*	**64%f**	*51%*	**64%h**	*42%*	*44%*	**69%ik**	*48%*	*57%*	**75%ikln**	*55%*	*43%*	**62%o**
The resolution to your complaint	**377**	149	96	81	52	244	133	311	63	34	38	82	65	141	186	34	327
	61%	**70%cd**	*63%*	*54%*	*50%*	**67%f**	*52%*	**68%h**	*42%*	*49%*	*63%*	*55%*	*51%*	**79%ikln**	*55%*	*48%*	*63%*
The time taken to resolve your complaint	**363**	146	87	80	50	232	130	298	63	30	37	76	67	136	180	30	318
	58%	**68%cd**	*57%*	*53%*	*48%*	**64%f**	*51%*	**65%h**	*41%*	*42%*	*61%*	*51%*	*52%*	**76%ikln**	*53%*	*42%*	**61%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base	**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base	**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
How your complaint was handled	**364**	331	33	16	331	16	11	5	14	56	22	26	34	22	102	38	16	2	14
	59%	*60%*	*47%*	*50%*	**61%eg**	*44%*	*44%*	*38%*	*76%*	**74%lor**	*65%*	*55%*	*49%*	*54%*	**74%lor**	*43%*	*56%*	*48%*	*43%*
The resolution to your complaint	**377**	339	38	21	343	16	12	6	14	55	24	25	33	25	111	43	14	2	14
	61%	*62%*	*55%*	*63%*	**63%eg**	*44%*	*48%*	*43%*	*77%*	**72%lor**	*71%*	*52%*	*48%*	*61%*	**80%lor**	*48%*	*46%*	*50%*	*43%*
The time taken to resolve your complaint	**363**	328	35	20	325	19	12	6	12	59	19	22	36	22	101	33	20	2	17
	58%	*60%*	*50%*	*60%*	**60%g**	*52%*	*47%*	*43%*	*68%*	**78%lor**	*56%*	*47%*	*52%*	*54%*	**73%lor**	*37%*	*68%*	*48%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 254

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**549**	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base	**621**	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base	**328**	127	112	45	31	14	238	45	122	120	53	25	8	242	33
How your complaint was handled	**364**	189	133	20	15	6	322	21	172	139	36	16	1	310	17
	59%	**81%bcdfg**	**58%cdg**	*24%*	*30%*	*25%*	**70%bcdg**	*28%*	**74%ijn**	**59%jn**	*39%*	*38%*	*6%*	**66%jn**	*28%*
The resolution to your complaint	**377**	181	137	28	21	11	318	32	173	143	42	15	4	316	19
	61%	**77%bcdg**	**60%c**	*33%*	*42%*	*45%*	**69%cdg**	*43%*	**74%ijn**	**61%n**	*46%*	*35%*	*22%*	**68%jn**	*32%*
The time taken to resolve your complaint	**363**	177	122	34	24	6	299	29	171	138	29	20	4	309	25
	58%	**76%bcdfg**	*53%*	*41%*	*47%*	*23%*	**65%bcg**	*39%*	**74%ijn**	**58%j**	*32%*	*47%*	*25%*	**66%jn**	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base	**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base	**328**	62	258	8	167	134	30	310	17	1	-	328	1
How your complaint was handled	**364**	86	271	7	183	142	39	340	21	3	-	364	-
	59%	***75%b***	*55%*	*40%*	***62%e***	*51%*	*79%*	*58%*	*72%*	*89%*	-	*59%*	-
The resolution to your complaint	**377**	91	280	7	194	147	36	354	21	3	-	377	-
	61%	***79%b***	*57%*	*41%*	***66%e***	*53%*	*72%*	*60%*	*72%*	*89%*	-	*61%*	-
The time taken to resolve your complaint	**363**	89	265	9	198	129	35	342	21	-	-	363	-
	58%	***77%b***	*54%*	*55%*	***68%e***	*46%*	*71%*	*58%*	*72%*	-	-	*58%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 254

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
How your complaint was handled	**364**	57	86	76	144	18	18	20	25	27	35	20	29	27	65	36	43
	59%	*43%*	*57%*	*56%*	**71%abc**	*39%*	*46%*	*45%*	*52%*	*66%*	*55%*	*54%*	*59%*	*55%*	**84%lp**	*68%*	*60%*
The resolution to your complaint	**377**	62	87	78	150	19	17	27	20	26	41	21	29	28	59	41	49
	61%	*48%*	*58%*	*57%*	**74%abc**	*40%*	*44%*	*59%*	*41%*	*65%*	*65%*	*56%*	*60%*	*56%*	*76%*	*78%*	*68%*
The time taken to resolve your complaint	**363**	55	81	84	143	22	17	16	19	25	37	25	31	28	58	36	49
	58%	*42%*	*54%*	**62%a**	**70%ab**	*46%*	*44%*	*36%*	*40%*	*63%*	*59%*	*66%*	*64%*	*57%*	*75%*	*67%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**549**	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	**621**	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	**328**	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
How your complaint was handled	**159**	-	159	73	84	28	28	21	17	30	25	10	56	38	65	35	152	6	157
	26%	-	*26%*	*20%*	**33%c**	*21%*	**27%g**	*12%*	*22%*	**45%egh**	*63%*	*37%*	*23%*	*15%*	**49%lm**	**53%lm**	**28%q**	*9%*	*29%*
The resolution to your complaint	**147**	-	147	62	83	24	19	18	18	30	24	13	43	36	68	37	136	10	157
	24%	-	*24%*	*17%*	**32%c**	*18%*	*18%*	*10%*	*24%*	**45%efg**	*62%*	*48%*	*18%*	*14%*	**51%lm**	**56%lm**	*25%*	*15%*	*29%*
The time taken to resolve your complaint	**157**	-	157	68	87	26	19	23	26	33	22	9	45	49	64	31	149	9	154
	25%	-	*25%*	*19%*	**34%c**	*20%*	*18%*	*13%*	**35%g**	**49%efg**	*55%*	*34%*	*19%*	*19%*	**48%lm**	**46%lm**	*27%*	*13%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base	**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base	**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
How your complaint was handled	**159**	44	43	42	29	87	72	104	49	25	11	48	34	26	94	25	122
	26%	*20%*	*29%*	*28%*	*28%*	*24%*	*28%*	*23%*	*32%*	**36%m**	*18%*	**32%m**	*27%*	*15%*	**28%m**	*36%*	*24%*
The resolution to your complaint	**147**	41	31	39	35	72	74	90	51	24	12	44	37	19	93	24	115
	24%	*19%*	*21%*	*26%*	**34%a**	*20%*	**29%e**	*20%*	**34%g**	**35%m**	*20%*	**29%m**	**29%m**	*10%*	**27%m**	*35%*	*22%*
The time taken to resolve your complaint	**157**	41	38	47	32	79	79	106	46	30	11	48	38	21	97	30	120
	25%	*19%*	*25%*	*31%*	*30%*	*22%*	*31%*	*23%*	*31%*	**43%jm**	*18%*	**32%m**	**30%m**	*12%*	**29%m**	**43%p**	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base	**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base	**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
How your complaint was handled	**159**	135	23	9	130	14	8	6	2	11	3	15	25	16	18	33	8	2	12
	26%	*25%*	*33%*	*28%*	*24%*	*37%*	*33%*	**43%d**	*8%*	*15%*	*9%*	*32%*	**36%in**	*39%*	*13%*	**36%in**	*26%*	*49%*	**35%in**
The resolution to your complaint	**147**	123	24	9	119	13	9	6	3	10	7	13	23	16	9	30	9	2	11
	24%	*22%*	*34%*	*28%*	*22%*	*35%*	*34%*	**41%d**	*16%*	*13%*	*21%*	*27%*	**33%in**	*39%*	*6%*	**33%in**	*30%*	*34%*	**35%in**
The time taken to resolve your complaint	**157**	132	25	9	131	13	8	5	2	7	5	14	25	17	13	39	8	1	12
	25%	*24%*	*36%*	*29%*	*24%*	*36%*	*32%*	*34%*	*13%*	*9%*	*16%*	*29%*	**36%in**	*41%*	*9%*	**43%in**	*28%*	*24%*	**37%in**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**549**	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base	**621**	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base	**328**	127	112	45	31	14	238	45	122	120	53	25	8	242	33
How your complaint was handled	**159**	29	72	31	17	9	101	26	41	62	32	15	9	103	23
	26%	*13%*	**31%a**	**38%af**	**34%a**	*36%*	**22%a**	**34%a**	*18%*	*26%*	**36%hm**	*34%*	*50%*	*22%*	**38%hm**
The resolution to your complaint	**147**	33	70	29	9	7	103	15	43	56	25	16	7	99	23
	24%	*14%*	**30%a**	**35%a**	*17%*	*28%*	*22%*	*21%*	*19%*	*24%*	*27%*	*36%*	*42%*	*21%*	**38%hm**
The time taken to resolve your complaint	**157**	37	74	24	17	5	111	22	39	66	33	10	9	105	19
	25%	*16%*	**32%a**	*29%*	**35%a**	*21%*	*24%*	**30%a**	*17%*	**28%h**	**37%hm**	*23%*	*51%*	*22%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base	**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base	**328**	62	258	8	167	134	30	310	17	1	-	328	1
How your complaint was handled	**159**	13	140	5	60	93	6	157	1	*	-	159	-
	26%	*11%*	**29%a**	*33%*	*21%*	**33%d**	*12%*	*27%*	*4%*	*3%*	-	*26%*	-
The resolution to your complaint	**147**	13	130	4	55	82	9	144	3	*	-	147	-
	24%	*12%*	**27%a**	*22%*	*19%*	**29%d**	*19%*	*24%*	*9%*	*3%*	-	*24%*	-
The time taken to resolve your complaint	**157**	11	141	5	55	95	7	153	1	3	-	157	-
	25%	*9%*	**29%a**	*31%*	*19%*	**34%d**	*15%*	*26%*	*5%*	*92%*	-	*25%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
How your complaint was handled	**159**	45	44	34	36	19	14	11	18	9	17	6	13	15	5	15	15
	26%	**35%d**	*29%*	*25%*	*18%*	*41%*	*37%*	*25%*	*37%*	*22%*	**27%n**	*16%*	*26%*	*31%*	*7%*	*28%*	*21%*
The resolution to your complaint	**147**	43	43	33	27	18	14	12	19	10	13	6	12	16	6	7	14
	24%	**33%d**	**28%d**	*25%*	*13%*	*37%*	*35%*	*26%*	*40%*	*26%*	*21%*	*16%*	*24%*	*32%*	*7%*	*14%*	*20%*
The time taken to resolve your complaint	**157**	50	50	29	28	17	11	22	19	13	18	3	13	13	8	10	10
	25%	**38%cd**	**33%d**	*21%*	*14%*	*36%*	*30%*	*49%*	*40%*	*33%*	*28%*	*9%*	*26%*	*26%*	*11%*	*18%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**549**	-	549	296	252	109	92	141	58	81	42	26	201	199	149	68	499	45	549
Weighted Base	**621**	-**	621	362	257	134*	104*	175*	75*	67*	40**	27**	238	250	133*	66*	551	65*	549
Effective Base	**328**	-	328	192	135	67	59	99	37	38	16	16	125	135	68	31	292	33	549
How your complaint was handled	**3.55**	-	3.55	**3.76d**	3.28	**3.54ijk**	**3.58ijk**	**4.13efhijk**	**3.65ijk**	**2.91j**	2.06	**3.10j**	**3.56no**	**3.98lno**	2.70	2.49	3.50	**3.97p**	3.40
The resolution to your complaint	**3.56**	-	3.56	**3.78d**	3.28	**3.58ijk**	**3.73ijk**	**4.08efhijk**	**3.61ijk**	**2.99j**	2.16	**2.70j**	**3.65no**	**3.94lno**	2.69	2.38	3.54	**3.79p**	3.37
The time taken to resolve your complaint	**3.52**	-	3.52	**3.75d**	3.21	**3.54i**	**3.81i**	**4.06ehi**	3.27	2.72	2.31	2.91	**3.66n**	**3.82n**	2.63	2.55	3.47	3.91	3.39

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**549**	198	124	118	109	322	227	349	189	66	66	120	126	132	312	67	450
Weighted Base	**621**	213	152*	151*	105*	365	256	459	152	70*	61*	149*	128*	178*	338	70*	520
Effective Base	**328**	108	73	84	68	180	151	219	116	47	41	72	63	90	173	47	265
How your complaint was handled	**3.55**	**3.85bcd**	3.42	3.44	3.29	**3.67f**	3.38	**3.72h**	3.09	3.19	**3.56ik**	3.20	**3.48k**	**4.14ijkln**	3.37	3.18	**3.63o**
The resolution to your complaint	**3.56**	**3.78cd**	**3.60d**	3.43	3.24	**3.71f**	3.36	**3.75h**	3.05	3.17	3.52	3.40	3.32	**4.08ijkln**	3.39	3.16	**3.62o**
The time taken to resolve your complaint	**3.52**	**3.81cd**	3.43	3.33	3.33	**3.65f**	3.33	**3.67h**	3.11	2.98	3.51	3.24	3.35	**4.09ijkln**	3.33	2.98	**3.59o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**549**	403	146	65	318	80	88	63	25	43	23	34	44	26	64	39	20	10	70
Weighted Base	**621**	551	70*	33**	543	37*	26*	14*	18**	76*	33**	48**	69*	41**	138*	90*	29**	5**	33*
Effective Base	**328**	286	44	20	263	46	36	48	24	41	21	29	32	23	58	35	18	7	40
How your complaint was handled	**3.55**	**3.58b**	3.32	3.44	3.62	3.08	3.16	2.94	4.27	**3.94klmop**	**3.97klmop**	3.37	3.12	**3.50o**	**4.04klmop**	3.05	**3.51o**	3.09	3.08
The resolution to your complaint	**3.56**	3.59	3.38	3.58	3.63	3.04	3.22	2.95	3.81	**4.02klmop**	**3.71lo**	3.27	3.18	3.38	**4.14jklmop**	3.24	3.24	3.16	3.02
The time taken to resolve your complaint	**3.52**	3.55	3.26	3.55	**3.57eg**	3.09	3.31	3.09	3.99	**4.12lor**	3.54	3.21	3.17	3.32	**4.07lor**	2.86	3.67	3.54	3.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**549**	218	183	73	53	21	401	74	213	199	85	36	15	412	51
Weighted Base	**621**	234	229	82*	50*	25**	463	75*	233	236	91*	44**	18**	468	61*
Effective Base	**328**	127	112	45	31	14	238	45	122	120	53	25	8	242	33
How your complaint was handled	**3.55**	**4.34bcdefg**	**3.23cdg**	2.78	2.91	2.89	**3.79bcdeg**	2.90	**4.06ijklmn**	**3.45jkln**	**2.98l**	**2.98l**	2.44	**3.75ijkln**	2.82
The resolution to your complaint	**3.56**	**4.07bcdefg**	**3.34c**	2.86	**3.43c**	**3.36c**	**3.71bcg**	**3.41c**	**4.04ijklmn**	**3.39kln**	**3.24ln**	2.98	2.57	**3.71ijkln**	2.86
The time taken to resolve your complaint	**3.52**	**4.09bcdfg**	3.22	3.05	3.18	3.04	**3.66bcg**	3.13	**4.02ijm**	3.35	2.95	3.33	2.46	**3.68ij**	3.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**549**	85	449	15	253	247	49	522	23	3	-	548	1
Weighted Base	**621**	116*	489	16**	293	278	49**	588	29**	3**	-**	621	***
Effective Base	**328**	62	258	8	167	134	30	310	17	1	-	328	1
How your complaint was handled	**3.55**	**4.18bc**	3.41	3.38	**3.75e**	3.28	**3.93e**	3.53	3.86	4.72	-	3.55	-
The resolution to your complaint	**3.56**	**4.09bc**	3.44	3.33	**3.73e**	3.33	**3.83e**	3.54	**4.02gk**	3.83	-	3.56	-
The time taken to resolve your complaint	**3.52**	**4.21b**	3.36	3.49	**3.76e**	3.22	3.84	3.52	3.82	1.16	-	3.52	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 256

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**549**	127	128	118	176	50	38	39	45	34	49	32	45	41	72	45	59
Weighted Base	**621**	131*	151*	136*	203	47**	39**	45**	48**	40**	63*	38**	49**	49**	77*	53**	72*
Effective Base	**328**	70	82	62	116	22	25	24	26	23	33	19	25	20	51	26	41
How your complaint was handled	**3.55**	3.10	**3.39a**	**3.57a**	**3.95abc**	2.90	3.23	3.21	3.09	**3.50e**	**3.54eh**	**3.61egh**	**3.54eh**	**3.58egh**	**4.24efghijklmopi.82efgh**		**3.73efgh**
The resolution to your complaint	**3.56**	3.15	**3.47a**	**3.47a**	**3.96abc**	2.97	3.07	**3.43e**	3.04	**3.55eh**	**3.73efh**	**3.43e**	**3.47eh**	**3.49eh**	**4.09efghijklmp**	**4.02efghiklm**	**3.77efghk**
The time taken to resolve your complaint	**3.52**	3.02	3.25	**3.73ab**	**3.88ab**	3.05	3.28	2.78	2.80	3.30	3.53	3.90	3.65	3.68	4.06	3.63	3.88

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**70**	-	70	32	38	19	9	14	4	12	8	4	28	18	24	12	60	8	70
Weighted Base	**67***	-**	67*	29**	38**	17**	5**	15**	5**	8**	11**	5**	22**	20**	24**	16**	55*	11**	70*
Effective Base	**38**	-	38	18	20	12	5	9	2	6	4	4	16	11	12	7	34	4	70
Didn't know where to go/ who to complain to	**16**	-	16	8	8	3	1	7	-	*	4	1	4	7	5	5	12	4	17
	24%	-	*24%*	*29%*	*20%*	*20%*	*13%*	*43%*	-	*4%*	*33%*	*23%*	*19%*	*33%*	*21%*	*30%*	*23%*	*34%*	*24%*
Didn't have the time	**3**	-	3	*	3	2	*	1	-	-	-	-	2	1	-	-	1	2	7
	4%	-	*4%*	*1%*	*7%*	*11%*	*4%*	*5%*	-	-	-	-	*10%*	*4%*	-	-	*2%*	*18%*	*10%*
Not worth the hassle	**23**	-	23	9	14	8	2	1	2	3	6	-	10	4	9	6	19	4	28
	34%	-	*34%*	*31%*	*37%*	*47%*	*35%*	*9%*	*52%*	*42%*	*52%*	-	*44%*	*19%*	*39%*	*37%*	*35%*	*34%*	*40%*
Wouldn't change anything anyway	**25**	-	25	13	12	6	1	1	*	6	11	-	6	1	17	11	17	7	22
	37%	-	*37%*	*43%*	*32%*	*33%*	*16%*	*6%*	*2%*	*72%*	*98%*	-	*29%*	*5%*	*70%*	*69%*	*32%*	*68%*	*31%*
The problem was sorted without needing to complain	**4**	-	4	1	3	-	-	1	-	2	-	1	-	1	3	1	3	1	4
	7%	-	*7%*	*4%*	*9%*	-	-	*6%*	-	*29%*	-	*22%*	-	*5%*	*14%*	*7%*	*6%*	*9%*	*6%*
Not a major issue	**11**	-	11	3	9	3	-	4	2	1	*	1	3	6	2	2	11	-	9
	17%	-	*17%*	*9%*	*24%*	*16%*	-	*27%*	*44%*	*10%*	*2%*	*29%*	*13%*	*31%*	*10%*	*10%*	*21%*	-	*13%*
Any other reason (please specify)	**2**	-	2	2	-	-	*	-	*	-	-	1	*	*	1	1	2	-	3
	2%	-	*2%*	*5%*	-	-	*4%*	-	*2%*	-	-	*26%*	*1%*	*	*5%*	*8%*	*3%*	-	*4%*
I don't know	**6**	-	6	1	5	1	3	1	*	1	-	-	4	2	1	-	4	1	7
	9%	-	*9%*	*4%*	*13%*	*7%*	*57%*	*9%*	*4%*	*9%*	-	-	*18%*	*8%*	*3%*	-	*8%*	*5%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**70**	14	25	11	20	39	31	38	32	13	8	15	14	10	37	13	50
Weighted Base	**67***	9**	24**	11**	22**	34**	33**	37**	29**	13**	10**	23**	9**	7**	42**	13**	50**
Effective Base	**38**	7	11	6	15	17	21	19	19	9	5	11	5	6	21	9	27
Didn't know where to go/ who to complain to	**16**	1	9	4	2	10	6	8	8	2	5	4	3	1	12	2	14
	24%	*5%*	*39%*	*33%*	*11%*	*29%*	*18%*	*21%*	*28%*	*17%*	*52%*	*18%*	*29%*	*19%*	*29%*	*17%*	*27%*
Didn't have the time	**3**	1	*	1	1	1	2	1	2	1	*	-	-	1	*	1	1
	4%	*7%*	*1%*	*8%*	*5%*	*3%*	*6%*	*3%*	*7%*	*9%*	*1%*	-	-	*12%*	*	*9%*	*2%*
Not worth the hassle	**23**	6	8	4	5	14	9	15	8	2	1	9	4	4	15	2	19
	34%	*68%*	*33%*	*36%*	*22%*	*42%*	*27%*	*41%*	*26%*	*17%*	*13%*	*41%*	*47%*	*57%*	*36%*	*17%*	*38%*
Wouldn't change anything anyway	**25**	5	11	4	5	16	8	13	12	2	4	9	6	3	18	2	21
	37%	*58%*	*45%*	*34%*	*21%*	*48%*	*25%*	*34%*	*40%*	*12%*	*35%*	*39%*	*66%*	*41%*	*44%*	*12%*	*43%*
The problem was sorted without needing to complain	**4**	3	-	1	-	3	1	3	1	-	-	3	*	1	3	-	4
	7%	*36%*	-	*9%*	-	*10%*	*3%*	*9%*	*4%*	-	-	*14%*	*2%*	*13%*	*8%*	-	*9%*
Not a major issue	**11**	1	4	1	5	5	6	10	2	4	1	5	*	-	7	4	8
	17%	*16%*	*16%*	*9%*	*24%*	*16%*	*18%*	*27%*	*5%*	*30%*	*14%*	*24%*	*1%*	-	*16%*	*30%*	*15%*
Any other reason (please specify)	**2**	-	*	-	1	*	1	*	1	-	1	-	*	-	2	-	2
	2%	-	*1%*	-	*6%*	*1%*	*4%*	*1%*	*4%*	-	*12%*	-	*3%*	-	*4%*	-	*3%*
I don't know	**6**	-	1	1	5	1	6	1	5	2	1	1	*	1	2	2	2
	9%	-	*3%*	*7%*	*22%*	*2%*	*17%*	*4%*	*16%*	*20%*	*9%*	*2%*	*2%*	*11%*	*4%*	*20%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 257

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**70**	42	28	13	31	17	12	10	1	5	2	4	3	4	4	3	5	4	13
Weighted Base	**67***	55**	12**	7**	52**	10**	3**	2**	1**	8**	3**	4**	6**	8**	7**	7**	7**	1**	9**
Effective Base	**38**	30	8	4	26	9	7	7	1	4	2	4	2	4	4	3	5	3	7
Didn't know where to go/ who to complain to	**16**	15	1	1	14	1	1	*	-	2	2	-	-	-	3	5	2	*	*
	24%	*28%*	*7%*	*10%*	*27%*	*8%*	*22%*	*15%*	-	*28%*	*51%*	-	-	-	*40%*	*77%*	*34%*	*50%*	*4%*
Didn't have the time	**3**	3	*	*	2	1	*	-	-	-	-	1	-	-	1	-	-	-	1
	4%	*5%*	*3%*	*3%*	*4%*	*9%*	*6%*	-	-	-	-	*17%*	-	-	*18%*	-	-	-	*10%*
Not worth the hassle	**23**	15	8	6	15	7	1	1	1	-	2	-	4	8	-	-	-	*	6
	34%	*27%*	*69%*	*89%*	*28%*	*68%*	*26%*	*54%*	*100%*	-	*49%*	-	*56%*	*100%*	-	-	-	*50%*	*70%*
Wouldn't change anything anyway	**25**	18	7	6	18	5	*	1	-	1	-	3	4	6	2	4	-	*	5
	37%	*33%*	*56%*	*89%*	*35%*	*55%*	*3%*	*42%*	-	*11%*	-	*63%*	*56%*	*72%*	*25%*	*53%*	-	*55%*	*55%*
The problem was sorted without needing to complain	**4**	2	2	2	3	1	-	-	-	-	-	-	-	2	-	-	1	*	1
	7%	*4%*	*20%*	*33%*	*6%*	*12%*	-	-	-	-	-	-	-	*26%*	-	-	*16%*	*23%*	*11%*
Not a major issue	**11**	11	*	-	9	1	1	*	-	2	-	-	3	-	-	2	2	-	1
	17%	*20%*	*2%*	-	*17%*	*14%*	*29%*	*6%*	-	*29%*	-	-	*44%*	-	-	*23%*	*32%*	-	*16%*
Any other reason (please specify)	**2**	1	*	-	1	*	*	-	-	-	-	-	-	-	-	-	1	-	*
	2%	*2%*	*2%*	-	*2%*	*2%*	*3%*	-	-	-	-	-	-	-	-	-	*19%*	-	*2%*
I don't know	**6**	4	2	-	5	*	1	1	-	3	-	1	-	-	1	-	-	*	-
	9%	*7%*	*20%*	-	*9%*	*2%*	*23%*	*29%*	-	*32%*	-	*20%*	-	-	*18%*	-	-	*23%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**70**	25	23	12	7	2	48	9	25	25	11	7	2	50	9
Weighted Base	**67***	19**	25**	13**	9**	2**	43**	10**	15**	26**	14**	8**	3**	42**	11**
Effective Base	**38**	15	11	7	5	1	25	6	15	14	6	5	2	26	7
Didn't know where to go/ who to complain to	**16**	4	8	4	-	-	12	-	3	6	7	-	-	9	-
	24%	*22%*	*31%*	*33%*	-	-	*27%*	-	*19%*	*24%*	*49%*	-	-	*22%*	-
Didn't have the time	**3**	1	2	*	-	*	3	*	2	1	*	-	-	3	-
	4%	*6%*	*7%*	*	-	*4%*	*7%*	*1%*	*13%*	*3%*	*1%*	-	-	*7%*	-
Not worth the hassle	**23**	6	8	3	6	*	14	6	3	12	3	5	-	15	5
	34%	*31%*	*32%*	*26%*	*64%*	*4%*	*32%*	*54%*	*18%*	*44%*	*22%*	*66%*	-	*35%*	*48%*
Wouldn't change anything anyway	**25**	6	9	3	5	2	14	7	*	10	7	6	2	10	8
	37%	*30%*	*36%*	*25%*	*62%*	*96%*	*33%*	*68%*	*3%*	*36%*	*49%*	*77%*	*54%*	*24%*	*71%*
The problem was sorted without needing to complain	**4**	4	-	-	-	-	4	-	2	2	-	-	-	4	-
	7%	*24%*	-	-	-	-	*10%*	-	*14%*	*8%*	-	-	-	*10%*	-
Not a major issue	**11**	2	4	4	1	-	6	1	4	4	2	-	1	8	1
	17%	*13%*	*15%*	*31%*	*17%*	-	*14%*	*14%*	*26%*	*14%*	*18%*	-	*46%*	*18%*	*13%*
Any other reason (please specify)	**2**	*	1	-	-	-	2	-	*	1	-	*	-	1	*
	2%	*1%*	*5%*	-	-	-	*3%*	-	*1%*	*5%*	-	*2%*	-	*3%*	*2%*
I don't know	**6**	2	3	1	-	-	5	-	2	3	1	-	-	5	-
	9%	*13%*	*10%*	*10%*	-	-	*11%*	-	*15%*	*10%*	*10%*	-	-	*12%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**70**	8	61	1	29	36	5	67	-	3	-	70	-
Weighted Base	**67***	9**	58*	***	27**	38**	2**	64*	-**	3**	-**	67*	-**
Effective Base	**38**	6	32	1	16	21	3	36	-	2	-	38	-
Didn't know where to go/ who to complain to	**16**	2	14	*	5	11	*	14	-	2	-	16	-
	24%	*18%*	*25%*	*100%*	*19%*	*29%*	*7%*	*22%*	-	*67%*	-	*24%*	-
Didn't have the time	**3**	-	3	-	*	1	2	3	-	-	-	3	-
	4%	-	*5%*	-	*	*3%*	*84%*	*5%*	-	-	-	*4%*	-
Not worth the hassle	**23**	3	20	-	13	10	*	23	-	-	-	23	-
	34%	*29%*	*35%*	-	*48%*	*26%*	*9%*	*36%*	-	-	-	*34%*	-
Wouldn't change anything anyway	**25**	*	24	-	11	13	-	25	-	-	-	25	-
	37%	*2%*	*42%*	-	*42%*	*35%*	-	*38%*	-	-	-	*37%*	-
The problem was sorted without needing to complain	**4**	-	4	-	3	1	-	4	-	-	-	4	-
	7%	-	*8%*	-	*12%*	*3%*	-	*7%*	-	-	-	*7%*	-
Not a major issue	**11**	1	11	-	2	10	-	11	-	-	-	11	-
	17%	*10%*	*18%*	-	*6%*	*26%*	-	*18%*	-	-	-	*17%*	-
Any other reason (please specify)	**2**	1	*	-	2	-	-	2	-	-	-	2	-
	2%	*14%*	*	-	*6%*	-	-	*2%*	-	-	-	*2%*	-
I don't know	**6**	3	4	-	3	4	-	5	-	1	-	6	-
	9%	*29%*	*6%*	-	*10%*	*10%*	-	*8%*	-	*33%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**70**	22	23	17	8	7	8	7	8	6	9	4	5	8	1	3	4
Weighted Base	**67***	17**	26**	17**	6**	7**	5**	6**	8**	5**	14**	1**	8**	8**	***	2**	3**
Effective Base	**38**	14	15	7	4	6	4	5	4	4	7	2	3	3	1	2	2
Didn't know where to go/ who to complain to	**16**	4	7	4	1	2	-	1	5	*	2	*	4	*	-	1	-
	24%	*20%*	*27%*	*23%*	*22%*	*32%*	-	*23%*	*64%*	*9%*	*12%*	*16%*	*47%*	*1%*	-	*58%*	-
Didn't have the time	**3**	1	1	1	-	-	1	-	1	-	-	*	1	-	-	-	-
	4%	*4%*	*5%*	*5%*	-	-	*15%*	-	*16%*	-	-	*3%*	*11%*	-	-	-	-
Not worth the hassle	**23**	5	7	6	5	1	3	1	*	2	5	*	*	5	*	1	3
	34%	*31%*	*27%*	*35%*	*76%*	*18%*	*65%*	*18%*	*4%*	*46%*	*34%*	*25%*	*2%*	*69%*	*100%*	*42%*	*97%*
Wouldn't change anything anyway	**25**	6	7	9	3	1	2	2	*	3	4	*	4	5	-	-	3
	37%	*33%*	*27%*	*54%*	*45%*	*18%*	*51%*	*37%*	*3%*	*61%*	*29%*	*13%*	*47%*	*68%*	-	-	*80%*
The problem was sorted without needing to complain	**4**	-	2	2	-	-	-	-	-	*	2	1	1	-	-	-	-
	7%	-	*9%*	*12%*	-	-	-	-	-	*4%*	*16%*	*75%*	*14%*	-	-	-	-
Not a major issue	**11**	5	4	2	*	3	*	2	-	1	2	-	2	-	-	-	*
	17%	*31%*	*14%*	*13%*	*2%*	*40%*	*4%*	*42%*	-	*29%*	*18%*	-	*28%*	-	-	-	*3%*
Any other reason (please specify)	**2**	-	1	*	-	-	-	-	-	-	1	-	-	*	-	-	-
	2%	-	*5%*	*2%*	-	-	-	-	-	-	*9%*	-	-	*3%*	-	-	-
I don't know	**6**	2	3	1	-	1	1	-	1	-	2	-	-	1	-	-	-
	9%	*13%*	*13%*	*3%*	-	*12%*	*29%*	-	*17%*	-	*15%*	-	-	*7%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	619	-	619	328	290	128	101	155	62	93	50	30	229	217	173	80	559	53	619
Weighted Base	687	-**	687	391	295	151*	109*	190	80*	75*	51**	32**	260	270	158*	83*	605	76*	619
Effective Base	366	-	366	210	155	78	62	107	39	44	20	19	140	146	80	38	326	37	619
Yes - over the counter at the Post Office	240 35%	-	240 35%	166 42%d	74 25%	49 32%	51 47%hi	97 51%ehi	19 24%	15 20%	2 5%	6 20%	100 38%no	116 43%no	24 15%	9 11%	208 34%	30 39%	185 30%
Yes - by phone/ letter/ email to the Post Office	165 24%	-	165 24%	117 30%d	48 16%	44 29%i	40 36%i	52 28%i	18 22%	6 8%	2 5%	3 9%	84 32%no	70 26%no	11 7%	5 6%	144 24%	21 28%	124 20%
Yes - to the regulator (Ofcom)	87 13%	-	87 13%	68 17%d	19 6%	32 21%i	16 15%i	25 13%i	14 18%i	-	-	-	47 18%no	39 15%no	-	-	71 12%	16 21%	57 9%
Yes - to Citizens Advice Bureau	34 5%	-	34 5%	32 8%d	2 1%	7 5%	9 8%	18 10%hi	-	-	-	-	16 6%n	18 7%n	-	-	24 4%	11 14%p	22 4%
Yes - to someone else (please specify)	22 3%	-	22 3%	11 3%	12 4%	5 3%	4 4%	3 2%	- -	3 3%	7 13%	1 2%	9 4%	3 1%	10 6%m	7 9%m	16 3%	7 9%p	16 3%
No	276 40%	-	276 40%	123 32%	151 51%c	50 33%	23 21%	44 23%	45 56%efg	54 71%efg	39 77%	21 65%	73 28%	89 33%	114 72%lm	60 73%lm	256 42%q	15 20%	291 47%
I don't know	10 1%	-	10 1%	4 1%	6 2%	3 2%	2 2%	1 *	2 2%	- -	* *	1 3%	6 2%	3 1%	1 1%	1 1%	8 1%	1 2%	12 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 258

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**619**	212	149	129	129	361	258	387	221	79	74	135	140	142	349	80	500
Weighted Base	**687**	223	176*	162*	127*	399	289	497	182	83*	71*	172*	138*	185*	380	83*	571
Effective Base	**366**	114	84	90	82	197	172	238	135	56	45	83	67	96	193	56	292
Yes - over the counter at the Post Office	**240**	117	52	41	30	169	71	211	27	25	20	32	52	105	103	25	209
	35%	**52%bcd**	*29%*	*25%*	*24%*	**42%f**	*25%*	**43%h**	*15%*	*30%*	*28%*	*18%*	**38%k**	**57%ijkln**	*27%*	*30%*	*37%*
Yes - by phone/ letter/ email to the Post Office	**165**	70	49	36	10	118	46	145	15	12	15	31	45	62	91	12	153
	24%	**31%d**	**28%d**	**22%d**	*8%*	**30%f**	*16%*	**29%h**	*8%*	*14%*	*21%*	*18%*	**32%ik**	**34%ik**	*24%*	*14%*	**27%o**
Yes - to the regulator (Ofcom)	**87**	37	28	17	4	66	21	80	7	2	5	20	21	36	45	2	82
	13%	**17%d**	**16%d**	*11%*	*3%*	**16%f**	*7%*	**16%h**	*4%*	*3%*	*6%*	*12%*	**15%l**	**20%ij**	**12%l**	*3%*	**14%o**
Yes - to Citizens Advice Bureau	**34**	25	5	4	-	31	4	33	1	-	4	6	8	17	17	-	34
	5%	**11%bcd**	*3%*	*2%*	-	**8%f**	*1%*	**7%h**	*1%*	-	*5%*	*3%*	*6%*	**9%i**	*4%*	-	*6%*
Yes - to someone else (please specify)	**22**	7	8	2	5	16	7	14	8	-	4	10	4	5	17	-	22
	3%	*3%*	*5%*	*1%*	*4%*	*4%*	*2%*	*3%*	*4%*	-	*5%*	*6%*	*3%*	*3%*	*5%*	-	*4%*
No	**276**	51	71	79	73	123	153	154	120	41	28	91	49	39	169	41	212
	40%	*23%*	**41%a**	**49%a**	**58%ab**	*31%*	**53%e**	*31%*	**66%g**	**49%m**	**40%m**	**53%lm**	**36%m**	*21%*	**44%m**	*49%*	*37%*
I don't know	**10**	2	*	1	6	2	8	2	6	5	2	1	*	-	3	5	3
	1%	*1%*	*	*1%*	**5%b**	*1%*	*3%*	*	**4%g**	**6%lmn**	*2%*	*1%*	*	-	*1%*	**6%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 258

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**619**	445	174	78	349	97	100	73	26	48	25	38	47	30	68	42	25	14	83
Weighted Base	**687**	605	82*	40**	595	47*	29*	16*	19**	84*	37**	52*	76*	50**	145*	97*	36**	6**	42*
Effective Base	**366**	315	52	23	289	54	42	55	25	45	23	33	34	27	61	37	22	8	46
Yes - over the counter at the Post Office	**240**	220	20	11	219	9	7	5	12	35	15	16	19	13	76	26	7	1	8
	35%	*36%*	*25%*	*28%*	**37%e**	*18%*	*23%*	*33%*	*63%*	**42%r**	*41%*	*30%*	*25%*	*26%*	**53%klor**	*27%*	*20%*	*12%*	*19%*
Yes - by phone/ letter/ email to the Post Office	**165**	147	18	11	146	10	7	2	6	20	10	12	14	7	47	22	7	3	7
	24%	*24%*	*22%*	*28%*	**25%g**	*21%*	*24%*	*11%*	*34%*	*23%*	*27%*	*23%*	*19%*	*15%*	*32%*	*23%*	*21%*	*54%*	*17%*
Yes - to the regulator (Ofcom)	**87**	83	4	*	80	4	3	1	5	15	2	4	5	1	24	19	5	-	4
	13%	*14%*	*5%*	*	*13%*	*8%*	*9%*	*4%*	*25%*	*18%*	*5%*	*8%*	*7%*	*3%*	*16%*	*19%*	*13%*	-	*9%*
Yes - to Citizens Advice Bureau	**34**	34	-	-	33	1	-	*	4	7	3	-	-	-	16	2	2	1	-
	5%	*6%*	-	-	*6%*	*1%*	-	*2%*	*19%*	*8%*	*9%*	-	-	-	**11%r**	*2%*	*6%*	*12%*	-
Yes - to someone else (please specify)	**22**	18	4	4	21	2	*	*	-	-	-	-	2	4	11	4	-	1	1
	3%	*3%*	*5%*	*10%*	*3%*	*3%*	*1%*	*1%*	-	-	-	-	*2%*	*8%*	*8%*	*4%*	-	*18%*	*1%*
No	**276**	233	43	17	229	24	14	8	3	32	13	26	41	29	20	44	21	2	23
	40%	*38%*	*52%*	*43%*	*39%*	*52%*	*48%*	*49%*	*16%*	**37%n**	*37%*	**51%n**	**54%n**	*59%*	*14%*	**46%n**	*57%*	*28%*	**55%n**
I don't know	**10**	7	2	*	7	2	*	*	-	1	-	2	-	-	3	-	1	-	2
	1%	*1%*	*3%*	*	*1%*	*4%*	*	*1%*	-	*2%*	-	*3%*	-	-	*2%*	-	*3%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 258

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	619	243	206	85	60	23	449	83	238	224	96	43	17	462	60
Weighted Base	687	253	254	95*	58*	27**	507	85*	248	262	105*	52**	21**	510	72*
Effective Base	366	141	123	52	36	15	263	51	134	134	58	29	10	268	40
Yes - over the counter at the Post Office	240 *35%*	133 **53%bcdfg**	73 *29%*	14 *15%*	17 *28%*	4 *14%*	205 **41%bcg**	20 *24%*	119 **48%ijn**	85 **33%n**	24 *23%*	8 *16%*	3 *15%*	205 **40%jn**	12 *16%*
Yes - by phone/ letter/ email to the Post Office	165 *24%*	70 **28%g**	56 *22%*	28 **30%g**	7 *12%*	3 *12%*	127 **25%g**	10 *12%*	73 *29%*	57 *22%*	18 *17%*	11 *20%*	7 *32%*	129 *25%*	17 *24%*
Yes - to the regulator (Ofcom)	87 *13%*	40 *16%*	30 *12%*	7 *8%*	5 *8%*	4 *16%*	70 *14%*	9 *11%*	28 *11%*	38 *14%*	18 *17%*	3 *6%*	- -	66 *13%*	3 *4%*
Yes - to Citizens Advice Bureau	34 *5%*	25 **10%bg**	5 *2%*	3 *3%*	- -	1 *4%*	31 *6%*	1 *1%*	20 *8%*	12 *5%*	1 *1%*	1 *2%*	- -	32 *6%*	1 *2%*
Yes - to someone else (please specify)	22 *3%*	8 *3%*	6 *2%*	3 *3%*	5 *9%*	- -	14 *3%*	5 *6%*	7 *3%*	8 *3%*	4 *3%*	3 *6%*	- -	16 *3%*	3 *5%*
No	276 *40%*	77 *30%*	119 **47%a**	41 *43%*	27 *46%*	13 *48%*	195 *39%*	40 **47%a**	86 *35%*	108 *41%*	44 *42%*	26 *51%*	11 *52%*	195 *38%*	37 *51%*
I don't know	10 *1%*	2 *1%*	3 *1%*	2 *2%*	- -	2 *6%*	6 *1%*	2 *2%*	3 *1%*	2 *1%*	3 *3%*	1 *2%*	- -	6 *1%*	1 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	619	93	510	16	282	283	54	589	23	6	-	618	1
Weighted Base	687	124*	547	16**	320	316	52*	652	29**	6**	-**	687	***
Effective Base	366	67	290	8	183	154	32	346	17	3	-	366	1
Yes - over the counter at the Post Office	240	73	161	6	142	79	19	223	17	*	-	240	-
	35%	**59%b**	*29%*	*35%*	**44%e**	*25%*	*37%*	*34%*	*58%*	*5%*	-	*35%*	-
Yes - by phone/ letter/ email to the Post Office	165	45	109	10	80	70	14	155	10	-	-	165	-
	24%	**37%b**	*20%*	*60%*	*25%*	*22%*	*28%*	*24%*	*34%*	-	-	*24%*	-
Yes - to the regulator (Ofcom)	87	22	64	1	52	30	5	73	11	3	-	87	-
	13%	*18%*	*12%*	*3%*	*16%*	*9%*	*10%*	*11%*	*37%*	*50%*	-	*13%*	-
Yes - to Citizens Advice Bureau	34	12	20	2	19	12	3	33	1	-	-	34	-
	5%	**10%b**	*4%*	*9%*	*6%*	*4%*	*6%*	*5%*	*4%*	-	-	*5%*	-
Yes - to someone else (please specify)	22	7	16	-	11	12	-	22	-	-	-	22	-
	3%	*5%*	*3%*	-	*3%*	*4%*	-	*3%*	-	-	-	*3%*	-
No	276	23	248	5	107	153	16	274	-	2	-	276	-
	40%	*18%*	**45%a**	*28%*	*33%*	**49%d**	*30%*	*42%*	-	*31%*	-	*40%*	-
I don't know	10	1	8	-	3	5	1	9	-	1	-	9	*
	1%	*1%*	*2%*	-	*1%*	*2%*	*3%*	*1%*	-	*15%*	-	*1%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 258

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**619**	149	151	135	184	57	46	46	53	40	58	36	50	49	73	48	63
Weighted Base	**687**	148*	178*	153*	209	54**	44**	50**	56*	45**	77*	39**	57**	57**	78*	55**	75*
Effective Base	**366**	83	97	69	120	27	29	28	30	27	40	20	28	23	51	28	42
Yes - over the counter at the Post Office	**240**	45	40	57	97	12	15	18	12	12	16	17	16	25	41	24	32
	35%	*30%*	*23%*	**38%b**	**47%ab**	*22%*	*35%*	*36%*	*21%*	*27%*	*21%*	*43%*	*28%*	*44%*	**53%hl**	*44%*	**42%l**
Yes - by phone/ letter/ email to the Post Office	**165**	20	37	39	69	8	7	5	12	10	15	8	18	14	21	20	28
	24%	*13%*	*21%*	*26%*	**33%ab**	*15%*	*15%*	*9%*	*21%*	*22%*	*19%*	*21%*	*31%*	*24%*	*27%*	*37%*	*37%*
Yes - to the regulator (Ofcom)	**87**	11	17	18	41	5	2	4	5	3	9	7	4	7	17	6	18
	13%	*7%*	*10%*	*12%*	**20%ab**	*8%*	*6%*	*8%*	*10%*	*6%*	*12%*	*18%*	*8%*	*12%*	*21%*	*11%*	*24%*
Yes - to Citizens Advice Bureau	**34**	3	1	16	15	3	-	-	-	-	1	1	9	7	6	1	8
	5%	*2%*	*	**11%ab**	**7%b**	*5%*	-	-	-	-	*1%*	*3%*	*15%*	*12%*	*7%*	*2%*	*10%*
Yes - to someone else (please specify)	**22**	1	5	14	4	*	1	-	-	2	2	-	4	10	-	*	4
	3%	*	*3%*	**9%ad**	*2%*	*	*1%*	-	-	*5%*	*3%*	-	*6%*	*17%*	-	*	*5%*
No	**276**	77	93	57	49	30	23	24	27	26	40	18	19	20	18	13	18
	40%	**52%d**	**52%d**	**37%d**	*23%*	*56%*	*52%*	*48%*	**49%np**	*57%*	**52%np**	*45%*	*34%*	*35%*	*23%*	*23%*	*24%*
I don't know	**10**	5	4	*	*	1	-	4	2	-	2	*	-	*	*	-	-
	1%	*3%*	*3%*	*	*	*2%*	-	*7%*	*4%*	-	*3%*	*	-	*	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Royal Mail	4817	-	4817	2319	2485	609	595	931	674	888	610	511	1204	1605	2008	1120	4348	432	4839
	93%	-	93%	92%	94%c	89%	91%	92%	94%e	96%efg	96%efg	97%efgh	90%	93%l	96%lm	97%lm	94%q	90%	94%
Citipost	882	-	882	546	333	42	67	168	162	200	144	100	108	330	443	244	791	85	914
	17%	-	17%	22%d	13%	6%	10%e	17%ef	22%efg	22%efg	23%efg	19%ef	8%	19%l	21%l	21%l	17%	18%	18%
Collect + (Collect Plus)	1449	-	1449	565	880	154	213	352	247	244	143	97	366	600	483	240	1293	146	1438
	28%	-	28%	23%	33%c	22%	33%eijk	35%eijk	34%eijk	26%k	23%	18%	27%no	35%lno	23%	21%	28%	30%	28%
DHL	4132	-	4132	1979	2142	372	433	775	612	852	590	498	805	1387	1940	1088	3773	330	4218
	80%	-	80%	79%	81%	54%	66%e	76%ef	85%efg	92%efgh	93%efgh	95%efgh	60%	80%l	93%lm	94%lm	81%q	69%	82%
FedEx	4020	-	4020	1905	2103	417	410	749	588	806	580	470	826	1337	1856	1050	3676	313	4100
	78%	-	78%	76%	80%c	61%	63%	74%ef	82%efg	87%efgh	91%efgh	90%efgh	62%	77%l	89%lm	91%lm	79%q	65%	80%
Hermes	4211	-	4211	1891	2310	424	434	748	616	867	611	512	858	1364	1990	1123	3857	318	4379
	82%	-	82%	75%	88%c	62%	66%	74%ef	86%efg	94%efgh	96%efgh	98%efghi	64%	79%l	96%lm	97%lm	83%q	66%	85%
Interlink	1494	-	1494	768	721	59	108	334	270	354	212	158	168	604	723	369	1369	114	1562
	29%	-	29%	31%	27%	9%	17%e	33%ef	38%efk	38%efk	33%ef	30%ef	13%	35%l	35%l	32%l	30%	24%	30%
DPD	3752	-	3752	1694	2045	342	412	688	563	778	535	436	753	1250	1748	970	3436	291	3930
	73%	-	73%	67%	78%c	50%	63%e	68%e	78%efg	84%efgh	84%efgh	83%efg	56%	72%l	84%lm	84%lm	74%q	61%	76%
Parcelforce	3879	-	3879	1802	2065	265	367	699	599	846	600	503	631	1298	1950	1104	3613	239	4038
	75%	-	75%	72%	79%c	39%	56%e	69%ef	83%efg	92%efgh	95%efgh	96%efghi	47%	75%l	94%lm	95%lm	78%q	50%	78%
TNT Express	2629	-	2629	1335	1286	106	160	472	453	646	446	346	267	925	1438	792	2446	166	2684
	51%	-	51%	53%d	49%	15%	25%e	47%ef	63%efg	70%efgh	70%efgh	66%efg	20%	53%l	69%lm	68%lm	53%q	35%	52%
TNT Post UK	1196	-	1196	637	550	94	98	226	185	282	181	129	192	412	593	310	1088	100	1179
	23%	-	23%	25%d	21%	14%	15%	22%ef	26%ef	31%efg	29%efg	25%ef	14%	24%l	28%lm	27%l	23%	21%	23%
UPS	3455	-	3455	1619	1824	326	340	633	521	716	518	402	666	1154	1636	920	3162	271	3468
	67%	-	67%	64%	69%c	47%	52%	62%ef	72%efg	78%efg	82%efgh	77%efg	50%	67%l	79%lm	79%lm	68%q	56%	67%
UK Mail (not to be confused with Royal Mail)	1369	-	1369	740	626	90	120	267	207	312	184	191	210	473	686	374	1235	125	1268
	27%	-	27%	29%d	24%	13%	18%e	26%ef	29%ef	34%efg	29%ef	36%efgh	16%	27%l	33%lm	32%lm	27%	26%	25%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
DX	698	-	698	394	302	46	65	194	135	156	63	40	111	329	258	103	613	75	697
	14%	-	*14%*	16%d	*11%*	*7%*	*10%*	19%efjk	19%efjk	17%efjk	*10%*	*8%*	*8%*	19%lno	12%lo	*9%*	*13%*	*16%*	*14%*
Yodel	3529	-	3529	1582	1936	247	339	652	543	767	548	433	586	1195	1748	980	3259	250	3724
	68%	-	*68%*	*63%*	74%c	*36%*	52%e	64%ef	76%efg	83%efgh	86%efgh	82%efgh	*44%*	69%l	84%lm	85%lm	70%q	*52%*	*72%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2394	-	2394	1138	1247	184	222	483	388	495	354	268	406	871	1116	621	2188	192	2311
	46%	-	*46%*	*45%*	*47%*	*27%*	34%e	48%ef	54%ef	54%efg	56%efg	51%ef	*30%*	50%l	54%l	54%l	47%q	*40%*	*45%*
Any other postal services company (please specify)	21	-	21	7	14	-	-	*	5	3	5	9	-	5	16	14	21	-	24
	*	-	*	*	*1%*	-	-	*	*1%*	*	*1%*	2%efgl	-	*	1%l	1%lm	*	-	*
None of the above	40	-	40	25	15	13	7	9	8	3	-	-	20	17	3	-	36	3	38
	1%	-	*1%*	*1%*	*1%*	2%ijk	*1%*	*1%*	*1%*	*	-	-	1%no	1%no	*	-	*1%*	*1%*	*1%*
NET Royal Mail/ Parcelforce	4942	-	4942	2384	2544	620	604	955	696	915	629	523	1223	1652	2067	1152	4463	442	4974
	96%	-	*96%*	*95%*	97%c	*90%*	*92%*	94%e	97%ef	99%efgh	99%efgh	100%efgh	*91%*	95%l	99%lm	99%lm	96%q	*92%*	*96%*

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Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Royal Mail	**4817**	944	1654	1027	1192	2598	2219	2850	1894	582	654	1313	1138	782	3105	589	3946
	93%	*91%*	**94%a**	*93%*	**95%a**	*93%*	*94%*	*93%*	*94%*	*92%*	**94%m**	**95%m**	**94%m**	*90%*	**95%m**	*92%*	*94%*
Citipost	**882**	177	300	187	218	477	405	494	380	104	125	245	194	154	564	104	731
	17%	*17%*	*17%*	*17%*	*17%*	*17%*	*17%*	*16%*	**19%g**	*17%*	*18%*	*18%*	*16%*	*18%*	*17%*	*16%*	*17%*
Collect + (Collect Plus)	**1449**	234	487	338	391	721	728	917	520	172	184	411	390	212	986	173	1218
	28%	*22%*	**28%a**	**30%a**	**31%a**	*26%*	**31%e**	**30%h**	*26%*	*27%*	*27%*	**30%m**	**32%m**	*24%*	**30%m**	*27%*	*29%*
DHL	**4132**	809	1439	888	996	2248	1884	2344	1731	498	557	1138	971	687	2666	504	3404
	80%	*78%*	**82%a**	*80%*	*79%*	*81%*	*80%*	*76%*	**86%g**	*79%*	*80%*	*82%*	*80%*	*79%*	*81%*	*79%*	*81%*
FedEx	**4020**	773	1407	850	991	2179	1840	2255	1717	485	544	1101	953	651	2598	489	3300
	78%	*74%*	**80%a**	*77%*	*79%*	*78%*	*78%*	*74%*	**86%g**	*77%*	*79%*	*80%*	*79%*	*75%*	*79%*	*77%*	*78%*
Hermes	**4211**	757	1469	924	1062	2226	1985	2340	1809	522	586	1188	996	607	2770	529	3434
	82%	*73%*	**84%a**	**83%a**	**84%a**	*80%*	**84%e**	*76%*	**90%g**	**83%m**	**85%m**	**86%m**	**82%m**	*70%*	**84%m**	*83%*	*82%*
Interlink	**1494**	302	510	317	365	812	682	882	594	175	184	416	371	267	971	177	1258
	29%	*29%*	*29%*	*29%*	*29%*	*29%*	*29%*	*29%*	*30%*	*28%*	*27%*	*30%*	*31%*	*31%*	*30%*	*28%*	*30%*
DPD	**3752**	680	1323	817	932	2003	1748	2127	1580	457	489	1070	881	583	2440	464	3072
	73%	*66%*	**76%a**	**74%a**	**74%a**	*72%*	*74%*	*69%*	**79%g**	*72%*	*71%*	**78%jm**	**73%m**	*67%*	**74%m**	*73%*	*73%*
Parcelforce	**3879**	692	1374	848	965	2066	1813	2142	1689	487	539	1104	909	583	2552	493	3185
	75%	*67%*	**78%a**	**77%a**	**77%a**	*74%*	*77%*	*70%*	**84%g**	**77%m**	**78%m**	**80%lm**	**75%m**	*67%*	**78%m**	*77%*	*76%*
TNT Express	**2629**	513	929	571	617	1441	1187	1427	1170	311	350	758	633	430	1741	314	2195
	51%	*49%*	*53%*	*52%*	*49%*	*52%*	*50%*	*47%*	**58%g**	*49%*	*50%*	*55%*	*52%*	*50%*	*53%*	*49%*	*52%*
TNT Post UK	**1196**	237	410	262	287	647	550	684	497	145	165	321	298	203	784	145	1003
	23%	*23%*	*23%*	*24%*	*23%*	*23%*	*23%*	*22%*	*25%*	*23%*	*24%*	*23%*	*25%*	*23%*	*24%*	*23%*	*24%*
UPS	**3455**	643	1226	742	844	1869	1586	1921	1491	403	464	980	822	545	2266	407	2857
	67%	*62%*	**70%a**	*67%*	*67%*	*67%*	*67%*	*63%*	**74%g**	*64%*	*67%*	**71%lm**	*68%*	*63%*	**69%m**	*64%*	*68%*
UK Mail (not to be confused with Royal Mail)	**1369**	270	526	275	298	796	573	793	558	159	200	379	336	231	915	162	1152
	27%	*26%*	**30%cd**	*25%*	*24%*	**29%f**	*24%*	*26%*	*28%*	*25%*	*29%*	*27%*	*28%*	*27%*	*28%*	*25%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
DX	**698**	137	251	163	148	388	310	481	211	76	66	175	204	144	445	77	594
	14%	*13%*	*14%*	*15%*	*12%*	*14%*	*13%*	**16%h**	*11%*	*12%*	*10%*	*13%*	**17%ijkn**	**17%j**	**14%j**	*12%*	*14%*
Yodel	**3529**	621	1262	760	886	1883	1646	1945	1540	436	497	999	838	528	2334	440	2914
	68%	*60%*	**72%a**	**69%a**	**70%a**	*67%*	*70%*	*63%*	**77%g**	**69%m**	**72%m**	**72%m**	**69%m**	*61%*	**71%m**	*69%*	*69%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	437	841	496	620	1278	1115	1360	1003	268	337	673	591	364	1601	271	1995
	46%	*42%*	**48%a**	*45%*	**49%a**	*46%*	*47%*	*44%*	**50%g**	*43%*	*49%*	**49%m**	**49%lm**	*42%*	**49%lm**	*42%*	*47%*
Any other postal services company (please specify)	**21**	3	11	2	5	14	7	5	16	2	6	5	5	2	16	2	19
	*	*	*1%*	*	*	*1%*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**40**	2	13	15	9	16	24	26	12	9	4	9	8	3	21	9	24
	1%	*	*1%*	**1%a**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Royal Mail/ Parcelforce	**4942**	974	1701	1050	1217	2675	2267	2920	1947	598	668	1341	1171	808	3179	605	4048
	96%	*94%*	**97%ac**	*95%*	**97%a**	*96%*	*96%*	*95%*	**97%g**	*95%*	**96%m**	**97%m**	**97%m**	*93%*	**97%lm**	*95%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Royal Mail	4817	4111	705	242	4017	424	236	139	194	521	394	344	424	451	624	649	417	67	357
	93%	93%	96%a	96%	93%	96%d	94%	95%	93%	93%	93%	92%	94%	95%	92%	92%	95%	98%	96%
Citipost	882	763	119	45	753	59	44	26	41	91	66	76	87	89	122	99	82	11	48
	17%	17%	16%	18%	17%e	13%	18%	18%	20%r	16%	15%	20%r	19%r	19%	18%	14%	19%	16%	13%
Collect + (Collect Plus)	1449	1266	183	68	1231	115	63	40	72	165	111	120	141	151	185	186	101	20	95
	28%	29%	25%	27%	29%	26%	25%	27%	35%jopr	29%	26%	32%p	31%p	32%p	27%	26%	23%	29%	25%
DHL	4132	3510	623	205	3435	374	208	116	163	461	346	303	361	413	455	560	374	58	316
	80%	79%	85%a	82%	80%	85%dg	83%	79%	79%n	82%n	82%n	81%n	80%n	87%hlno	67%	80%n	85%n	85%n	85%n
FedEx	4020	3421	599	191	3352	362	198	108	159	437	336	294	357	397	453	558	362	55	306
	78%	77%	81%a	76%	78%	82%dg	79%	74%	76%n	78%n	79%n	79%n	79%n	83%n	67%	79%n	82%n	82%n	82%n
Hermes	4211	3562	649	213	3487	380	224	121	180	438	354	312	378	417	422	598	389	60	320
	82%	81%	88%a	85%	81%	86%d	89%dg	83%	86%in	78%n	83%n	84%n	83%n	88%in	62%	85%in	88%in	88%n	86%in
Interlink	1494	1234	260	85	1244	119	94	37	57	152	94	120	136	193	124	215	155	12	107
	29%	28%	35%a	34%	29%	27%	38%deg	25%	27%n	27%n	22%	32%jnq	30%jnq	40%hijlnoqr	18%	31%jnq	35%ijnq	18%	29%nq
DPD	3752	3170	581	186	3100	340	203	109	146	412	303	280	329	381	389	513	345	48	292
	73%	72%	79%a	74%	72%	77%d	81%d	75%	70%n	73%n	72%n	75%n	73%n	80%hjn	57%	73%n	78%hn	71%n	78%hn
Parcelforce	3879	3263	615	197	3207	356	203	112	166	400	336	287	341	392	376	538	372	55	302
	75%	74%	84%a	78%	74%	81%d	81%d	77%	80%in	71%n	79%in	77%n	75%n	82%in	55%	76%n	84%iklno	81%n	81%in
TNT Express	2629	2220	409	127	2178	250	135	66	110	286	224	198	250	293	254	323	241	46	204
	51%	50%	56%a	51%	50%	57%dg	54%g	45%	53%n	51%n	53%n	53%n	55%no	61%ino	37%	46%n	55%no	68%hijknopr	55%no
TNT Post UK	1196	1011	186	66	1004	114	51	26	46	158	66	84	98	142	124	183	102	20	94
	23%	23%	25%	26%	23%g	26%g	21%	18%	22%	28%jn	16%	23%	22%	30%jln	18%	26%jn	23%j	29%jn	25%jn
UPS	3455	2942	513	156	2881	314	176	85	131	379	274	258	307	363	359	481	329	45	268
	67%	67%	70%	62%	67%g	71%g	70%g	58%	63%n	67%n	65%n	69%n	68%n	76%hijln	53%	68%n	75%hjn	67%n	72%hn
UK Mail (not to be confused with Royal Mail)	1369	1191	178	63	1186	101	62	20	54	171	110	116	123	151	146	198	117	15	87
	27%	27%	24%	25%	27%g	23%g	25%g	14%	26%	30%nr	26%	31%nr	27%	32%nr	22%	28%	26%	21%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 259

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
DX	**698**	586	112	38	594	60	30	14	42	77	72	54	70	73	73	80	54	4	57
	14%	*13%*	*15%*	*15%*	**14%g**	*14%*	*12%*	*9%*	**20%inopq**	*14%*	**17%nq**	**15%q**	**16%q**	**15%q**	*11%*	*11%*	*12%*	*6%*	**15%q**
Yodel	**3529**	2965	563	178	2909	321	193	105	142	369	317	270	316	369	312	470	344	44	277
	68%	*67%*	**77%a**	*71%*	*67%*	**73%d**	**77%d**	*72%*	**68%n**	**66%n**	**75%ino**	**72%n**	**70%n**	**77%hinoq**	*46%*	**67%n**	**78%hilnoq**	**65%n**	**74%ino**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	2056	338	109	2015	199	116	63	91	247	213	188	225	254	242	320	233	23	176
	46%	*47%*	*46%*	*43%*	*47%*	*45%*	*46%*	*43%*	*44%*	*44%*	**50%nq**	**50%nq**	**50%nq**	**53%hinq**	*36%*	**45%n**	**53%hinq**	*35%*	**47%nq**
Any other postal services company (please specify)	**21**	12	9	*	18	*	1	1	-	2	2	-	-	2	3	2	7	*	*
	*	*	**1%a**	*	*	*	*	**1%e**	-	*	*	-	-	*1%*	*	*	**2%lr**	*	*
None of the above	**40**	36	4	2	37	*	2	1	2	5	4	3	6	1	3	6	8	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	**1%e**	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**2%r**	-	*
NET Royal Mail/ Parcelforce	**4942**	4218	724	247	4125	432	243	142	200	529	407	352	433	465	645	666	427	67	365
	96%	*95%*	**98%a**	**98%a**	*96%*	**98%d**	*97%*	*98%*	*96%*	*94%*	*96%*	*94%*	*96%*	**98%i**	*95%*	*95%*	*97%*	*99%*	**98%iko**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Royal Mail	**4817**	1843	1853	668	317	101	3696	417	1867	1852	740	240	79	3719	319
	93%	**95%eg**	**94%eg**	**92%e**	**93%e**	*81%*	**94%eg**	*90%*	**95%j**	**94%j**	*91%*	*94%*	*92%*	**94%j**	*94%*
Citipost	**882**	395	305	115	46	19	700	64	372	317	134	36	20	689	56
	17%	**20%bdg**	*15%*	*16%*	*13%*	*15%*	*18%*	*14%*	*19%*	*16%*	*16%*	*14%*	*23%*	*17%*	*16%*
Collect + (Collect Plus)	**1449**	572	516	213	92	45	1088	137	594	559	208	58	18	1153	76
	28%	*29%*	*26%*	*29%*	*27%*	*36%*	*28%*	*30%*	**30%n**	*28%*	*25%*	*23%*	*21%*	**29%n**	*22%*
DHL	**4132**	1637	1608	513	261	88	3245	349	1656	1594	609	176	62	3250	238
	80%	**84%cdeg**	**81%ceg**	*71%*	*76%*	*71%*	**83%cdeg**	*75%*	**84%ijkln**	**81%jkn**	*75%*	*69%*	*72%*	**82%jkn**	*70%*
FedEx	**4020**	1597	1564	501	243	90	3161	333	1618	1555	567	186	64	3173	250
	78%	**82%cdeg**	**79%cdg**	*69%*	*71%*	*73%*	**81%cdg**	*72%*	**82%ijkn**	**79%j**	*69%*	*73%*	*75%*	**80%jkn**	*74%*
Hermes	**4211**	1638	1634	550	266	94	3273	360	1651	1645	607	205	68	3295	272
	82%	**84%cdg**	**83%cg**	*76%*	*78%*	*76%*	**83%cdg**	*77%*	**84%j**	**83%j**	*74%*	*81%*	*79%*	**83%j**	*80%*
Interlink	**1494**	617	545	201	87	38	1161	125	595	578	197	83	33	1173	116
	29%	**32%b**	*28%*	*28%*	*25%*	*31%*	*30%*	*27%*	**30%j**	**29%j**	*24%*	**33%j**	**39%ij**	**30%j**	**34%j**
DPD	**3752**	1460	1451	477	252	87	2911	340	1479	1452	553	181	56	2931	237
	73%	**75%c**	**73%c**	*66%*	**74%c**	*70%*	**74%c**	**73%c**	**75%j**	**73%j**	*68%*	*71%*	*66%*	**74%j**	*70%*
Parcelforce	**3879**	1570	1502	476	231	77	3072	309	1549	1515	560	162	60	3065	222
	75%	**81%bcdeg**	**76%cdeg**	*66%*	*68%*	*62%*	**78%cdeg**	*66%*	**79%jkn**	**77%jkn**	*68%*	*64%*	*70%*	**78%jkn**	*66%*
TNT Express	**2629**	1132	978	307	151	54	2110	204	1079	998	387	115	40	2076	155
	51%	**58%bcdefg**	**49%c**	*42%*	*44%*	*43%*	**54%bcdg**	*44%*	**55%ijkn**	*50%*	*47%*	*45%*	*46%*	**53%j**	*46%*
TNT Post UK	**1196**	506	439	157	61	28	945	89	526	430	188	40	7	956	47
	23%	**26%bdg**	*22%*	*22%*	*18%*	*22%*	**24%d**	*19%*	**27%ikln**	**22%ln**	**23%ln**	*16%*	*8%*	**24%kln**	*14%*
UPS	**3455**	1372	1349	404	232	77	2721	309	1411	1321	481	166	52	2732	218
	67%	**71%c**	**68%c**	*56%*	**68%c**	*62%*	**69%c**	**66%c**	**72%ijn**	**67%j**	*59%*	*65%*	*61%*	**69%j**	*64%*
UK Mail (not to be confused with Royal Mail)	**1369**	602	500	165	73	25	1102	98	605	478	201	61	18	1084	79
	27%	**31%bcdg**	*25%*	*23%*	*21%*	*20%*	**28%cdg**	*21%*	**31%ijn**	*24%*	*25%*	*24%*	*21%*	**27%i**	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
DX	**698**	257	257	117	48	15	514	63	261	271	107	37	16	532	54
	14%	*13%*	*13%*	*16%*	*14%*	*12%*	*13%*	*14%*	*13%*	*14%*	*13%*	*15%*	*19%*	*13%*	*16%*
Yodel	**3529**	1421	1372	421	210	84	2793	294	1421	1366	503	156	54	2786	209
	68%	**73%cdg**	**69%cdg**	*58%*	*62%*	*68%*	**71%cdg**	*63%*	**72%jkn**	**69%jn**	*61%*	*61%*	*63%*	**71%jkn**	*62%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	961	930	314	123	55	1891	178	995	911	337	104	35	1906	139
	46%	**49%cdg**	**47%dg**	*43%*	*36%*	*45%*	**48%dg**	*38%*	**51%jkn**	*46%*	*41%*	*41%*	*41%*	**48%jn**	*41%*
Any other postal services company (please specify)	**21**	12	3	-	6	*	15	6	10	4	3	4	*	14	4
	*	*1%*	*	-	**2%bcf**	*	*	**1%bc**	*1%*	*	*	**1%im**	*	*	**1%i**
None of the above	**40**	5	8	15	3	1	13	4	6	4	22	-	-	10	-
	1%	*	*	**2%abf**	*1%*	*1%*	*	*1%*	*	*	**3%hikmn**	-	-	*	-
NET Royal Mail/ Parcelforce	**4942**	1887	1899	684	325	113	3786	438	1905	1915	756	245	82	3820	327
	96%	**97%ceg**	**96%e**	*94%*	*95%*	*91%*	**97%ceg**	*94%*	**97%j**	**97%j**	*92%*	*97%*	*95%*	**97%j**	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Royal Mail	4817	335	4387	94	1411	3133	273	4729	46	17	8	4792	16
	93%	87%	94%a	94%	92%	95%df	88%	94%h	71%	67%	81%	94%h	56%
Citipost	882	82	785	14	298	541	43	875	3	3	-	880	2
	17%	21%	17%	14%	19%e	16%	14%	17%h	4%	10%	-	17%h	7%
Collect + (Collect Plus)	1449	109	1316	24	471	921	57	1431	13	1	*	1444	5
	28%	29%	28%	24%	31%f	28%f	18%	28%	19%	2%	2%	28%	16%
DHL	4132	268	3793	71	1230	2716	186	4078	28	16	5	4122	6
	80%	70%	81%a	71%	80%f	82%f	60%	81%h	43%	62%	48%	81%h	20%
FedEx	4020	256	3701	63	1198	2628	194	3978	14	21	5	4013	2
	78%	67%	79%ac	63%	78%f	79%f	62%	79%h	22%	82%	48%	78%h	6%
Hermes	4211	261	3889	61	1225	2791	195	4162	16	20	5	4197	9
	82%	68%	83%ac	61%	80%f	84%df	63%	83%h	24%	77%	48%	82%h	32%
Interlink	1494	123	1353	18	470	963	61	1484	*	3	2	1487	5
	29%	32%c	29%	19%	31%f	29%f	20%	30%h	*	13%	19%	29%h	17%
DPD	3752	239	3455	58	1094	2501	157	3726	11	5	6	3742	4
	73%	62%	74%ac	58%	71%f	76%df	51%	74%h	17%	20%	58%	73%h	13%
Parcelforce	3879	230	3597	52	1141	2574	164	3848	9	16	4	3873	2
	75%	60%	77%ac	52%	74%f	78%df	53%	77%h	14%	61%	36%	76%h	7%
TNT Express	2629	152	2448	29	779	1752	98	2609	9	8	1	2626	2
	51%	40%	52%ac	29%	51%f	53%f	32%	52%h	13%	32%	10%	51%h	7%
TNT Post UK	1196	85	1095	17	374	774	48	1188	4	2	1	1194	2
	23%	22%	23%	17%	24%f	23%f	16%	24%h	6%	7%	9%	23%h	5%
UPS	3455	202	3203	50	1027	2284	144	3432	9	9	1	3449	5
	67%	53%	69%ac	50%	67%f	69%f	46%	68%h	14%	35%	12%	67%h	16%
UK Mail (not to be confused with Royal Mail)	1369	105	1247	18	421	891	58	1356	8	3	*	1367	2
	27%	27%	27%	18%	27%f	27%f	19%	27%h	12%	10%	1%	27%h	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**698**	42	648	7	200	467	30	692	3	1	-	696	1
	14%	*11%*	*14%*	*7%*	*13%*	*14%*	*10%*	*14%*	*5%*	*4%*	-	*14%*	*5%*
Yodel	**3529**	209	3273	47	1015	2361	153	3503	5	9	5	3517	7
	68%	*54%*	**70%ac**	*47%*	**66%f**	**71%df**	*49%*	**70%h**	*8%*	*37%*	*46%*	**69%h**	*22%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	154	2206	34	762	1534	97	2379	5	8	1	2392	1
	46%	*40%*	**47%ac**	*34%*	**50%f**	**46%f**	*31%*	**47%h**	*8%*	*30%*	*12%*	**47%h**	*2%*
Any other postal services company (please specify)	**21**	7	14	-	17	3	*	20	-	1	-	21	-
	*	**2%b**	*	-	**1%e**	*	*	*	-	*5%*	-	*	-
None of the above	**40**	4	36	*	7	22	12	34	-	1	-	35	5
	1%	*1%*	*1%*	*	*	*1%*	**4%de**	*1%*	-	*4%*	-	*1%*	*16%*
NET Royal Mail/ Parcelforce	**4942**	345	4502	95	1457	3208	277	4846	49	23	8	4918	16
	96%	*90%*	**96%a**	*95%*	**95%f**	**97%df**	*89%*	**96%h**	*76%*	*89%*	*81%*	**96%h**	*56%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 259

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Royal Mail	**4817**	1206	1216	1210	1185	399	402	405	400	396	420	416	381	413	391	434	360
	93%	*94%*	*94%*	*94%*	*92%*	*95%*	*92%*	*95%*	*93%*	**95%p**	*94%*	**96%np**	*92%*	*93%*	*91%*	*94%*	*90%*
Citipost	**882**	192	229	251	211	53	62	77	92	78	59	91	74	85	66	60	85
	17%	*15%*	*18%*	**19%a**	*16%*	*13%*	*14%*	*18%*	**21%efjo**	*19%*	*13%*	**21%ejo**	*18%*	*19%*	*15%*	*13%*	**21%efjo**
Collect + (Collect Plus)	**1449**	361	356	380	352	130	133	99	132	107	117	116	123	140	127	111	115
	28%	*28%*	*28%*	*29%*	*27%*	*31%*	*30%*	*23%*	*31%*	*26%*	*26%*	*27%*	*30%*	**32%g**	*30%*	*24%*	*29%*
DHL	**4132**	1025	1053	1035	1019	344	340	341	369	344	340	362	330	343	340	353	325
	80%	*80%*	*82%*	*80%*	*79%*	*82%*	*78%*	*80%*	**86%fjmo**	*83%*	*76%*	**84%j**	*80%*	*77%*	*79%*	*77%*	*82%*
FedEx	**4020**	979	1053	1022	965	330	339	310	367	348	339	351	321	351	303	353	309
	78%	*76%*	**82%ad**	**79%d**	*75%*	**78%n**	*78%*	*72%*	**85%fgjlnop**	**84%gjn**	*76%*	**81%gn**	*77%*	**79%n**	*70%*	*77%*	*77%*
Hermes	**4211**	1077	1073	1068	995	358	371	347	377	350	346	370	344	353	313	369	312
	82%	**84%d**	**83%d**	**83%d**	*77%*	**85%jn**	**85%jnp**	**81%n**	**88%jmnop**	**84%n**	*77%*	**86%jnp**	**83%n**	*80%*	*73%*	*80%*	*78%*
Interlink	**1494**	385	375	409	325	124	130	131	146	126	103	128	136	144	106	112	107
	29%	**30%d**	*29%*	**32%d**	*25%*	*29%*	*30%*	*31%*	**34%jno**	*30%*	*23%*	*30%*	**33%jo**	**33%jo**	*25%*	*24%*	*27%*
DPD	**3752**	939	954	945	914	314	328	297	332	312	310	329	298	318	291	334	289
	73%	*73%*	*74%*	*73%*	*71%*	*74%*	*75%*	*69%*	**77%jn**	*75%*	*69%*	**76%n**	*72%*	*72%*	*68%*	*72%*	*72%*
Parcelforce	**3879**	1002	990	981	906	330	349	322	356	327	307	345	315	321	293	337	276
	75%	**78%d**	**77%d**	**76%d**	*70%*	**78%jnp**	**80%jnp**	*75%*	**83%gjmnop**	**79%jnp**	*69%*	**80%jnp**	*76%*	*73%*	*68%*	*73%*	*69%*
TNT Express	**2629**	669	660	680	619	213	231	226	255	212	193	241	208	231	190	219	210
	51%	*52%*	*51%*	*53%*	*48%*	*50%*	**53%j**	**53%j**	**59%jnc**	*51%*	*43%*	**56%jn**	*50%*	*52%*	*44%*	*48%*	**53%j**
TNT Post UK	**1196**	292	309	318	277	91	101	100	125	106	77	105	112	101	95	104	79
	23%	*23%*	*24%*	*25%*	*21%*	*22%*	*23%*	*23%*	**29%jp**	**26%j**	*17%*	*24%*	**27%j**	*23%*	*22%*	*23%*	*20%*
UPS	**3455**	876	907	875	798	285	298	293	319	302	287	311	280	284	239	290	268
	67%	**68%d**	**70%d**	**68%d**	*62%*	**68%n**	**68%n**	**68%n**	**74%jmno**	**73%no**	*64%*	**72%no**	**68%n**	*64%*	*56%*	*63%*	**67%n**
UK Mail (not to be confused with Royal Mail)	**1369**	342	337	357	333	116	110	116	116	120	101	129	115	113	105	135	93
	27%	*27%*	*26%*	*28%*	*26%*	*28%*	*25%*	*27%*	*27%*	*29%*	*23%*	*30%*	*28%*	*26%*	*24%*	*29%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
DX	**698**	163	159	189	187	36	72	55	61	58	40	64	58	68	61	65	61
	14%	*13%*	*12%*	*15%*	*14%*	*8%*	**17%ej**	*13%*	*14%*	*14%*	*9%*	**15%e**	*14%*	**15%ej**	**14%e**	*14%*	**15%ej**
Yodel	**3529**	898	912	876	843	291	308	299	336	296	281	288	289	298	265	321	256
	68%	*70%*	**71%d**	*68%*	*65%*	*69%*	**71%n**	*70%*	**78%egjklmnop**	**71%n**	*63%*	*67%*	*70%*	*67%*	*62%*	*70%*	*64%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	615	577	609	593	220	196	200	211	176	189	208	185	216	187	234	173
	46%	*48%*	*45%*	*47%*	*46%*	**52%ij**	*45%*	*47%*	*49%*	*42%*	*42%*	*48%*	*45%*	*49%*	*43%*	*51%*	*43%*
Any other postal services company (please specify)	**21**	5	9	3	4	2	3	*	2	7	1	*	*	3	2	*	2
	*	*	*1%*	*	*	*	*1%*	*	*	**2%go**	*	*	*	*1%*	*	*	*
None of the above	**40**	8	14	10	9	1	5	2	3	5	6	2	5	3	*	6	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
NET Royal Mail/ Parcelforce	**4942**	1239	1253	1233	1217	405	418	415	422	402	430	423	392	418	403	443	371
	96%	*96%*	**97%d**	*96%*	*94%*	*96%*	*96%*	**97%p**	**98%mnp**	*97%*	*96%*	**98%np**	*95%*	*94%*	*94%*	*96%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4839**	-	4839	2289	2539	562	568	900	653	984	694	478	1130	1553	2156	1172	4532	275	4839
Weighted Base	**4817**	-**	4817	2319	2485	609	595	931	674	888	610	511	1204	1605	2008	1120	4348	432	4839
Effective Base	**2633**	-	2633	1277	1348	336	336	545	342	502	296	285	672	883	1079	579	2424	199	4839
I've used them to send a letter, packet or parcel	**3590**	-	3590	1686	1896	432	430	729	498	679	451	372	861	1226	1503	823	3260	313	3608
	75%	-	*75%*	*73%*	**76%c**	*71%*	*72%*	**78%ef**	*74%*	*77%*	*74%*	*73%*	*72%*	**76%l**	*75%*	*73%*	*75%*	*72%*	*75%*
They've delivered a letter, packet or parcel	**3834**	-	3834	1796	2025	462	460	709	534	727	522	420	922	1243	1669	941	3490	310	3968
	80%	-	*80%*	*77%*	**82%c**	*76%*	*77%*	*76%*	*79%*	**82%eg**	**86%efgh**	**82%g**	*77%*	*77%*	**83%lm**	**84%lm**	**80%q**	*72%*	*82%*
Not used	**169**	-	169	86	83	12	22	37	27	34	16	21	34	64	71	37	158	10	151
	4%	-	*4%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*3%*
NET Any usage	**4648**	-	4648	2233	2402	597	573	894	647	854	593	490	1169	1541	1937	1083	4190	421	4688
	96%	-	*96%*	*96%*	*97%*	*98%*	*96%*	*96%*	*96%*	*96%*	*97%*	*96%*	*97%*	*96%*	*96%*	*97%*	*96%*	*98%*	*97%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4839	1196	1506	934	1203	2702	2137	2403	2363	597	662	1264	1180	750	3106	605	3934
Weighted Base	4817	944	1654	1027	1192	2598	2219	2850	1894	582	654	1313	1138	782	3105	589	3946
Effective Base	2633	514	869	542	715	1383	1252	1403	1234	349	378	693	622	396	1691	354	2119
I've used them to send a letter, packet or parcel	3590	732	1287	781	790	2020	1571	2207	1331	386	458	974	902	626	2335	393	3007
	75%	**78%d**	**78%d**	**76%d**	*66%*	**78%f**	*71%*	**77%h**	*70%*	*66%*	*70%*	**74%l**	**79%ijkn**	**80%ijkn**	**75%ij**	*67%*	**76%o**
They've delivered a letter, packet or parcel	3834	734	1344	813	943	2078	1756	2195	1592	463	542	1046	910	607	2498	467	3154
	80%	*78%*	*81%*	*79%*	*79%*	*80%*	*79%*	*77%*	**84%g**	*80%*	*83%*	*80%*	*80%*	*78%*	*80%*	*79%*	*80%*
Not used	169	20	62	28	59	82	87	92	68	27	23	64	25	18	112	27	130
	4%	*2%*	*4%*	*3%*	**5%ac**	*3%*	*4%*	*3%*	*4%*	**5%l**	*3%*	**5%lm**	*2%*	*2%*	*4%*	*5%*	*3%*
NET Any usage	4648	924	1592	999	1133	2516	2131	2759	1826	555	631	1248	1113	764	2993	562	3816
	96%	**98%d**	*96%*	**97%d**	*95%*	*97%*	*96%*	*97%*	*96%*	*95%*	*97%*	*95%*	**98%ik**	**98%k**	*96%*	*95%*	*97%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 260

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4839**	3083	1756	769	2368	1036	833	602	238	266	260	243	284	258	269	280	270	167	869
Weighted Base	**4817**	4111	705	242	4017	424	236	139	194	521	394	344	424	451	624	649	417	67*	357
Effective Base	**2633**	2176	477	188	1973	433	347	342	216	243	226	215	236	229	241	254	239	77	357
I've used them to send a letter, packet or parcel	**3590**	3052	538	192	2987	320	175	108	138	385	280	250	329	334	453	513	303	52	268
	75%	*74%*	*76%*	*79%*	*74%*	*75%*	*74%*	*78%*	*71%*	*74%*	*71%*	*73%*	*78%*	*74%*	*73%*	**79%hj**	*73%*	*78%*	*75%*
They've delivered a letter, packet or parcel	**3834**	3300	534	177	3164	358	197	115	153	395	318	267	346	375	453	511	346	55	303
	80%	**80%bc**	*76%*	*73%*	*79%*	**84%d**	**84%d**	*83%*	*79%*	*76%*	**81%n**	*77%*	**82%n**	**83%in**	*73%*	*79%*	**83%ln**	*82%*	**85%ikn**
Not used	**169**	134	35	10	147	13	6	3	6	25	22	14	9	13	17	25	17	3	10
	4%	*3%*	*5%*	*4%*	*4%*	*3%*	*3%*	*2%*	*3%*	*5%*	*5%*	*4%*	*2%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*
NET Any usage	**4648**	3977	670	231	3870	411	230	136	188	497	372	330	415	438	607	623	400	64	347
	96%	*97%*	*95%*	*96%*	*96%*	*97%*	*97%*	*98%*	*97%*	*95%*	*95%*	*96%*	*98%*	*97%*	*97%*	*96%*	*96%*	*96%*	*97%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4839**	1878	1853	635	332	108	3731	440	1965	1860	677	223	77	3825	300
Weighted Base	**4817**	1843	1853	668	317	101*	3696	417	1867	1852	740	240	79*	3719	319
Effective Base	**2633**	1002	1003	364	185	60	2005	245	1025	998	398	141	47	2024	188
I've used them to send a letter, packet or parcel	**3590**	1480	1413	426	200	55	2893	255	1492	1419	471	154	36	2911	191
	75%	**80%bcdeg**	**76%cdeg**	*64%*	*63%*	*55%*	**78%cdeg**	*61%*	**80%jkln**	**77%jkln**	**64%l**	**64%l**	*46%*	**78%jkln**	*60%*
They've delivered a letter, packet or parcel	**3834**	1475	1513	497	242	85	2989	327	1496	1510	561	180	57	3007	237
	80%	**80%c**	**82%c**	*74%*	*77%*	*84%*	**81%c**	*78%*	*80%*	**82%jn**	*76%*	*75%*	*72%*	**81%jn**	*74%*
Not used	**169**	44	42	53	17	5	86	21	52	39	55	7	9	91	16
	4%	*2%*	*2%*	**8%abf**	**5%abf**	*5%*	*2%*	**5%abf**	*3%*	*2%*	**7%him**	*3%*	**11%hikm**	*2%*	**5%im**
NET Any usage	**4648**	1799	1811	615	300	96	3610	396	1815	1813	685	233	70	3628	303
	96%	**98%cdg**	**98%cdg**	*92%*	*95%*	*95%*	**98%cdg**	*95%*	**97%jl**	**98%jln**	*93%*	**97%l**	*89%*	**98%jln**	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4839**	364	4381	94	1516	3043	280	4751	40	26	7	4817	15
Weighted Base	**4817**	335	4387	94*	1411	3133	273	4729	46**	17**	8**	4792	16**
Effective Base	**2633**	197	2386	51	821	1661	156	2580	25	14	4	2618	11
I've used them to send a letter, packet or parcel	**3590**	254	3266	71	1026	2367	198	3545	27	10	2	3582	6
	75%	*76%*	*74%*	*75%*	*73%*	*76%*	*72%*	*75%*	*59%*	*59%*	*29%*	*75%*	*35%*
They've delivered a letter, packet or parcel	**3834**	232	3547	55	1113	2535	186	3793	22	10	5	3824	5
	80%	*69%*	**81%ac**	*58%*	**79%f**	**81%f**	*68%*	*80%*	*47%*	*58%*	*59%*	*80%*	*30%*
Not used	**169**	12	151	6	45	108	16	155	2	2	2	159	7
	4%	*4%*	*3%*	*7%*	*3%*	*3%*	*6%*	*3%*	*4%*	*11%*	*28%*	*3%*	*46%*
NET Any usage	**4648**	323	4236	88	1365	3025	257	4573	44	15	6	4633	9
	96%	*96%*	*97%*	*93%*	*97%*	*97%*	*94%*	*97%*	*96%*	*89%*	*72%*	*97%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**4839**	1208	1215	1218	1198	407	396	405	401	407	407	414	396	408	396	409	393
Weighted Base	**4817**	1206	1216	1210	1185	399	402	405	400	396	420	416	381	413	391	434	360
Effective Base	**2633**	660	676	617	685	214	225	222	224	228	225	212	198	207	223	234	231
I've used them to send a letter, packet or parcel	**3590**	894	929	891	877	314	288	292	316	296	317	298	298	295	299	312	266
	75%	*74%*	*76%*	*74%*	*74%*	*79%*	*72%*	*72%*	*79%*	*75%*	*76%*	*72%*	*78%*	*71%*	*77%*	*72%*	*74%*
They've delivered a letter, packet or parcel	**3834**	995	967	952	919	337	315	343	303	333	331	330	303	319	296	340	283
	80%	***83%d***	*80%*	*79%*	*78%*	***84%hn***	*78%*	***85%hn***	*76%*	***84%hn***	*79%*	*79%*	*80%*	*77%*	*76%*	*78%*	*79%*
Not used	**169**	39	41	47	42	14	17	8	7	15	19	18	10	19	14	11	17
	4%	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*2%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*2%*	*5%*
NET Any usage	**4648**	1167	1175	1163	1143	385	384	397	392	382	401	399	371	393	377	424	343
	96%	*97%*	*97%*	*96%*	*96%*	*97%*	*96%*	*98%*	*98%*	*96%*	*96%*	*96%*	*97%*	*95%*	*96%*	*98%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**914**	-	914	565	347	32	61	166	163	236	167	89	93	329	492	256	860	50	914
Weighted Base	**882**	-**	882	546	333	42**	67*	168	162*	200	144*	100*	108*	330	443	244	791	85*	914
Effective Base	**485**	-	485	309	175	20	39	104	79	121	70	58	58	180	246	127	449	36	914
I've used them to send a letter, packet or parcel	**68**	-	68	61	7	8	14	36	6	4	-	-	22	41	4	-	53	13	45
	8%	-	*8%*	**11%d**	*2%*	*19%*	**22%hijk**	**21%hijk**	*4%*	*2%*	-	-	**21%no**	**13%no**	*1%*	-	*7%*	*15%*	*5%*
They've delivered a letter, packet or parcel	**141**	-	141	100	41	13	20	33	29	21	14	11	33	62	46	25	125	15	134
	16%	-	*16%*	*18%*	*12%*	*32%*	**30%ijk**	*20%*	*18%*	*11%*	*10%*	*11%*	**31%no**	**19%no**	*10%*	*10%*	*16%*	*17%*	*15%*
Not used	**685**	-	685	396	286	21	32	107	130	175	130	89	54	237	394	219	624	57	742
	78%	-	*78%*	*73%*	**86%c**	*51%*	*49%*	*64%*	**81%fg**	**88%fg**	**90%fg**	**89%fg**	*50%*	**72%l**	**89%lm**	**90%lm**	*79%*	*68%*	*81%*
NET Any usage	**197**	-	197	150	47	20	34	61	31	25	14	11	55	93	50	25	167	27	172
	22%	-	*22%*	**27%d**	*14%*	*49%*	**51%hijk**	**36%hijk**	*19%*	*12%*	*10%*	*11%*	**50%mno**	**28%no**	*11%*	*10%*	*21%*	*32%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**914**	252	276	171	215	528	386	439	468	102	112	246	238	155	596	102	766
Weighted Base	**882**	177	300	187	218	477	405	494	380	104*	125*	245	194	154*	564	104*	731
Effective Base	**485**	104	154	101	128	256	229	241	248	61	62	132	115	82	307	61	396
I've used them to send a letter, packet or parcel	**68**	35	7	23	3	42	26	62	5	3	1	17	4	34	23	3	57
	8%	**20%bd**	*2%*	**12%bd**	*1%*	*9%*	*6%*	**13%h**	*1%*	*3%*	*1%*	*7%*	*2%*	**22%ijkln**	*4%*	*3%*	*8%*
They've delivered a letter, packet or parcel	**141**	47	41	32	21	88	53	101	37	11	16	45	24	40	85	11	124
	16%	**26%bd**	*14%*	*17%*	*10%*	*18%*	*13%*	**20%h**	*10%*	*10%*	*13%*	*18%*	*12%*	**26%iln**	*15%*	*10%*	*17%*
Not used	**685**	103	252	136	194	356	329	342	338	90	108	188	165	86	462	90	561
	78%	*58%*	**84%ac**	**72%a**	**89%ac**	*75%*	*81%*	*69%*	**89%g**	**87%m**	**86%m**	**77%m**	**85%m**	*56%*	**82%m**	*87%*	*77%*
NET Any usage	**197**	74	47	52	24	121	76	152	42	14	17	57	28	68	102	14	170
	22%	**42%bcd**	*16%*	**28%bd**	*11%*	*25%*	*19%*	**31%h**	*11%*	*13%*	*14%*	*23%*	*15%*	**44%ijkln**	*18%*	*13%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**914**	559	355	149	457	177	170	110	51	51	46	54	53	51	52	44	55	27	150
Weighted Base	**882**	763	119*	45*	753	59*	44*	26*	41*	91*	66*	76*	87*	89*	122*	99*	82*	11**	48*
Effective Base	**485**	401	94	37	376	76	50	67	47	46	42	47	42	47	44	40	49	12	65
I've used them to send a letter, packet or parcel	**68**	59	9	6	63	3	1	1	7	11	4	4	2	7	21	5	3	-	3
	8%	*8%*	*7%*	*13%*	*8%*	*4%*	*1%*	*4%*	***17%lp***	*12%*	*6%*	*5%*	*2%*	*8%*	***17%lp***	*5%*	*4%*	-	*5%*
They've delivered a letter, packet or parcel	**141**	115	26	12	120	9	7	4	5	11	10	10	11	17	27	19	11	2	7
	16%	*15%*	*22%*	*26%*	*16%*	*15%*	*17%*	*16%*	*13%*	*12%*	*15%*	*13%*	*13%*	*20%*	*22%*	*19%*	*13%*	*15%*	*14%*
Not used	**685**	598	87	31	579	49	36	21	28	70	53	62	74	68	81	75	69	9	40
	78%	*78%*	*73%*	*68%*	*77%*	*83%*	*82%*	*80%*	*70%*	*77%*	*80%*	*82%*	*85%*	*75%*	*66%*	*76%*	*83%*	*85%*	*83%*
NET Any usage	**197**	165	32	14	174	10	8	5	12	21	13	14	13	22	41	24	14	2	8
	22%	*22%*	*27%*	*32%*	*23%*	*17%*	*18%*	*20%*	*30%*	*23%*	*20%*	*18%*	*15%*	*25%*	*34%*	*24%*	*17%*	*15%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**914**	422	328	92	49	20	750	69	408	333	118	37	15	741	52
Weighted Base	**882**	395	305	115*	46**	19**	700	64*	372	317	134*	36**	20**	689	56*
Effective Base	**485**	215	169	58	29	14	384	43	202	176	72	25	10	378	34
I've used them to send a letter, packet or parcel	**68**	29	21	12	4	3	50	6	32	17	9	2	8	49	10
	8%	*7%*	*7%*	*10%*	*8%*	*14%*	*7%*	*10%*	*9%*	*5%*	*6%*	*7%*	*40%*	*7%*	**18%lm**
They've delivered a letter, packet or parcel	**141**	52	69	14	5	1	121	6	67	46	23	4	-	113	4
	16%	*13%*	**23%a**	*12%*	*11%*	*5%*	*17%*	*10%*	*18%*	*15%*	*18%*	*11%*	-	*16%*	*7%*
Not used	**685**	320	219	93	37	15	538	52	281	254	105	29	12	536	41
	78%	**81%b**	*72%*	*80%*	*80%*	*81%*	*77%*	*81%*	*76%*	*80%*	*78%*	*82%*	*60%*	*78%*	*74%*
NET Any usage	**197**	75	87	22	9	4	162	13	91	63	29	6	8	154	14
	22%	*19%*	**28%a**	*20%*	*20%*	*19%*	*23%*	*19%*	*24%*	*20%*	*22%*	*18%*	*40%*	*22%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**914**	88	816	10	314	557	43	907	3	2	-	912	2
Weighted Base	**882**	82*	785	14**	298	541	43**	875	3**	3**	-**	880	2**
Effective Base	**485**	46	432	7	163	303	20	480	2	2	-	484	2
I've used them to send a letter, packet or parcel	**68**	17	51	-	33	29	6	65	2	-	-	67	1
	8%	**20%b**	*6%*	-	**11%e**	*5%*	*14%*	*7%*	*93%*	-	-	*8%*	*31%*
They've delivered a letter, packet or parcel	**141**	19	118	4	55	78	8	140	-	1	-	141	-
	16%	*23%*	*15%*	*26%*	*18%*	*14%*	*18%*	*16%*	-	*38%*	-	*16%*	-
Not used	**685**	48	626	10	215	440	30	682	*	2	-	683	1
	78%	*58%*	**80%a**	*74%*	*72%*	**81%d**	*70%*	*78%*	*7%*	*62%*	-	*78%*	*69%*
NET Any usage	**197**	34	159	4	83	101	13	193	2	1	-	196	1
	22%	**42%b**	*20%*	*26%*	**28%e**	*19%*	*30%*	*22%*	*93%*	*38%*	-	*22%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**914**	196	239	239	240	73	63	60	86	89	64	85	72	82	80	66	94
Weighted Base	**882**	192*	229	251	211	53*	62*	77*	92*	78*	59*	91*	74*	85*	66*	60*	85*
Effective Base	**485**	98	132	128	131	34	33	34	49	48	35	50	38	40	43	34	54
I've used them to send a letter, packet or parcel	**68**	11	4	23	29	2	3	7	1	1	3	2	16	6	7	8	14
	8%	*6%*	*2%*	**9%b**	**14%ab**	*3%*	*4%*	*9%*	*1%*	*1%*	*5%*	*2%*	**21%efhijk**	*7%*	**11%h**	**13%hik**	**17%hik**
They've delivered a letter, packet or parcel	**141**	28	41	36	36	8	9	10	17	11	13	10	11	15	13	7	16
	16%	*14%*	*18%*	*14%*	*17%*	*16%*	*15%*	*13%*	*19%*	*14%*	*22%*	*11%*	*15%*	*18%*	*19%*	*12%*	*19%*
Not used	**685**	153	184	194	153	43	50	60	74	67	43	80	51	64	48	45	60
	78%	*80%*	*81%*	*78%*	*73%*	*81%*	*81%*	*78%*	*81%*	*85%*	*74%*	**88%dp**	*68%*	*75%*	*73%*	*75%*	*71%*
NET Any usage	**197**	39	45	56	58	10	12	17	18	11	15	11	24	21	18	15	25
	22%	*20%*	*19%*	*22%*	*27%*	*19%*	*19%*	*22%*	*19%*	*15%*	*26%*	*12%*	**32%k**	*25%*	*27%*	*25%*	**29%k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1438**	-	1438	559	876	134	209	356	252	258	146	83	343	608	487	229	1342	86	1438
Weighted Base	**1449**	-**	1449	565	880	154*	213	352	247	244	143*	97*	366	600	483	240	1293	146*	1438
Effective Base	**810**	-	810	329	479	87	124	214	129	138	66	57	211	341	258	121	733	72	1438
I've used them to send a letter, packet or parcel	**332**	-	332	124	208	51	50	96	41	47	28	18	101	137	93	46	295	33	354
	23%	-	*23%*	*22%*	*24%*	**33%hl**	*24%*	**27%h**	*17%*	*19%*	*20%*	*19%*	**28%n**	*23%*	*19%*	*19%*	*23%*	*23%*	*25%*
They've delivered a letter, packet or parcel	**416**	-	416	143	272	55	73	113	81	59	20	15	127	194	94	35	358	56	435
	29%	-	*29%*	*25%*	*31%*	**36%jk**	**34%jk**	**32%jk**	**33%jk**	*24%*	*14%*	*15%*	**35%no**	**32%no**	*20%*	*15%*	*28%*	*38%*	*30%*
Not used	**816**	-	816	330	482	67	108	175	145	153	99	68	176	320	320	167	742	67	779
	56%	-	*56%*	*58%*	*55%*	*44%*	*51%*	*50%*	**58%e**	**63%eg**	**69%efg**	**70%efg**	*48%*	*53%*	**66%lm**	**70%lm**	*57%*	*46%*	*54%*
NET Any usage	**633**	-	633	235	398	86	104	177	103	91	44	29	191	280	163	72	550	79	659
	44%	-	*44%*	*42%*	*45%*	**56%hijk**	**49%jk**	**50%ijk**	*42%*	*37%*	*31%*	*30%*	**52%no**	**47%no**	*34%*	*30%*	*43%*	*54%*	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1438	291	470	301	376	761	677	793	632	167	185	397	371	222	953	169	1199
Weighted Base	1449	234	487	338	391	721	728	917	520	172	184	411	390	212	986	173	1218
Effective Base	810	119	282	176	236	400	410	460	363	104	114	219	219	107	551	104	668
I've used them to send a letter, packet or parcel	332	88	102	89	53	189	142	223	105	33	36	87	94	64	216	33	281
	23%	**38%bcd**	**21%d**	**26%d**	*14%*	**26%f**	*20%*	*24%*	*20%*	*19%*	*19%*	*21%*	*24%*	*30%*	*22%*	*19%*	*23%*
They've delivered a letter, packet or parcel	416	84	159	79	94	242	173	295	117	42	38	99	139	80	276	42	364
	29%	**36%cd**	**33%cd**	*23%*	*24%*	**34%f**	*24%*	**32%h**	*23%*	*24%*	*21%*	*24%*	**36%ijkn**	**38%ijkn**	*28%*	*24%*	*30%*
Not used	816	90	270	189	267	360	456	475	335	115	125	246	193	88	564	115	665
	56%	*39%*	**55%a**	**56%a**	**68%abc**	*50%*	**63%e**	*52%*	**64%g**	**67%lm**	**68%lmn**	**60%lm**	*50%*	*41%*	**57%m**	**67%p**	*55%*
NET Any usage	633	144	218	149	124	361	272	442	186	58	60	165	197	124	422	58	553
	44%	**61%bcd**	**45%d**	**44%d**	*32%*	**50%f**	*37%*	**48%h**	*36%*	*33%*	*32%*	*40%*	**50%ijk**	**59%ijkn**	**43%j**	*33%*	**45%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1438**	946	492	206	741	284	222	191	84	85	75	87	95	83	80	85	67	42	242
Weighted Base	**1449**	1266	183	68*	1231	115	63*	40	72*	165*	111*	120*	141*	151*	185*	186*	101*	20**	95
Effective Base	**810**	684	135	50	624	134	80	114	77	78	68	79	77	72	72	79	62	21	113
I've used them to send a letter, packet or parcel	**332**	295	36	9	270	33	16	13	15	27	17	11	31	37	57	53	23	6	27
	23%	*23%*	*20%*	*13%*	*22%*	*29%*	*25%*	**32%d**	**21%k**	*17%*	*15%*	*9%*	**22%k**	**25%k**	**31%ijk**	**28%k**	**23%k**	*29%*	**29%ijk**
They've delivered a letter, packet or parcel	**416**	357	59	18	345	35	20	16	25	32	26	34	45	35	64	47	37	5	30
	29%	*28%*	*32%*	*26%*	*28%*	*30%*	*31%*	**40%d**	**35%l**	*20%*	*23%*	*28%*	*32%*	*23%*	**34%l**	*25%*	**37%l**	*27%*	*31%*
Not used	**816**	714	102	46	709	56	32	19	37	115	79	77	81	86	80	102	52	9	47
	56%	*56%*	*55%*	*67%*	**58%g**	*49%*	*51%*	*47%*	*51%*	**70%hnpr**	**71%hnpr**	**64%n**	*57%*	*57%*	*43%*	*55%*	*52%*	*45%*	*50%*
NET Any usage	**633**	552	82	23	523	59	31	21	36	49	33	43	60	64	105	83	49	11	48
	44%	*44%*	*45%*	*33%*	*42%*	*51%*	*49%*	**53%d**	**49%ij**	*30%*	*29%*	*36%*	*43%*	*43%*	**57%ijk**	*45%*	**48%ij**	*55%*	**50%ij**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1438**	570	542	177	97	42	1112	139	593	570	184	57	22	1163	79
Weighted Base	**1449**	572	516	213	92*	45**	1088	137*	594	559	208	58*	18**	1153	76*
Effective Base	**810**	317	297	111	54	27	614	80	330	313	113	34	12	643	47
I've used them to send a letter, packet or parcel	**332**	140	126	30	23	7	267	30	156	127	34	10	3	283	13
	23%	***25%c***	***24%c***	*14%*	*25%*	*16%*	***25%c***	*22%*	***26%j***	*23%*	*16%*	*18%*	*17%*	*25%*	*18%*
They've delivered a letter, packet or parcel	**416**	153	167	50	22	20	319	43	181	167	52	13	3	348	16
	29%	*27%*	*32%*	*24%*	*24%*	*45%*	*29%*	*31%*	*30%*	*30%*	*25%*	*22%*	*18%*	*30%*	*21%*
Not used	**816**	329	263	140	55	23	592	78	324	302	128	38	14	626	51
	56%	*58%*	*51%*	***66%bf***	*59%*	*51%*	*54%*	*57%*	*55%*	*54%*	*62%*	*65%*	*75%*	*54%*	*67%*
NET Any usage	**633**	243	253	73	38	22	496	59	270	257	80	20	5	527	25
	44%	*42%*	***49%c***	*34%*	*41%*	*49%*	***46%c***	*43%*	*45%*	*46%*	*38%*	*35%*	*25%*	*46%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1438**	118	1293	27	480	895	63	1421	10	1	2	1432	4
Weighted Base	**1449**	109*	1316	24**	471	921	57*	1431	13**	1**	***	1444	5**
Effective Base	**810**	63	733	14	274	501	36	798	8	1	2	807	4
I've used them to send a letter, packet or parcel	**332**	36	293	3	114	204	14	327	3	-	-	330	1
	23%	*33%*	*22%*	*14%*	*24%*	*22%*	*24%*	*23%*	*24%*	-	-	*23%*	*31%*
They've delivered a letter, packet or parcel	**416**	31	381	4	122	271	23	409	6	-	*	416	-
	29%	*28%*	*29%*	*15%*	*26%*	*29%*	*39%*	*29%*	*49%*	-	*41%*	*29%*	-
Not used	**816**	52	747	17	266	524	26	809	3	1	*	813	3
	56%	*48%*	*57%*	*71%*	*56%*	*57%*	*45%*	*57%*	*26%*	*100%*	*59%*	*56%*	*69%*
NET Any usage	**633**	57	569	7	205	396	32	623	9	-	*	632	1
	44%	*52%*	*43%*	*29%*	*44%*	*43%*	*55%*	*43%*	*74%*	-	*41%*	*44%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1438**	344	361	372	361	125	117	102	133	119	109	120	121	131	132	115	114
Weighted Base	**1449**	361	356	380	352	130*	133*	99*	132*	107*	117*	116*	123*	140*	127*	111*	115*
Effective Base	**810**	197	193	206	216	63	72	65	74	61	58	66	64	76	78	66	72
I've used them to send a letter, packet or parcel	**332**	75	100	81	75	26	31	18	38	24	37	22	28	31	29	26	20
	23%	*21%*	*28%*	*21%*	*21%*	*20%*	*24%*	*18%*	*29%*	*23%*	*32%*	*19%*	*22%*	*22%*	*23%*	*24%*	*17%*
They've delivered a letter, packet or parcel	**416**	107	112	88	109	30	44	33	50	30	32	33	26	28	30	41	38
	29%	*30%*	*31%*	*23%*	*31%*	*23%*	*33%*	*34%*	**38%lm**	*28%*	*27%*	*29%*	*21%*	*20%*	*24%*	**37%lm**	*33%*
Not used	**816**	211	178	235	192	87	69	54	60	58	60	68	77	90	73	53	66
	56%	*58%*	*50%*	**62%b**	*55%*	**67%hq**	*52%*	*55%*	*45%*	*54%*	*51%*	*59%*	*62%*	**64%h**	*58%*	*48%*	*58%*
NET Any usage	**633**	150	178	145	160	43	63	44	72	49	57	48	47	50	54	57	49
	44%	*42%*	**50%c**	*38%*	*45%*	*33%*	*48%*	*45%*	**55%em**	*46%*	*49%*	*41%*	*38%*	*36%*	*42%*	**52%e**	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4218**	-	4218	2024	2186	346	438	769	596	939	679	451	784	1365	2069	1130	3982	209	4218
Weighted Base	**4132**	-**	4132	1979	2142	372	433	775	612	852	590	498	805	1387	1940	1088	3773	330	4218
Effective Base	**2276**	-	2276	1117	1153	210	251	463	312	487	288	276	461	771	1046	561	2115	153	4218
I've used them to send a letter, packet or parcel	**361**	-	361	252	109	63	65	112	63	34	9	16	128	174	59	24	283	74	306
	9%	-	*9%*	**13%d**	*5%*	**17%hijk**	**15%ijk**	**14%ijk**	**10%ijk**	**4%j**	*1%*	*3%*	**16%no**	**13%no**	*3%*	*2%*	*7%*	**22%p**	*7%*
They've delivered a letter, packet or parcel	**2178**	-	2178	1028	1144	214	248	409	325	488	285	209	462	735	981	494	1989	179	2379
	53%	-	*53%*	*52%*	*53%*	**58%jk**	**57%jk**	**53%k**	**53%k**	**57%jk**	*48%*	*42%*	**57%no**	**53%o**	**51%o**	*45%*	*53%*	*54%*	*56%*
Not used	**1745**	-	1745	799	941	124	146	299	246	350	300	281	270	545	931	581	1617	110	1685
	42%	-	*42%*	*40%*	*44%*	*33%*	*34%*	*39%*	*40%*	*41%*	**51%efghi**	**56%efghi**	*33%*	**39%l**	**48%lm**	**53%lmn**	**43%q**	*33%*	*40%*
NET Any usage	**2387**	-	2387	1180	1201	248	287	476	366	502	290	217	536	842	1009	506	2156	220	2533
	58%	-	*58%*	*60%*	*56%*	**67%jk**	**66%jk**	**61%jk**	**60%jk**	**59%jk**	*49%*	*44%*	**67%mno**	**61%no**	**52%o**	*47%*	*57%*	**67%p**	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4218	1070	1347	803	998	2417	1801	2034	2123	493	560	1111	1060	677	2731	500	3479
Weighted Base	4132	809	1439	888	996	2248	1884	2344	1731	498	557	1138	971	687	2666	504	3404
Effective Base	2276	448	772	462	600	1220	1057	1164	1111	293	318	604	551	353	1472	297	1853
I've used them to send a letter, packet or parcel	361	122	104	76	58	226	135	286	72	34	27	76	86	121	189	34	314
	9%	15%bcd	7%	9%	6%	10%f	7%	12%h	4%	7%	5%	7%	9%j	18%ijkln	7%	7%	9%
They've delivered a letter, packet or parcel	2178	507	774	451	446	1281	897	1318	827	202	229	587	573	452	1389	205	1875
	53%	63%bcd	54%d	51%	45%	57%f	48%	56%h	48%	41%	41%	52%ij	59%ijkn	66%ijkln	52%ij	41%	55%o
Not used	1745	230	610	387	519	840	905	863	861	270	311	509	352	167	1172	274	1354
	42%	28%	42%a	44%a	52%abc	37%	48%e	37%	50%g	54%klmn	56%klmn	45%lm	36%m	24%	44%lm	54%p	40%
NET Any usage	2387	580	829	501	477	1408	978	1481	870	228	246	629	619	520	1494	230	2050
	58%	72%bcd	58%d	56%d	48%	63%f	52%	63%h	50%	46%	44%	55%ij	64%ijkn	76%ijkln	56%ij	46%	60%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4218	2625	1593	695	2028	927	749	514	196	235	225	213	239	237	195	242	246	149	778
Weighted Base	4132	3510	623	205	3435	374	208	116	163	461	346	303	361	413	455	560	374	58*	316
Effective Base	2276	1869	425	171	1699	377	304	294	179	214	196	188	198	210	175	221	221	65	312
I've used them to send a letter, packet or parcel	361 9%	321 9%	40 6%	18 9%	316 9%	25 7%	13 6%	7 6%	10 6%	63 14%hjlpr	15 4%	29 10%j	24 7%	33 8%	67 15%hjlmpr	51 9%	24 6%	5 8%	21 7%
They've delivered a letter, packet or parcel	2178 53%	1817 52%	361 58%a	125 61%a	1763 51%	223 60%d	124 60%d	69 59%d	97 60%ik	214 46%	181 52%	131 43%	204 57%ik	219 53%	230 51%	282 50%	205 55%k	31 53%	192 61%kno
Not used	1745 42%	1502 43%	243 39%	73 36%	1485 43%e	137 37%	79 38%	44 38%	60 36%	203 44%	159 46%r	152 50%hlnr	144 40%	177 43%	180 40%	252 45%r	159 43%	24 42%	112 36%
NET Any usage	2387 58%	2007 57%	380 61%	132 64%	1950 57%	237 63%d	128 62%	71 62%	104 64%k	258 56%	187 54%	151 50%	217 60%k	236 57%	275 60%k	308 55%	215 57%	34 58%	203 64%jko

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4218**	1695	1634	486	290	90	3329	380	1759	1625	559	180	63	3384	243
Weighted Base	**4132**	1637	1608	513	261	88*	3245	349	1656	1594	609	176	62*	3250	238
Effective Base	**2276**	894	871	282	164	54	1766	218	906	871	333	109	37	1777	147
I've used them to send a letter, packet or parcel	**361**	125	139	46	35	13	264	48	160	121	56	14	10	280	24
	9%	*8%*	*9%*	*9%*	**14%abf**	*15%*	*8%*	**14%abf**	*10%*	*8%*	*9%*	*8%*	**17%l**	*9%*	*10%*
They've delivered a letter, packet or parcel	**2178**	852	861	265	138	54	1713	192	920	848	291	91	22	1768	112
	53%	*52%*	*54%*	*52%*	*53%*	*61%*	*53%*	*55%*	**56%jl**	**53%l**	*48%*	*52%*	*35%*	**54%jl**	*47%*
Not used	**1745**	716	660	217	105	30	1376	135	655	670	282	78	33	1325	111
	42%	*44%*	*41%*	*42%*	*40%*	*34%*	*42%*	*39%*	*40%*	*42%*	**46%h**	*44%*	*52%*	*41%*	*46%*
NET Any usage	**2387**	922	948	296	156	58	1870	214	1001	924	327	98	30	1925	128
	58%	*56%*	*59%*	*58%*	*60%*	*66%*	*58%*	*61%*	**60%j**	*58%*	*54%*	*56%*	*48%*	*59%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4218**	290	3855	73	1298	2715	205	4160	26	19	5	4205	8
Weighted Base	**4132**	268	3793	71*	1230	2716	186	4078	28**	16**	5**	4122	6**
Effective Base	**2276**	158	2079	39	705	1464	108	2242	17	10	3	2269	5
I've used them to send a letter, packet or parcel	**361**	41	311	8	116	222	22	342	13	4	1	360	-
	9%	***15%b***	*8%*	*12%*	*9%*	*8%*	*12%*	*8%*	*48%*	*25%*	*25%*	*9%*	-
They've delivered a letter, packet or parcel	**2178**	145	2003	29	618	1457	103	2163	8	4	1	2175	2
	53%	*54%*	*53%*	*41%*	*50%*	*54%*	*55%*	*53%*	*28%*	*25%*	*28%*	*53%*	*28%*
Not used	**1745**	93	1615	37	530	1150	65	1723	7	8	4	1738	4
	42%	*35%*	*43%*	*52%*	*43%*	*42%*	*35%*	*42%*	*24%*	*50%*	*72%*	*42%*	*72%*
NET Any usage	**2387**	174	2178	34	701	1565	121	2355	21	8	1	2384	2
	58%	*65%*	*57%*	*48%*	*57%*	*58%*	*65%*	*58%*	*76%*	*50%*	*28%*	*58%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**4218**	1040	1085	1064	1029	361	337	342	370	364	351	370	350	344	342	341	346
Weighted Base	**4132**	1025	1053	1035	1019	344	340	341	369	344	340	362	330	343	340	353	325
Effective Base	**2276**	559	586	541	593	180	190	190	203	199	184	188	176	178	192	196	207
I've used them to send a letter, packet or parcel	**361**	67	91	92	111	22	22	22	32	18	41	27	38	27	36	27	48
	9%	*7%*	*9%*	*9%*	**11%a**	*6%*	*7%*	*7%*	*9%*	*5%*	**12%i**	*8%*	**11%i**	*8%*	*10%*	*8%*	**15%efghikmo**
They've delivered a letter, packet or parcel	**2178**	569	526	566	517	182	192	195	217	167	142	218	169	179	166	202	149
	53%	*55%*	*50%*	*55%*	*51%*	**53%j**	**57%jp**	**57%jp**	**59%jnp**	*48%*	*42%*	**60%ljnp**	*51%*	**52%j**	*49%*	**57%jp**	*46%*
Not used	**1745**	414	479	421	431	146	136	133	135	169	175	134	136	151	144	140	147
	42%	*40%*	*46%*	*41%*	*42%*	*42%*	*40%*	*39%*	*37%*	**49%ghk**	**51%ghko**	*37%*	*41%*	*44%*	*42%*	*40%*	*45%*
NET Any usage	**2387**	611	574	614	588	198	204	208	234	175	165	228	194	192	196	213	178
	58%	*60%*	*54%*	*59%*	*58%*	*58%*	**60%j**	**61%lj**	**63%lj**	*51%*	*49%*	**63%lj**	*59%*	*56%*	*58%*	**60%j**	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4100**	-	4100	1960	2130	407	413	731	572	896	645	436	820	1303	1977	1081	3873	200	4100
Weighted Base	**4020**	-**	4020	1905	2103	417	410	749	588	806	580	470	826	1337	1856	1050	3676	313	4100
Effective Base	**2214**	-	2214	1075	1132	239	238	444	301	461	280	262	477	741	997	539	2060	145	4100
I've used them to send a letter, packet or parcel	**266**	-	266	193	72	61	49	80	34	23	13	5	110	115	41	18	217	49	204
	7%	-	*7%*	**10%d**	*3%*	**15%hijk**	**12%hijk**	**11%hijk**	**6%ijk**	*3%*	*2%*	*1%*	**13%mno**	**9%no**	*2%*	*2%*	*6%*	**16%p**	*5%*
They've delivered a letter, packet or parcel	**1241**	-	1241	660	578	167	158	238	198	261	117	103	325	435	481	220	1119	112	1380
	31%	-	*31%*	**35%d**	*27%*	**40%gijk**	**39%jk**	**32%jk**	**34%jk**	**32%jk**	*20%*	*22%*	**39%mno**	**33%no**	**26%o**	*21%*	*30%*	*36%*	*34%*
Not used	**2614**	-	2614	1131	1474	211	216	461	369	537	454	365	427	830	1357	820	2425	168	2604
	65%	-	*65%*	*59%*	**70%c**	*51%*	*53%*	**61%ef**	**63%ef**	**67%ef**	**78%efghi**	**78%efghi**	*52%*	**62%l**	**73%lm**	**78%lmn**	**66%q**	*54%*	*64%*
NET Any usage	**1406**	-	1406	774	629	206	194	289	219	269	126	104	400	507	499	230	1251	145	1496
	35%	-	*35%*	**41%d**	*30%*	**49%ghijk**	**47%ghijk**	**39%jk**	**37%jk**	**33%jk**	*22%*	*22%*	**48%mno**	**38%no**	**27%o**	*22%*	*34%*	**46%p**	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4100	1037	1308	767	988	2345	1755	1952	2100	495	540	1059	1032	643	2631	501	3345
Weighted Base	4020	773	1407	850	991	2179	1840	2255	1717	485	544	1101	953	651	2598	489	3300
Effective Base	2214	429	757	440	594	1185	1029	1120	1101	290	312	580	538	333	1427	293	1790
I've used them to send a letter, packet or parcel	266	120	65	60	21	185	81	233	33	14	18	47	64	104	129	14	236
	7%	16%bcd	5%d	7%d	2%	8%f	4%	10%h	2%	3%	3%	4%	7%ij	16%ijkln	5%	3%	7%o
They've delivered a letter, packet or parcel	1241	323	395	271	253	718	523	762	462	117	127	312	321	285	760	117	1064
	31%	42%bcd	28%	32%d	26%	33%f	28%	34%h	27%	24%	23%	28%	34%ij	44%ijkln	29%j	24%	32%o
Not used	2614	380	973	536	725	1353	1261	1354	1230	364	401	765	594	297	1760	367	2087
	65%	49%	69%ac	63%a	73%ac	62%	69%e	60%	72%g	75%lmn	74%lmn	70%lm	62%m	46%	68%lm	75%p	63%
NET Any usage	1406	393	434	314	266	827	579	901	487	122	144	336	359	354	838	122	1214
	35%	51%bcd	31%	37%bd	27%	38%f	31%	40%h	28%	25%	26%	30%	38%ijkn	54%ijkln	32%ij	25%	37%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 264

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4100**	2564	1536	667	1985	906	725	484	194	223	224	207	237	227	195	241	237	145	761
Weighted Base	**4020**	3421	599	191	3352	362	198	108	159	437	336	294	357	397	453	558	362	55*	306
Effective Base	**2214**	1823	407	161	1660	367	293	283	178	203	197	184	195	201	174	220	213	62	306
I've used them to send a letter, packet or parcel	**266**	243	22	12	236	17	8	5	8	37	18	23	22	20	57	29	20	1	17
	7%	**7%b**	*4%*	*6%*	**7%f**	*5%*	*4%*	*5%*	*5%*	*9%*	*6%*	*8%*	*6%*	*5%*	**13%hjlmopqr**	*5%*	*5%*	*1%*	*5%*
They've delivered a letter, packet or parcel	**1241**	1042	200	69	1001	128	73	39	60	99	103	79	90	139	133	181	118	18	110
	31%	*30%*	*33%*	*36%*	*30%*	**35%d**	**37%d**	**36%d**	**38%ikl**	*23%*	*31%*	*27%*	*25%*	**35%il**	*29%*	**32%i**	**33%i**	*33%*	**36%ik**
Not used	**2614**	2223	391	119	2201	225	121	67	93	310	219	198	252	244	282	368	233	37	188
	65%	*65%*	*65%*	*62%*	*66%*	*62%*	*61%*	*62%*	*59%*	**71%hmr**	*65%*	*67%*	**71%hr**	*62%*	*62%*	*66%*	*65%*	*66%*	*61%*
NET Any usage	**1406**	1198	208	73	1151	137	77	41	66	127	116	96	105	152	171	190	128	19	118
	35%	*35%*	*35%*	*38%*	*34%*	*38%*	*39%*	*38%*	**41%il**	*29%*	*35%*	*33%*	*29%*	**38%i**	*38%*	*34%*	*35%*	*34%*	**39%il**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4100**	1632	1607	471	277	93	3239	370	1714	1591	525	181	62	3305	243
Weighted Base	**4020**	1597	1564	501	243	90*	3161	333	1618	1555	567	186	64*	3173	250
Effective Base	**2214**	869	853	273	153	54	1722	208	889	849	309	111	38	1738	149
I've used them to send a letter, packet or parcel	**266**	123	83	44	10	6	206	16	130	88	30	12	5	218	18
	7%	***8%b***	*5%*	***9%b***	*4%*	*7%*	*7%*	*5%*	*8%*	*6%*	*5%*	*7%*	*8%*	*7%*	*7%*
They've delivered a letter, packet or parcel	**1241**	448	526	143	81	40	974	121	512	492	161	53	21	1004	74
	31%	*28%*	***34%a***	*28%*	*33%*	***44%acf***	*31%*	***36%a***	*32%*	*32%*	*28%*	*28%*	*33%*	*32%*	*30%*
Not used	**2614**	1072	993	328	155	46	2065	201	1030	1010	384	121	41	2040	161
	65%	***67%e***	*63%*	***65%e***	*64%*	*51%*	***65%e***	*60%*	*64%*	*65%*	*68%*	*65%*	*63%*	*64%*	*65%*
NET Any usage	**1406**	526	571	173	88	44	1097	132	588	544	182	65	24	1133	88
	35%	*33%*	*37%*	*35%*	*36%*	***49%acf***	*35%*	*40%*	*36%*	*35%*	*32%*	*35%*	*37%*	*36%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4100	280	3751	69	1288	2614	198	4050	17	25	5	4092	3
Weighted Base	4020	256	3701	63*	1198	2628	194	3978	14**	21**	5**	4013	2**
Effective Base	2214	150	2028	36	691	1419	106	2186	10	14	3	2209	2
I've used them to send a letter, packet or parcel	266	42	221	2	103	131	31	251	7	7	-	265	*
	7%	**17%b**	*6%*	*4%*	**9%e**	*5%*	**16%de**	*6%*	*50%*	*33%*	-	*7%*	*13%*
They've delivered a letter, packet or parcel	1241	86	1141	15	351	822	68	1233	4	4	-	1241	1
	31%	*34%*	*31%*	*23%*	*29%*	*31%*	*35%*	*31%*	*26%*	*18%*	-	*31%*	*30%*
Not used	2614	136	2431	47	769	1735	110	2594	3	11	5	2608	1
	65%	*53%*	**66%a**	**75%a**	*64%*	**66%f**	*57%*	*65%*	*24%*	*50%*	*100%*	*65%*	*57%*
NET Any usage	1406	120	1270	16	429	893	84	1384	11	10	-	1405	1
	35%	**47%bc**	*34%*	*25%*	*36%*	*34%*	**43%e**	*35%*	*76%*	*50%*	-	*35%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 264

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**4100**	999	1073	1037	991	349	328	322	362	361	350	355	340	342	319	341	331
Weighted Base	**4020**	979	1053	1022	965	330	339	310	367	348	339	351	321	351	303	353	309
Effective Base	**2214**	536	584	532	565	176	187	173	202	200	183	181	171	181	175	195	198
I've used them to send a letter, packet or parcel	**266**	47	52	80	87	20	12	14	16	11	25	20	31	28	27	31	29
	7%	*5%*	*5%*	**8%a**	**9%ab**	*6%*	*4%*	*5%*	*4%*	*3%*	*7%*	*6%*	**10%fhi**	**8%i**	**9%fi**	**9%fi**	**9%fhi**
They've delivered a letter, packet or parcel	**1241**	325	340	287	290	94	110	121	134	115	90	132	76	79	87	109	94
	31%	*33%*	*32%*	*28%*	*30%*	*28%*	**32%m**	**39%ejmn**	**37%jlm**	**33%lm**	*27%*	**38%jlm**	*24%*	*23%*	*29%*	*31%*	*30%*
Not used	**2614**	624	690	684	616	222	220	182	226	226	238	215	223	245	194	225	196
	65%	*64%*	*66%*	*67%*	*64%*	*67%*	*65%*	*59%*	*62%*	*65%*	**70%g**	*61%*	**70%g**	**70%g**	*64%*	*64%*	*63%*
NET Any usage	**1406**	355	363	339	349	108	119	128	141	122	101	136	97	105	108	128	113
	35%	*36%*	*34%*	*33%*	*36%*	*33%*	*35%*	**41%jlm**	*38%*	*35%*	*30%*	*39%*	*30%*	*30%*	*36%*	*36%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4379**	-	4379	1992	2378	422	447	763	613	969	697	468	869	1376	2134	1165	4146	202	4379
Weighted Base	**4211**	-**	4211	1891	2310	424	434	748	616	867	611	512	858	1364	1990	1123	3857	318	4379
Effective Base	**2332**	-	2332	1080	1247	249	252	445	321	496	296	285	501	762	1071	578	2175	146	4379
I've used them to send a letter, packet or parcel	**948**	-	948	409	539	134	126	189	147	159	106	87	260	335	352	194	835	107	970
	23%	-	*23%*	*22%*	*23%*	**32%hijk**	**29%ijk**	**25%ijk**	**24%jk**	*18%*	*17%*	*17%*	**30%mno**	**25%no**	*18%*	*17%*	*22%*	**34%p**	*22%*
They've delivered a letter, packet or parcel	**3212**	-	3212	1328	1874	297	340	563	451	687	480	394	637	1014	1561	874	2964	225	3487
	76%	-	*76%*	*70%*	**81%c**	*70%*	**78%e**	*75%*	*73%*	**79%eh**	**79%e**	*77%*	*74%*	*74%*	**78%m**	*78%*	*77%*	*71%*	*80%*
Not used	**765**	-	765	438	327	79	64	130	120	151	114	106	144	250	371	221	711	40	685
	18%	-	*18%*	**23%d**	*14%*	*19%*	*15%*	*17%*	*19%*	*17%*	*19%*	*21%*	*17%*	*18%*	*19%*	*20%*	*18%*	*12%*	*16%*
NET Any usage	**3447**	-	3447	1454	1982	344	370	618	496	716	497	406	714	1114	1619	903	3146	278	3694
	82%	-	*82%*	*77%*	**86%c**	*81%*	*85%*	*83%*	*81%*	*83%*	*81%*	*79%*	*83%*	*82%*	*81%*	*80%*	*82%*	*88%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4379	1063	1388	854	1074	2451	1928	2071	2244	535	594	1164	1091	640	2849	543	3567
Weighted Base	4211	757	1469	924	1062	2226	1985	2340	1809	522	586	1188	996	607	2770	529	3434
Effective Base	2332	428	784	489	638	1211	1122	1165	1163	311	337	626	561	319	1522	316	1874
I've used them to send a letter, packet or parcel	948	178	339	231	200	518	430	635	302	93	122	262	257	144	640	96	798
	23%	*24%*	**23%d**	**25%d**	*19%*	*23%*	*22%*	**27%h**	*17%*	*18%*	*21%*	*22%*	**26%l**	*24%*	**23%l**	*18%*	**23%o**
They've delivered a letter, packet or parcel	3212	579	1183	684	766	1762	1450	1747	1423	372	460	935	736	481	2131	378	2657
	76%	*76%*	**81%cd**	*74%*	*72%*	**79%f**	*73%*	*75%*	**79%g**	*71%*	**78%l**	**79%l**	*74%*	**79%l**	**77%l**	*71%*	**77%o**
Not used	765	119	214	189	243	333	432	414	333	131	99	194	202	79	496	132	583
	18%	*16%*	*15%*	**20%b**	**23%ab**	*15%*	**22%e**	*18%*	*18%*	**25%jkmn**	*17%*	*16%*	**20%m**	*13%*	**18%m**	**25%p**	*17%*
NET Any usage	3447	638	1255	735	819	1893	1554	1926	1475	391	487	994	794	528	2274	397	2851
	82%	**84%d**	**85%cd**	*80%*	*77%*	**85%f**	*78%*	*82%*	*82%*	*75%*	**83%l**	**84%l**	*80%*	**87%lln**	**82%l**	*75%*	**83%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4379	2702	1677	729	2075	971	797	536	215	224	229	220	255	239	184	255	254	160	811
Weighted Base	4211	3562	649	213	3487	380	224	121	180	438	354	312	378	417	422	598	389	60*	320
Effective Base	2332	1907	443	178	1728	389	330	298	195	204	197	194	211	212	163	233	224	68	322
I've used them to send a letter, packet or parcel	948	805	142	41	794	84	45	25	39	72	81	59	106	88	122	139	88	6	77
	23%	23%	22%	19%	23%	22%	20%	21%	22%ci	16%	23%q	19%	28%ikq	21%	29%ikq	23%q	23%q	10%	24%iq
They've delivered a letter, packet or parcel	3212	2698	514	165	2616	320	180	96	136	296	282	224	289	340	291	437	322	49	270
	76%	76%	79%	77%	75%	84%d	81%d	79%	76%	68%	80%in	72%	76%i	81%ikno	69%	73%	83%ikno	82%in	84%hiklno
Not used	765	664	101	37	666	45	35	19	34	119	55	66	58	64	90	130	52	7	37
	18%	19%	16%	17%	19%e	12%	16%	16%	19%r	27%lmpqr	16%	21%pr	15%	15%	21%pr	22%pr	13%	12%	12%
NET Any usage	3447	2899	548	177	2820	336	188	102	146	319	298	246	320	354	332	468	337	52	283
	82%	81%	84%	83%	81%	88%d	84%	84%	81%	73%	84%i	79%	85%i	85%i	79%	78%	87%ikno	88%i	88%hiklno

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4379**	1718	1704	525	304	101	3422	405	1795	1710	574	196	69	3505	265
Weighted Base	**4211**	1638	1634	550	266	94*	3273	360	1651	1645	607	205	68*	3295	272
Effective Base	**2332**	901	897	294	170	57	1798	226	921	896	330	122	41	1816	163
I've used them to send a letter, packet or parcel	**948**	328	377	155	56	27	704	83	359	380	132	57	16	739	73
	23%	*20%*	*23%*	**28%af**	*21%*	*28%*	*22%*	*23%*	*22%*	*23%*	*22%*	*28%*	*24%*	*22%*	*27%*
They've delivered a letter, packet or parcel	**3212**	1276	1250	394	205	69	2526	274	1288	1271	435	157	36	2559	193
	76%	**78%c**	*77%*	*72%*	*77%*	*73%*	**77%c**	*76%*	**78%jln**	**77%jl**	**72%l**	**77%l**	*54%*	**78%jl**	**71%l**
Not used	**765**	283	288	121	48	15	571	63	271	286	135	37	24	557	62
	18%	*17%*	*18%*	*22%*	*18%*	*16%*	*17%*	*18%*	*16%*	*17%*	**22%hm**	*18%*	**36%hikm**	*17%*	*23%*
NET Any usage	**3447**	1355	1346	429	217	79	2701	297	1380	1359	472	167	44	2738	211
	82%	*83%*	*82%*	*78%*	*82%*	*84%*	*83%*	*82%*	**84%jl**	**83%l**	*78%*	**82%l**	*64%*	**83%jl**	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4379**	300	4007	72	1359	2811	209	4324	16	24	5	4364	10
Weighted Base	**4211**	261	3889	61*	1225	2791	195	4162	16**	20**	5**	4197	9**
Effective Base	**2332**	160	2137	37	720	1505	111	2300	10	13	3	2323	7
I've used them to send a letter, packet or parcel	**948**	68	870	10	293	605	49	926	10	5	3	942	3
	23%	*26%*	*22%*	*16%*	*24%*	*22%*	*25%*	*22%*	*66%*	*27%*	*52%*	*22%*	*32%*
They've delivered a letter, packet or parcel	**3212**	204	2964	43	959	2118	135	3192	4	7	5	3203	4
	76%	*78%*	*76%*	*70%*	**78%f**	*76%*	*69%*	*77%*	*23%*	*37%*	*100%*	*76%*	*46%*
Not used	**765**	36	712	17	199	525	42	753	2	8	-	762	3
	18%	*14%*	*18%*	**27%a**	*16%*	*19%*	*21%*	*18%*	*10%*	*39%*	-	*18%*	*28%*
NET Any usage	**3447**	225	3177	44	1027	2266	154	3409	14	12	5	3435	7
	82%	**86%c**	*82%*	*73%*	*84%*	*81%*	*79%*	*82%*	*90%*	*61%*	*100%*	*82%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**4379**	1099	1121	1114	1045	383	362	354	384	374	363	383	373	358	334	359	352
Weighted Base	**4211**	1077	1073	1068	995	358	371	347	377	350	346	370	344	353	313	369	312
Effective Base	**2332**	584	604	559	590	190	204	191	210	207	188	192	186	181	180	206	206
I've used them to send a letter, packet or parcel	**948**	239	259	268	182	80	100	59	105	72	82	97	88	82	49	66	66
	23%	*22%*	**24%d**	**25%d**	*18%*	*22%*	**27%gno**	*17%*	**28%gno**	*21%*	*24%*	**26%gno**	**26%gn**	*23%*	*16%*	*18%*	*21%*
They've delivered a letter, packet or parcel	**3212**	841	821	795	755	273	293	275	291	267	263	296	248	251	244	281	230
	76%	*78%*	*77%*	*74%*	*76%*	*76%*	*79%*	*79%*	*77%*	*76%*	*76%*	**80%m**	*72%*	*71%*	*78%*	*76%*	*74%*
Not used	**765**	174	195	214	181	72	46	56	55	73	67	60	75	79	57	63	61
	18%	*16%*	*18%*	*20%*	*18%*	**20%f**	*12%*	*16%*	*15%*	**21%f**	*19%*	*16%*	**22%f**	**22%f**	*18%*	*17%*	**20%f**
NET Any usage	**3447**	902	878	853	814	287	325	290	321	277	279	310	269	275	256	306	251
	82%	*84%*	*82%*	*80%*	*82%*	*80%*	**88%ellmp**	*84%*	*85%*	*79%*	*81%*	*84%*	*78%*	*78%*	*82%*	*83%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1562**	-	1562	837	721	58	110	316	269	404	253	152	168	585	809	405	1484	66	1562
Weighted Base	**1494**	-**	1494	768	721	59*	108*	334	270	354	212	158*	168	604	723	369	1369	114*	1562
Effective Base	**825**	-	825	450	374	37	63	193	138	204	106	87	100	330	396	192	770	51	1562
I've used them to send a letter, packet or parcel	**51**	-	51	37	14	5	9	26	3	4	*	4	14	29	8	4	46	4	40
	3%	-	*3%*	**5%d**	*2%*	**9%hij**	**8%hij**	**8%hij**	*1%*	*1%*	*	*2%*	**8%no**	**5%no**	*1%*	*1%*	*3%*	*4%*	*3%*
They've delivered a letter, packet or parcel	**252**	-	252	168	84	12	42	56	51	51	21	19	54	107	91	40	232	17	273
	17%	-	*17%*	**22%d**	*12%*	*20%*	**39%eghijk**	*17%*	*19%*	*15%*	*10%*	*12%*	**32%mno**	**18%o**	*13%*	*11%*	*17%*	*15%*	*17%*
Not used	**1204**	-	1204	570	628	43	60	257	216	298	191	139	103	473	628	329	1102	95	1260
	81%	-	*81%*	*74%*	**87%c**	*73%*	*55%*	**77%f**	**80%f**	**84%f**	**90%efgh**	**88%efg**	*62%*	**78%l**	**87%lm**	**89%lm**	*80%*	*83%*	*81%*
NET Any usage	**291**	-	291	198	93	16	48	77	54	55	21	19	64	131	95	40	268	20	302
	19%	-	*19%*	**26%d**	*13%*	**27%jk**	**45%ghijk**	**23%jk**	**20%j**	*16%*	*10%*	*12%*	**38%mno**	**22%no**	*13%*	*11%*	*20%*	*17%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1562	413	495	291	363	908	654	774	768	171	192	413	403	278	1008	174	1311
Weighted Base	1494	302	510	317	365	812	682	882	594	175*	184	416	371	267	971	177	1258
Effective Base	825	163	277	168	219	440	385	435	395	99	107	215	213	139	534	101	685
I've used them to send a letter, packet or parcel	51	24	9	13	4	33	18	43	8	5	4	5	7	27	16	5	44
	3%	**8%bd**	*2%*	*4%*	*1%*	*4%*	*3%*	**5%h**	*1%*	*3%*	*2%*	*1%*	*2%*	**10%ijkln**	*2%*	*3%*	*3%*
They've delivered a letter, packet or parcel	252	57	92	63	40	149	103	168	78	19	29	76	69	51	175	19	228
	17%	**19%d**	**18%d**	**20%d**	*11%*	*18%*	*15%*	**19%h**	*13%*	*11%*	*16%*	*18%*	*19%*	*19%*	*18%*	*11%*	*18%*
Not used	1204	227	414	242	322	640	563	677	513	154	154	337	296	192	787	156	996
	81%	*75%*	*81%*	*76%*	**88%abc**	*79%*	*83%*	*77%*	**86%g**	**88%m**	**84%m**	**81%m**	*80%*	*72%*	**81%m**	**88%p**	*79%*
NET Any usage	291	76	97	75	43	172	119	205	81	21	30	79	76	76	184	21	263
	19%	**25%d**	**19%d**	**24%d**	*12%*	*21%*	*17%*	**23%h**	*14%*	*12%*	*16%*	*19%*	*20%*	**28%ijkn**	*19%*	*12%*	**21%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 266

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1562**	899	663	290	735	323	343	161	71	78	63	86	86	105	51	94	101	35	288
Weighted Base	**1494**	1234	260	85*	1244	119	94	37*	57*	152*	94*	120*	136*	193*	124*	215*	155*	12**	107
Effective Base	**825**	652	182	69	616	131	126	98	65	70	57	76	67	96	46	86	92	16	116
I've used them to send a letter, packet or parcel	**51**	41	10	2	47	2	1	1	2	-	3	3	7	6	16	4	4	-	2
	3%	*3%*	*4%*	*3%*	*4%*	*1%*	*1%*	*3%*	**4%l**	-	*3%*	*3%*	**5%l**	*3%*	**13%ikmopt**	*2%*	*3%*	-	*2%*
They've delivered a letter, packet or parcel	**252**	204	48	23	210	19	15	8	13	25	13	18	24	30	22	41	24	3	16
	17%	*17%*	*18%*	**27%a**	*17%*	*16%*	*16%*	*23%*	*22%*	*16%*	*14%*	*15%*	*17%*	*16%*	*18%*	*19%*	*16%*	*24%*	*15%*
Not used	**1204**	998	205	59	999	99	78	28	43	127	79	98	109	157	85	174	127	9	90
	81%	**81%c**	*79%*	*70%*	*80%*	*83%*	*83%*	*75%*	*75%*	*84%*	*84%*	*82%*	*80%*	*81%*	*69%*	*81%*	*82%*	*76%*	**84%n**
NET Any usage	**291**	236	55	26	246	20	16	9	14	25	15	21	27	36	38	41	27	3	17
	19%	*19%*	*21%*	**30%a**	*20%*	*17%*	*17%*	*25%*	*25%*	*16%*	*16%*	*18%*	*20%*	*19%*	**31%r**	*19%*	*18%*	*24%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1562**	661	588	170	97	40	1249	137	674	587	184	78	31	1261	109
Weighted Base	**1494**	617	545	201	87*	38**	1161	125*	595	578	197	83*	33**	1173	116*
Effective Base	**825**	341	303	101	53	25	644	77	337	312	105	48	18	649	67
I've used them to send a letter, packet or parcel	**51**	34	11	4	1	-	45	1	28	14	6	3	-	42	3
	3%	***6%b***	*2%*	*2%*	*1%*	-	*4%*	*1%*	*5%*	*2%*	*3%*	*3%*	-	*4%*	*2%*
They've delivered a letter, packet or parcel	**252**	91	107	30	17	6	197	23	110	88	30	15	6	198	22
	17%	*15%*	*20%*	*15%*	*20%*	*15%*	*17%*	*18%*	*19%*	*15%*	*15%*	*18%*	*19%*	*17%*	*19%*
Not used	**1204**	497	433	167	68	32	930	101	462	482	161	66	27	944	93
	81%	*81%*	*80%*	*83%*	*79%*	*85%*	*80%*	*81%*	*78%*	*83%*	*81%*	*80%*	*81%*	*80%*	*80%*
NET Any usage	**291**	120	111	34	19	6	231	24	133	96	37	17	6	229	23
	19%	*19%*	*20%*	*17%*	*21%*	*15%*	*20%*	*19%*	*22%*	*17%*	*19%*	*20%*	*19%*	*20%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1562**	137	1402	23	516	973	73	1548	3	6	1	1557	4
Weighted Base	**1494**	123*	1353	18**	470	963	61*	1484	***	3**	2**	1487	5**
Effective Base	**825**	72	742	12	270	519	36	817	3	4	1	820	4
I've used them to send a letter, packet or parcel	**51**	19	31	-	26	15	10	49	-	-	-	49	1
	3%	***16%b***	*2%*	-	***5%e***	*2%*	***16%de***	*3%*	-	-	-	*3%*	*29%*
They've delivered a letter, packet or parcel	**252**	24	226	2	83	156	12	249	*	1	-	251	2
	17%	*20%*	*17%*	*12%*	*18%*	*16%*	*20%*	*17%*	*48%*	*37%*	-	*17%*	*31%*
Not used	**1204**	82	1105	16	364	797	42	1197	*	2	2	1200	2
	81%	*67%*	***82%a***	*88%*	*77%*	***83%f***	*69%*	*81%*	*52%*	*63%*	*100%*	*81%*	*41%*
NET Any usage	**291**	41	248	2	106	166	19	286	*	1	-	288	3
	19%	***33%b***	*18%*	*12%*	*23%*	*17%*	***31%e***	*19%*	*48%*	*37%*	-	*19%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 266

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1562**	393	407	412	350	136	129	128	151	143	113	137	141	134	117	112	121
Weighted Base	**1494**	385	375	409	325	124*	130*	131*	146*	126*	103*	128*	136*	144*	106*	112*	107*
Effective Base	**825**	199	223	219	187	61	70	69	88	73	61	70	73	76	61	61	66
I've used them to send a letter, packet or parcel	**51**	2	13	19	17	*	2	-	5	1	7	3	6	9	6	3	8
	3%	*1%*	**3%a**	**5%a**	**5%a**	*	*2%*	-	*3%*	*1%*	**7%egl**	*2%*	*5%*	**7%eg**	**6%g**	*3%*	**7%egl**
They've delivered a letter, packet or parcel	**252**	78	53	65	56	19	31	27	25	19	9	23	23	19	29	9	17
	17%	*20%*	*14%*	*16%*	*17%*	*16%*	**24%jo**	**21%o**	*17%*	*15%*	*9%*	*18%*	*17%*	*13%*	**27%jmo**	*8%*	*16%*
Not used	**1204**	306	316	326	257	104	98	104	121	108	87	103	107	116	71	100	86
	81%	*79%*	*84%*	*80%*	*79%*	**84%n**	*75%*	*79%*	**83%n**	**85%n**	**85%n**	*80%*	*79%*	*80%*	*67%*	**89%ln**	*80%*
NET Any usage	**291**	79	60	83	69	19	32	27	25	19	16	26	29	28	35	12	21
	19%	*21%*	*16%*	*20%*	*21%*	*16%*	**25%o**	*21%*	*17%*	*15%*	*15%*	*20%*	*21%*	*20%*	**33%ehijo**	*11%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3930**	-	3930	1796	2124	341	427	713	559	892	610	388	768	1272	1890	998	3726	179	3930
Weighted Base	**3752**	-**	3752	1694	2045	342	412	688	563	778	535	436	753	1250	1748	970	3436	291	3930
Effective Base	**2075**	-	2075	972	1097	203	238	414	293	445	255	240	441	703	934	492	1933	133	3930
I've used them to send a letter, packet or parcel	**304**	-	304	180	123	62	58	89	38	31	14	12	120	127	56	25	261	39	304
	8%	-	*8%*	**11%d**	*6%*	**18%hijk**	**14%hijk**	**13%hijk**	**7%jk**	*4%*	*3%*	*3%*	**16%mno**	**10%no**	*3%*	*3%*	*8%*	**13%p**	*8%*
They've delivered a letter, packet or parcel	**2321**	-	2321	1046	1269	234	292	458	365	489	291	192	526	823	972	483	2093	212	2675
	62%	-	*62%*	*62%*	*62%*	**69%jk**	**71%ijk**	**67%jk**	**65%jk**	**63%jk**	**54%k**	*44%*	**70%no**	**66%no**	**56%o**	*50%*	*61%*	**73%p**	*68%*
Not used	**1297**	-	1297	567	724	80	100	185	180	273	240	240	180	364	752	479	1235	53	1143
	35%	-	*35%*	*33%*	*35%*	*23%*	*24%*	*27%*	**32%e**	**35%efg**	**45%efghi**	**55%efghij**	*24%*	*29%*	**43%lm**	**49%lmn**	**36%q**	*18%*	*29%*
NET Any usage	**2455**	-	2455	1127	1321	262	311	503	383	505	295	196	573	886	996	491	2201	238	2787
	65%	-	*65%*	*67%*	*65%*	**77%hijk**	**76%ijk**	**73%ijk**	**68%jk**	**65%jk**	**55%k**	*45%*	**76%no**	**71%no**	**57%o**	*51%*	*64%*	**82%p**	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3930**	958	1246	771	955	2204	1726	1899	1981	475	509	1057	970	609	2536	483	3213
Weighted Base	**3752**	680	1323	817	932	2003	1748	2127	1580	457	489	1070	881	583	2440	464	3072
Effective Base	**2075**	380	701	437	563	1081	996	1066	1010	273	284	560	496	309	1337	278	1674
I've used them to send a letter, packet or parcel	**304**	94	76	68	65	170	133	228	70	23	29	79	80	72	188	24	266
	8%	**14%bcd**	*6%*	*8%*	*7%*	*9%*	*8%*	**11%h**	*4%*	*5%*	*6%*	*7%*	**9%l**	**12%ijkn**	*8%*	*5%*	*9%*
They've delivered a letter, packet or parcel	**2321**	473	818	485	545	1291	1030	1414	878	230	265	668	576	417	1510	234	1964
	62%	**69%bcd**	*62%*	*59%*	*59%*	**64%f**	*59%*	**66%h**	*56%*	*50%*	*54%*	**62%lj**	**65%lj**	**72%ijkn**	**62%lj**	*51%*	**64%o**
Not used	**1297**	160	477	299	360	638	659	609	674	214	209	377	274	125	860	217	994
	35%	*24%*	**36%a**	**37%a**	**39%a**	*32%*	**38%e**	*29%*	**43%g**	**47%klmn**	**43%klmn**	**35%m**	**31%m**	*21%*	**35%m**	**47%p**	*32%*
NET Any usage	**2455**	520	846	518	572	1365	1090	1517	906	243	279	693	608	458	1580	247	2077
	65%	**76%bcd**	*64%*	*63%*	*61%*	**68%f**	*62%*	**71%h**	*57%*	*53%*	*57%*	**65%lj**	**69%lj**	**79%ijkln**	**65%lj**	*53%*	**68%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3930**	2400	1530	664	1830	881	726	493	178	208	198	197	218	217	170	220	224	128	753
Weighted Base	**3752**	3170	581	186	3100	340	203	109	146	412	303	280	329	381	389	513	345	48*	292
Effective Base	**2075**	1699	391	148	1528	370	294	277	162	190	173	174	179	192	153	199	197	53	317
I've used them to send a letter, packet or parcel	**304**	254	49	19	255	28	12	9	8	36	14	13	33	26	59	40	26	4	25
	8%	*8%*	*8%*	*10%*	*8%*	*8%*	*6%*	*8%*	*5%*	*9%*	*5%*	*5%*	*10%*	*7%*	**15%hjkmopr**	*8%*	*7%*	*8%*	*8%*
They've delivered a letter, packet or parcel	**2321**	1936	385	130	1856	239	148	78	96	204	179	156	202	220	255	319	225	25	214
	62%	*61%*	*66%*	**70%a**	*60%*	**70%d**	**73%d**	**71%d**	**66%l**	*50%*	*59%*	*55%*	**61%l**	*58%*	**66%l**	**62%l**	**65%l**	*51%*	**73%ijklmoq**
Not used	**1297**	1117	180	51	1123	94	52	28	48	187	120	119	110	145	95	188	111	20	74
	35%	*35%*	*31%*	*28%*	**36%efg**	*28%*	*25%*	*26%*	*33%*	**45%hlnpr**	**40%nr**	**42%npr**	*33%*	**38%nr**	*24%*	**37%nr**	*32%*	**42%nr**	*25%*
NET Any usage	**2455**	2054	401	134	1977	246	151	81	99	224	183	162	219	236	294	325	234	28	218
	65%	*65%*	*69%*	*72%*	*64%*	**72%d**	**75%d**	**74%d**	**67%l**	*55%*	*60%*	*58%*	**67%l**	*62%*	**76%ijkmoq**	*63%*	**68%lk**	*58%*	**75%ijkmoq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3930**	1553	1524	457	284	91	3077	375	1626	1518	522	174	62	3144	236
Weighted Base	**3752**	1460	1451	477	252	87*	2911	340	1479	1452	553	181	56*	2931	237
Effective Base	**2075**	797	801	257	157	52	1598	210	815	800	300	108	35	1615	142
I've used them to send a letter, packet or parcel	**304**	119	107	39	22	11	226	33	133	94	55	13	7	226	20
	8%	*8%*	*7%*	*8%*	*9%*	*12%*	*8%*	*10%*	*9%*	*6%*	**10%l**	*7%*	*13%*	*8%*	*8%*
They've delivered a letter, packet or parcel	**2321**	847	933	301	171	58	1781	229	909	932	328	113	27	1842	141
	62%	*58%*	**64%a**	*63%*	**68%a**	*67%*	*61%*	**67%a**	*61%*	*64%*	*59%*	*63%*	*49%*	*63%*	*59%*
Not used	**1297**	557	472	159	74	23	1029	97	505	489	199	59	26	994	84
	35%	**38%bdg**	*33%*	*33%*	*29%*	*26%*	*35%*	*29%*	*34%*	*34%*	*36%*	*32%*	*46%*	*34%*	*36%*
NET Any usage	**2455**	903	979	318	178	64	1883	243	974	963	353	122	31	1937	153
	65%	*62%*	**67%a**	*67%*	**71%a**	*74%*	*65%*	**71%a**	*66%*	*66%*	*64%*	*68%*	*54%*	*66%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3930	272	3592	66	1212	2542	176	3892	13	13	6	3918	6
Weighted Base	3752	239	3455	58*	1094	2501	157*	3726	11**	5**	6**	3742	4**
Effective Base	2075	146	1897	34	643	1348	87	2058	7	6	4	2069	3
I've used them to send a letter, packet or parcel	304	29	269	5	105	180	19	293	7	*	1	300	2
	8%	*12%*	*8%*	*8%*	*10%*	*7%*	*12%*	*8%*	*67%*	*1%*	*20%*	*8%*	*53%*
They've delivered a letter, packet or parcel	2321	153	2142	26	648	1572	101	2312	2	4	1	2318	2
	62%	*64%c*	*62%*	*45%*	*59%*	*63%*	*64%*	*62%*	*19%*	*71%*	*23%*	*62%*	*47%*
Not used	1297	73	1193	31	395	853	48	1287	3	1	5	1292	-
	35%	*31%*	*35%*	*53%ab*	*36%*	*34%*	*31%*	*35%*	*30%*	*27%*	*77%*	*35%*	-
NET Any usage	2455	166	2262	27	698	1648	109	2439	7	4	1	2450	4
	65%	*69%c*	*65%c*	*47%*	*64%*	*66%*	*69%*	*65%*	*70%*	*73%*	*23%*	*65%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3930**	976	1003	999	952	341	321	314	341	341	321	348	331	320	305	322	325
Weighted Base	**3752**	939	954	945	914	314	328	297	332	312	310	329	298	318	291	334	289
Effective Base	**2075**	506	538	502	532	165	180	161	183	188	167	179	161	162	165	183	188
I've used them to send a letter, packet or parcel	**304**	73	69	81	81	18	30	25	21	21	27	25	31	25	21	36	23
	8%	*8%*	*7%*	*9%*	*9%*	*6%*	*9%*	*8%*	*6%*	*7%*	*9%*	*8%*	*10%*	*8%*	*7%*	*11%*	*8%*
They've delivered a letter, packet or parcel	**2321**	588	579	589	565	205	213	170	217	191	171	212	181	196	179	220	166
	62%	*63%*	*61%*	*62%*	*62%*	*65%*	*65%*	*57%*	*65%*	*61%*	*55%*	*65%*	*61%*	*62%*	*61%*	**66%j**	*57%*
Not used	**1297**	319	350	324	304	99	104	115	105	112	132	107	102	115	97	95	111
	35%	*34%*	*37%*	*34%*	*33%*	*32%*	*32%*	**39%o**	*32%*	*36%*	**43%efhoj**	*33%*	*34%*	*36%*	*33%*	*28%*	**38%o**
NET Any usage	**2455**	620	604	621	610	214	224	182	227	200	177	222	196	203	194	239	178
	65%	*66%*	*63%*	*66%*	*67%*	**68%j**	**68%j**	*61%*	**68%j**	*64%*	*57%*	*67%*	*66%*	*64%*	*67%*	**72%gjp**	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4038**	-	4038	1918	2112	265	376	712	595	947	678	465	641	1307	2090	1143	3863	151	4038
Weighted Base	**3879**	-**	3879	1802	2065	265	367	699	599	846	600	503	631	1298	1950	1104	3613	239	4038
Effective Base	**2144**	-	2144	1040	1101	152	211	423	310	484	293	281	364	728	1053	571	2030	108	4038
I've used them to send a letter, packet or parcel	**561**	-	561	318	243	26	56	109	98	142	71	59	82	208	271	130	506	53	653
	14%	-	*14%*	**18%d**	*12%*	*10%*	*15%*	*16%*	*16%*	**17%e**	*12%*	*12%*	*13%*	**16%o**	*14%*	*12%*	*14%*	**22%p**	*16%*
They've delivered a letter, packet or parcel	**2068**	-	2068	1005	1061	129	180	363	350	508	311	226	309	714	1045	538	1931	127	2367
	53%	-	*53%*	**56%d**	*51%*	*49%*	*49%*	*52%*	**58%fk**	**60%efgjk**	*52%*	*45%*	*49%*	**55%o**	*54%*	*49%*	*53%*	*53%*	*59%*
Not used	**1608**	-	1608	679	921	119	169	292	213	294	266	254	289	505	815	521	1502	90	1463
	41%	-	*41%*	*38%*	**45%c**	**45%hi**	**46%hi**	**42%i**	*36%*	*35%*	**44%hi**	**51%ghi**	**46%m**	*39%*	*42%*	**47%mn**	*42%*	*38%*	*36%*
NET Any usage	**2270**	-	2270	1123	1144	145	197	407	386	552	334	249	342	793	1135	583	2112	149	2575
	59%	-	*59%*	**62%d**	*55%*	*55%*	*54%*	**58%k**	**64%efjk**	**65%efgjk**	*56%*	*49%*	*54%*	**61%lo**	**58%o**	*53%*	*58%*	*62%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4038**	993	1291	782	972	2284	1754	1906	2080	491	552	1077	1017	607	2646	498	3319
Weighted Base	**3879**	692	1374	848	965	2066	1813	2142	1689	487	539	1104	909	583	2552	493	3185
Effective Base	**2144**	387	732	447	584	1119	1026	1069	1077	286	314	587	513	301	1412	290	1740
I've used them to send a letter, packet or parcel	**561**	140	180	129	112	320	241	369	179	55	48	146	181	90	376	56	479
	14%	**20%bd**	*13%*	*15%*	*12%*	*16%*	*13%*	**17%h**	*11%*	*11%*	*9%*	*13%*	**20%ijkn**	**16%j**	**15%j**	*11%*	*15%*
They've delivered a letter, packet or parcel	**2068**	433	719	449	467	1152	916	1199	835	204	286	585	512	369	1383	207	1779
	53%	**63%bcd**	*52%*	*53%*	*48%*	**56%f**	*51%*	**56%h**	*49%*	*42%*	**53%l**	**53%l**	**56%l**	**63%ijkn**	**54%l**	*42%*	**56%o**
Not used	**1608**	215	597	352	444	812	797	814	782	263	232	466	341	182	1039	266	1237
	41%	*31%*	**43%a**	**42%a**	**46%a**	*39%*	**44%e**	*38%*	**46%g**	**54%jklmn**	**43%m**	**42%m**	*37%*	*31%*	**41%m**	**54%p**	*39%*
NET Any usage	**2270**	477	777	496	520	1254	1016	1328	907	224	307	638	569	402	1513	227	1948
	59%	**69%bcd**	*57%*	*58%*	*54%*	**61%f**	*56%*	**62%h**	*54%*	*46%*	**57%l**	**58%l**	**63%l**	**69%ijkn**	**59%l**	*46%*	**61%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 268

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4038**	2460	1578	680	1900	911	732	495	200	203	219	199	225	223	158	233	240	147	764
Weighted Base	**3879**	3263	615	197	3207	356	203	112	166	400	336	287	341	392	376	538	372	55*	302
Effective Base	**2144**	1742	419	164	1586	361	299	284	181	185	191	176	186	197	142	213	211	62	300
I've used them to send a letter, packet or parcel	**561**	476	86	30	442	64	28	27	27	43	42	25	48	53	60	81	62	12	52
	14%	*15%*	*14%*	*15%*	*14%*	**18%d**	*14%*	**24%df**	**16%k**	*11%*	*13%*	*9%*	*14%*	*13%*	*16%*	*15%*	**17%k**	**21%ik**	**17%ik**
They've delivered a letter, packet or parcel	**2068**	1709	359	125	1644	226	121	77	86	174	178	144	171	226	199	272	195	35	191
	53%	*52%*	**58%a**	**64%a**	*51%*	**63%d**	**60%d**	**69%df**	*52%*	*44%*	*53%*	*50%*	*50%*	**58%i**	*53%*	*51%*	*52%*	**63%i**	**63%hijklnop**
Not used	**1608**	1383	226	62	1396	114	72	26	66	203	146	134	156	148	151	238	154	17	97
	41%	**42%bc**	*37%*	*31%*	**44%efg**	**32%g**	**36%g**	*24%*	*40%*	**51%hmqr**	**43%r**	**47%qr**	**46%qr**	*38%*	*40%*	**44%r**	**41%r**	*31%*	*32%*
NET Any usage	**2270**	1880	390	135	1811	242	131	86	100	197	191	153	185	243	225	299	218	38	205
	59%	*58%*	**63%a**	**69%a**	*56%*	**68%d**	**64%d**	**76%def**	**60%l**	*49%*	*57%*	*53%*	*54%*	**62%i**	*60%*	*56%*	*59%*	**69%ikl**	**68%jklop**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4038**	1665	1557	451	265	79	3222	344	1698	1567	521	163	59	3265	222
Weighted Base	**3879**	1570	1502	476	231	77*	3072	309	1549	1515	560	162*	60*	3065	222
Effective Base	**2144**	860	824	257	146	46	1685	192	859	828	303	99	36	1687	135
I've used them to send a letter, packet or parcel	**561**	248	209	69	25	8	457	33	257	213	71	14	6	470	20
	14%	*16%*	*14%*	*14%*	*11%*	*11%*	*15%*	*11%*	**17%kn**	*14%*	*13%*	*9%*	*10%*	**15%n**	*9%*
They've delivered a letter, packet or parcel	**2068**	804	846	259	118	38	1650	156	851	832	271	82	25	1684	107
	53%	*51%*	**56%a**	*54%*	*51%*	*49%*	*54%*	*51%*	*55%*	*55%*	*48%*	*51%*	*42%*	**55%j**	*48%*
Not used	**1608**	672	594	185	106	35	1267	141	612	608	255	74	35	1219	109
	41%	*43%*	*40%*	*39%*	*46%*	*45%*	*41%*	*46%*	*39%*	*40%*	*45%*	*46%*	**58%him**	*40%*	**49%him**
NET Any usage	**2270**	898	908	292	125	43	1806	168	938	908	306	88	25	1845	113
	59%	*57%*	*60%*	*61%*	*54%*	*55%*	*59%*	*54%*	**61%ln**	**60%ln**	*55%*	*54%*	*42%*	**60%ln**	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce

Base : Aware of Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4038**	269	3707	62	1250	2614	174	3998	11	21	4	4030	4
Weighted Base	**3879**	230	3597	52*	1141	2574	164*	3848	9**	16**	4**	3873	2**
Effective Base	**2144**	142	1971	32	662	1394	90	2124	6	10	2	2140	2
I've used them to send a letter, packet or parcel	**561**	45	510	6	168	366	27	557	3	1	*	561	*
	14%	*19%*	*14%*	*12%*	*15%*	*14%*	*17%*	*14%*	*34%*	*6%*	*2%*	*14%*	*9%*
They've delivered a letter, packet or parcel	**2068**	136	1907	26	637	1336	95	2056	5	7	*	2067	1
	53%	*59%*	*53%*	*49%*	*56%*	*52%*	*58%*	*53%*	*51%*	*45%*	*5%*	*53%*	*30%*
Not used	**1608**	76	1512	21	442	1107	60	1593	2	9	4	1604	1
	41%	*33%*	***42%a***	*41%*	*39%*	*43%*	*36%*	*41%*	*26%*	*55%*	*95%*	*41%*	*61%*
NET Any usage	**2270**	154	2085	31	699	1467	104	2255	7	7	*	2269	1
	59%	***67%b***	*58%*	*59%*	*61%*	*57%*	*64%*	*59%*	*74%*	*45%*	*5%*	*59%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**4038**	1007	1039	1032	960	351	334	322	358	350	331	362	339	331	317	328	315
Weighted Base	**3879**	1002	990	981	906	330	349	322	356	327	307	345	315	321	293	337	276
Effective Base	**2144**	531	556	523	539	172	190	169	196	192	168	182	170	171	172	187	183
I've used them to send a letter, packet or parcel	**561**	143	149	139	130	47	54	42	61	41	47	49	41	50	41	61	28
	14%	*14%*	*15%*	*14%*	*14%*	*14%*	*15%*	*13%*	**17%p**	*12%*	*15%*	*14%*	*13%*	*15%*	*14%*	**18%p**	*10%*
They've delivered a letter, packet or parcel	**2068**	546	507	539	476	174	177	195	197	172	139	228	158	154	161	180	135
	53%	*54%*	*51%*	*55%*	*53%*	*53%*	*51%*	**61%jmp**	*55%*	*53%*	*45%*	**66%efhijlmnop**	*50%*	*48%*	*55%*	*53%*	*49%*
Not used	**1608**	409	417	400	383	142	151	116	137	138	142	103	148	150	116	134	133
	41%	*41%*	*42%*	*41%*	*42%*	**43%k**	**43%k**	*36%*	*38%*	**42%k**	**46%k**	*30%*	**47%gk**	**47%gk**	*39%*	**40%k**	**48%gk**
NET Any usage	**2270**	593	573	581	523	189	199	206	219	189	165	242	167	172	177	202	143
	59%	*59%*	*58%*	*59%*	*58%*	*57%*	*57%*	**64%lmp**	*62%*	*58%*	*54%*	**70%efhijlmop**	*53%*	*53%*	*61%*	*60%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2684**	-	2684	1425	1254	104	175	466	437	693	474	335	279	903	1502	809	2562	106	2684
Weighted Base	**2629**	-**	2629	1335	1286	106*	160*	472	453	646	446	346	267	925	1438	792	2446	166*	2684
Effective Base	**1443**	-	1443	772	671	65	97	286	228	370	211	198	162	510	773	406	1363	74	2684
I've used them to send a letter, packet or parcel	**71**	-	71	55	17	15	13	21	11	8	*	2	28	33	11	2	66	5	58
	3%	-	*3%*	**4%d**	*1%*	**14%ghijk**	**8%hijk**	**5%ijk**	**3%j**	*1%*	*	*1%*	**10%mno**	**4%no**	*1%*	*	*3%*	*3%*	*2%*
They've delivered a letter, packet or parcel	**472**	-	472	288	184	25	38	108	89	128	51	33	63	197	212	84	417	49	530
	18%	-	*18%*	**22%d**	*14%*	**23%jk**	**24%jk**	**23%jk**	**20%jk**	**20%jk**	*11%*	*10%*	**24%no**	**21%no**	**15%o**	*11%*	*17%*	**30%p**	*20%*
Not used	**2104**	-	2104	1006	1090	75	114	346	352	512	394	312	188	698	1218	706	1979	113	2110
	80%	-	*80%*	*75%*	**85%c**	*71%*	*71%*	*73%*	*78%*	*79%*	**89%efghi**	**90%efghi**	*71%*	*75%*	**85%lm**	**89%lmn**	**81%q**	*68%*	*79%*
NET Any usage	**525**	-	525	329	196	31	47	126	101	134	51	35	78	227	220	86	468	53	574
	20%	-	*20%*	**25%d**	*15%*	**29%jk**	**29%jk**	**27%jk**	**22%jk**	**21%jk**	*11%*	*10%*	**29%no**	**25%no**	**15%o**	*11%*	*19%*	**32%p**	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2684	684	864	519	617	1548	1136	1240	1410	299	354	719	709	429	1782	302	2248
Weighted Base	2629	513	929	571	617	1441	1187	1427	1170	311	350	758	633	430	1741	314	2195
Effective Base	1443	277	498	300	372	775	669	703	741	178	199	392	367	221	956	179	1191
I've used them to send a letter, packet or parcel	71	36	14	15	7	49	22	62	9	3	4	14	14	30	32	3	63
	3%	*7%bcd*	*1%*	*3%*	*1%*	*3%*	*2%*	*4%h*	*1%*	*1%*	*1%*	*2%*	*2%*	*7%ijkln*	*2%*	*1%*	*3%*
They've delivered a letter, packet or parcel	472	121	166	97	88	287	185	307	158	39	41	135	122	118	298	39	421
	18%	*23%d*	*18%*	*17%*	*14%*	*20%f*	*16%*	*22%h*	*14%*	*12%*	*12%*	*18%*	*19%ij*	*27%ijkln*	*17%*	*12%*	*19%o*
Not used	2104	366	752	463	523	1118	986	1073	1005	272	305	615	497	290	1418	275	1726
	80%	*71%*	*81%a*	*81%a*	*85%a*	*78%*	*83%e*	*75%*	*86%g*	*88%lm*	*87%lm*	*81%m*	*79%m*	*67%*	*81%m*	*88%p*	*79%*
NET Any usage	525	147	176	108	94	323	202	354	165	39	45	142	136	140	323	39	469
	20%	*29%bcd*	*19%*	*19%*	*15%*	*22%f*	*17%*	*25%h*	*14%*	*12%*	*13%*	*19%*	*21%ij*	*33%ijkln*	*19%*	*12%*	*21%o*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2684**	1641	1043	459	1294	619	482	289	139	142	145	140	158	163	110	139	158	110	509
Weighted Base	**2629**	2220	409	127	2178	250	135	66	110	286	224	198	250	293	254*	323	241	46*	204
Effective Base	**1443**	1178	277	115	1072	256	191	183	127	130	127	123	128	143	98	126	141	51	205
I've used them to send a letter, packet or parcel	**71**	62	10	5	62	5	3	1	3	13	2	4	6	8	18	3	5	1	4
	3%	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*5%*	*1%*	*2%*	*2%*	*3%*	**7%jo**	*1%*	*2%*	*1%*	*2%*
They've delivered a letter, packet or parcel	**472**	403	69	29	380	50	30	12	26	38	32	26	49	63	62	53	30	8	42
	18%	*18%*	*17%*	*23%*	*17%*	*20%*	*22%*	*19%*	**24%ijkp**	*13%*	*14%*	*13%*	*19%*	**21%p**	**24%ikp**	*17%*	*13%*	*18%*	**21%p**
Not used	**2104**	1771	332	93	1752	197	103	52	83	235	191	169	200	221	180	266	208	37	160
	80%	*80%*	*81%*	*74%*	*80%*	*79%*	*76%*	*80%*	*75%*	**82%n**	**85%hn**	**85%hn**	*80%*	*76%*	*71%*	**82%n**	**86%hmn**	*81%*	*78%*
NET Any usage	**525**	449	76	33	426	53	33	13	27	51	33	29	50	71	75	57	33	9	45
	20%	*20%*	*19%*	*26%*	*20%*	*21%*	*24%*	*20%*	**25%jkp**	*18%*	*15%*	*15%*	*20%*	**24%p**	**29%ijkop**	*18%*	*14%*	*19%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2684**	1153	1017	286	164	57	2170	221	1142	1021	357	113	41	2163	154
Weighted Base	**2629**	1132	978	307	151*	54*	2110	204	1079	998	387	115*	40**	2076	155*
Effective Base	**1443**	619	533	163	93	32	1153	125	592	543	209	70	23	1135	93
I've used them to send a letter, packet or parcel	**71**	31	25	10	3	3	56	6	33	25	13	*	*	58	*
	3%	*3%*	*3%*	*3%*	*2%*	*6%*	*3%*	*3%*	*3%*	*2%*	*3%*	*	*	*3%*	*
They've delivered a letter, packet or parcel	**472**	205	192	40	23	9	397	32	213	177	56	19	3	390	22
	18%	*18%*	*20%*	*13%*	*15%*	*17%*	*19%*	*16%*	*20%*	*18%*	*15%*	*17%*	*7%*	*19%*	*14%*
Not used	**2104**	903	769	258	126	42	1672	168	842	802	320	96	37	1644	132
	80%	*80%*	*79%*	*84%*	*84%*	*78%*	*79%*	*82%*	*78%*	*80%*	*83%*	*83%*	*93%*	*79%*	*86%*
NET Any usage	**525**	229	209	49	25	12	438	37	237	195	67	20	3	433	22
	20%	*20%*	*21%*	*16%*	*16%*	*22%*	*21%*	*18%*	*22%*	*20%*	*17%*	*17%*	*7%*	*21%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express

Base : Aware of TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2684**	181	2470	33	822	1752	110	2662	7	11	2	2680	2
Weighted Base	**2629**	152*	2448	29**	779	1752	98*	2609	9**	8**	1**	2626	2**
Effective Base	**1443**	93	1333	19	439	953	52	1431	4	7	1	1441	2
I've used them to send a letter, packet or parcel	**71**	7	62	2	27	42	2	66	5	-	-	71	-
	3%	*5%*	*3%*	*6%*	*3%*	*2%*	*2%*	*3%*	*61%*	-	-	*3%*	-
They've delivered a letter, packet or parcel	**472**	32	440	*	137	319	15	465	3	1	-	470	2
	18%	*21%*	*18%*	*	*18%*	*18%*	*16%*	*18%*	*36%*	*14%*	-	*18%*	*100%*
Not used	**2104**	115	1962	27	625	1397	82	2092	3	7	1	2103	-
	80%	*76%*	*80%*	*93%*	*80%*	*80%*	*84%*	*80%*	*39%*	*86%*	*100%*	*80%*	-
NET Any usage	**525**	37	486	2	154	355	16	517	5	1	-	523	2
	20%	*24%*	*20%*	*7%*	*20%*	*20%*	*16%*	*20%*	*61%*	*14%*	-	*20%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2684**	654	693	698	639	230	219	205	256	235	202	250	220	228	202	212	225
Weighted Base	**2629**	669	660	680	619	213	231	226	255	212	193	241	208	231	190	219	210
Effective Base	**1443**	340	376	362	370	104	122	115	145	130	102	127	110	126	115	126	130
I've used them to send a letter, packet or parcel	**71**	11	11	28	21	3	5	3	-	8	3	8	11	10	3	7	11
	3%	*2%*	*2%*	*4%*	*3%*	*1%*	*2%*	*1%*	-	**4%h**	*2%*	**3%h**	**5%h**	**4%h**	*2%*	**3%h**	**5%h**
They've delivered a letter, packet or parcel	**472**	145	122	107	98	42	57	46	51	45	26	42	24	41	35	37	26
	18%	**22%cd**	*19%*	*16%*	*16%*	*20%*	**25%ijp**	*20%*	*20%*	*21%*	*13%*	*17%*	*12%*	*18%*	*18%*	*17%*	*12%*
Not used	**2104**	514	530	557	503	168	168	178	203	162	164	198	173	186	153	177	174
	80%	*77%*	*80%*	*82%*	*81%*	*79%*	*73%*	*79%*	*80%*	*77%*	**85%f**	*82%*	*83%*	*81%*	*80%*	*81%*	*83%*
NET Any usage	**525**	155	130	123	116	45	62	48	51	49	29	44	35	45	38	42	36
	20%	*23%*	*20%*	*18%*	*19%*	*21%*	**27%j**	*21%*	*20%*	*23%*	*15%*	*18%*	*17%*	*19%*	*20%*	*19%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1179**	-	1179	659	514	75	98	209	165	301	213	118	173	374	632	331	1112	61	1179
Weighted Base	**1196**	-**	1196	637	550	94*	98*	226	185*	282	181*	129*	192	412	593	310	1088	100*	1179
Effective Base	**635**	-	635	349	281	50	58	131	86	160	85	70	108	214	313	154	586	46	1179
I've used them to send a letter, packet or parcel	**46**	-	46	36	10	10	4	15	9	7	*	-	15	24	8	*	40	4	41
	4%	-	*4%*	**6%d**	*2%*	**11%ijk**	**4%j**	**7%jk**	*5%*	*3%*	*	-	**8%no**	**6%no**	*1%*	*	*4%*	*4%*	*3%*
They've delivered a letter, packet or parcel	**224**	-	224	139	83	18	28	54	36	51	23	15	46	90	89	37	195	28	231
	19%	-	*19%*	**22%d**	*15%*	*19%*	**29%jk**	**24%jk**	*19%*	*18%*	*12%*	*11%*	**24%no**	**22%no**	*15%*	*12%*	*18%*	*28%*	*20%*
Not used	**937**	-	937	470	459	68	68	161	141	227	159	114	135	302	500	273	863	70	916
	78%	-	*78%*	*74%*	**83%c**	*72%*	*69%*	*71%*	*76%*	*80%*	**88%efg**	**89%efgh**	*71%*	*73%*	**84%lm**	**88%lm**	*79%*	*69%*	*78%*
NET Any usage	**260**	-	260	167	91	26	30	66	44	56	23	15	57	110	93	37	225	31	263
	22%	-	*22%*	**26%d**	*17%*	**28%jk**	**31%jk**	**29%jk**	**24%k**	*20%*	*12%*	*11%*	**29%no**	**27%no**	*16%*	*12%*	*21%*	*31%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1179	301	359	236	283	660	519	559	603	131	163	311	308	189	782	132	989
Weighted Base	1196	237	410	262	287	647	550	684	497	145*	165*	321	298	203*	784	145*	1003
Effective Base	635	121	206	140	171	327	310	324	314	83	84	172	162	97	418	83	521
I've used them to send a letter, packet or parcel	46	24	6	12	4	30	16	38	5	7	2	6	6	22	15	7	37
	4%	**10%bd**	*1%*	*5%*	*1%*	*5%*	*3%*	**6%h**	*1%*	*5%*	*2%*	*2%*	*2%*	**11%kln**	*2%*	*5%*	*4%*
They've delivered a letter, packet or parcel	224	54	84	49	37	138	86	154	64	23	23	60	69	42	152	23	195
	19%	**23%d**	*21%*	*19%*	*13%*	*21%*	*16%*	**23%h**	*13%*	*16%*	*14%*	*19%*	*23%*	*21%*	*19%*	*16%*	*19%*
Not used	937	165	323	202	246	488	448	501	427	117	140	259	223	145	621	117	780
	78%	*70%*	*79%*	*77%*	**86%a**	*75%*	*82%*	*73%*	**86%g**	*81%*	**85%m**	*80%*	*75%*	*71%*	*79%*	*81%*	*78%*
NET Any usage	260	71	87	60	41	159	101	183	70	28	25	63	76	59	163	28	223
	22%	**30%d**	*21%*	*23%*	*14%*	*25%*	*18%*	**27%h**	*14%*	*19%*	*15%*	*20%*	*25%*	**29%j**	*21%*	*19%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 270

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1179**	721	458	183	585	273	200	121	57	78	47	58	65	82	50	79	69	41	232
Weighted Base	**1196**	1011	186	66*	1004	114	51*	26*	46*	158*	66*	84*	98*	142*	124*	183*	102*	20**	94*
Effective Base	**635**	515	127	50	482	115	68	80	52	70	42	51	54	72	44	71	62	20	95
I've used them to send a letter, packet or parcel	**46**	41	5	2	40	4	1	*	4	4	-	6	3	6	4	8	4	-	4
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	**8%j**	*3%*	-	*7%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	*4%*
They've delivered a letter, packet or parcel	**224**	179	46	22	186	25	10	3	9	27	8	13	12	38	26	32	20	5	20
	19%	*18%*	*25%*	**33%a**	*19%*	*22%*	*19%*	*13%*	*19%*	*17%*	*13%*	*16%*	*12%*	**27%l**	*21%*	*17%*	*20%*	*23%*	*22%*
Not used	**937**	799	137	42	785	88	41	22	34	128	58	65	84	98	94	144	81	15	73
	78%	**79%c**	*74%*	*64%*	*78%*	*77%*	*79%*	*85%*	*74%*	*81%*	**87%m**	*77%*	**86%m**	*69%*	*75%*	*78%*	*79%*	*77%*	*77%*
NET Any usage	**260**	211	48	24	219	26	11	4	12	30	8	19	14	44	31	40	21	5	21
	22%	*21%*	*26%*	**36%a**	*22%*	*23%*	*21%*	*15%*	*26%*	*19%*	*13%*	*23%*	*14%*	**31%jl**	*25%*	*22%*	*21%*	*23%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1179**	501	441	136	70	27	942	97	531	434	156	40	13	965	53
Weighted Base	**1196**	506	439	157*	61*	28**	945	89*	526	430	188*	40**	7**	956	47*
Effective Base	**635**	262	239	81	37	14	500	51	270	240	94	24	7	509	30
I've used them to send a letter, packet or parcel	**46**	20	15	6	1	3	35	4	25	10	10	*	*	36	1
	4%	*4%*	*3%*	*4%*	*2%*	*11%*	*4%*	*5%*	*5%*	*2%*	*5%*	*1%*	*1%*	*4%*	*1%*
They've delivered a letter, packet or parcel	**224**	88	92	28	9	7	180	16	109	75	31	7	1	184	9
	19%	*17%*	*21%*	*18%*	*14%*	*26%*	*19%*	*18%*	*21%*	*17%*	*17%*	*19%*	*18%*	*19%*	*19%*
Not used	**937**	404	336	123	51	18	739	69	400	347	147	32	6	747	37
	78%	*80%*	*77%*	*78%*	*84%*	*63%*	*78%*	*78%*	*76%*	*81%*	*78%*	*80%*	*82%*	*78%*	*80%*
NET Any usage	**260**	103	103	34	10	10	206	20	126	83	41	8	1	210	9
	22%	*20%*	*23%*	*22%*	*16%*	*37%*	*22%*	*22%*	*24%*	*19%*	*22%*	*20%*	*18%*	*22%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1179**	94	1065	20	396	732	51	1170	4	3	1	1177	1
Weighted Base	**1196**	85*	1095	17**	374	774	48**	1188	4**	2**	1**	1194	2**
Effective Base	**635**	54	572	11	209	403	24	629	2	2	1	633	1
I've used them to send a letter, packet or parcel	**46**	11	35	-	25	20	1	44	1	-	-	46	-
	4%	***12%b***	*3%*	-	***7%a***	*3%*	*2%*	*4%*	*32%*	-	-	*4%*	-
They've delivered a letter, packet or parcel	**224**	21	201	3	79	139	7	224	*	-	-	224	-
	19%	*24%*	*18%*	*18%*	*21%*	*18%*	*13%*	*19%*	*4%*	-	-	*19%*	-
Not used	**937**	57	866	13	276	620	41	930	2	2	1	934	2
	78%	*67%*	***79%a***	*82%*	*74%*	*80%*	*85%*	*78%*	*63%*	*100%*	*100%*	*78%*	*100%*
NET Any usage	**260**	28	229	3	98	154	7	258	1	-	-	260	-
	22%	***33%b***	*21%*	*18%*	*26%*	*20%*	*15%*	*22%*	*37%*	-	-	*22%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1179**	285	301	312	281	100	100	85	110	116	75	102	118	92	98	95	88
Weighted Base	**1196**	292	309	318	277	91*	101*	100*	125*	106*	77*	105*	112*	101*	95*	104*	79*
Effective Base	**635**	146	172	160	159	48	54	46	67	64	42	51	59	50	56	55	49
I've used them to send a letter, packet or parcel	**46**	8	4	12	22	*	4	3	*	4	*	5	5	2	7	10	5
	4%	*3%*	*1%*	*4%*	**8%ab**	*1%*	*4%*	*3%*	*	*4%*	*	*4%*	*5%*	*2%*	**7%h**	**10%ehj**	**6%h**
They've delivered a letter, packet or parcel	**224**	55	65	60	44	11	24	21	24	28	13	24	22	14	21	9	14
	19%	*19%*	*21%*	*19%*	*16%*	*12%*	**23%o**	*21%*	*19%*	**26%o**	*16%*	*23%*	*19%*	*14%*	*22%*	*9%*	*18%*
Not used	**937**	230	243	250	214	79	74	77	101	77	65	80	85	85	67	84	63
	78%	*79%*	*79%*	*79%*	*77%*	**88%n**	*73%*	*76%*	*81%*	*72%*	*83%*	*76%*	*76%*	*84%*	*70%*	*81%*	*79%*
NET Any usage	**260**	62	66	68	64	11	27	24	24	29	13	25	27	16	28	19	16
	22%	*21%*	*21%*	*21%*	*23%*	*12%*	*27%*	*24%*	*19%*	*28%*	*17%*	*24%*	*24%*	*16%*	**30%o**	*19%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3468**	-	3468	1667	1791	320	343	614	497	793	553	348	663	1111	1694	901	3278	167	3468
Weighted Base	**3455**	-**	3455	1619	1824	326	340	633	521	716	518	402	666	1154	1636	920	3162	271	3468
Effective Base	**1894**	-	1894	924	965	197	200	377	264	408	245	217	396	638	864	460	1764	123	3468
I've used them to send a letter, packet or parcel	**201**	-	201	132	69	30	30	73	17	26	10	15	59	90	51	25	160	41	178
	6%	-	*6%*	**8%d**	*4%*	**9%hijk**	**9%hijk**	**12%hijk**	*3%*	*4%*	*2%*	*4%*	**9%no**	**8%no**	*3%*	*3%*	*5%*	**15%p**	*5%*
They've delivered a letter, packet or parcel	**1247**	-	1247	630	615	141	144	245	203	276	142	95	285	448	513	238	1116	120	1356
	36%	-	*36%*	**39%d**	*34%*	**43%jk**	**42%jk**	**39%jk**	**39%jk**	**39%jk**	*27%*	*24%*	**43%no**	**39%no**	**31%o**	*26%*	*35%*	**44%p**	*39%*
Not used	**2105**	-	2105	924	1171	171	183	346	308	429	369	299	354	654	1097	668	1967	127	2023
	61%	-	*61%*	*57%*	**64%c**	*52%*	*54%*	*55%*	*59%*	*60%*	**71%efghi**	**74%efghi**	*53%*	*57%*	**67%lm**	**73%lmn**	**62%q**	*47%*	*58%*
NET Any usage	**1351**	-	1351	696	653	155	157	287	212	287	149	103	312	499	539	252	1196	144	1445
	39%	-	*39%*	**43%d**	*36%*	**48%jk**	**46%jk**	**45%jk**	**41%jk**	**40%jk**	*29%*	*26%*	**47%no**	**43%no**	**33%o**	*27%*	*38%*	**53%p**	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3468	883	1111	650	824	1994	1474	1656	1767	395	454	915	873	559	2242	400	2859
Weighted Base	3455	643	1226	742	844	1869	1586	1921	1491	403	464	980	822	545	2266	407	2857
Effective Base	1894	360	648	382	512	1007	888	956	939	241	259	509	462	285	1229	244	1540
I've used them to send a letter, packet or parcel	201	56	70	52	23	126	75	161	40	15	24	51	64	38	140	15	180
	6%	*9%d*	*6%d*	*7%d*	*3%*	*7%*	*5%*	*8%h*	*3%*	*4%*	*5%*	*5%*	*8%l*	*7%*	*6%*	*4%*	*6%*
They've delivered a letter, packet or parcel	1247	281	422	286	257	703	543	762	473	113	131	347	334	244	812	114	1073
	36%	*44%bd*	*34%*	*39%d*	*30%*	*38%*	*34%*	*40%h*	*32%*	*28%*	*28%*	*35%lj*	*41%lj*	*45%ijkn*	*36%lj*	*28%*	*38%o*
Not used	2105	325	768	432	580	1093	1012	1076	997	285	315	608	464	275	1387	288	1690
	61%	*51%*	*63%a*	*58%a*	*69%abc*	*58%*	*64%e*	*56%*	*67%g*	*71%klmn*	*68%lmn*	*62%m*	*56%*	*50%*	*61%m*	*71%p*	*59%*
NET Any usage	1351	318	458	310	264	776	574	845	494	118	149	372	358	270	879	118	1168
	39%	*49%bcd*	*37%d*	*42%d*	*31%*	*42%f*	*36%*	*44%h*	*33%*	*29%*	*32%*	*38%i*	*44%ij*	*50%ijkn*	*39%ij*	*29%*	*41%o*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 271

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3468**	2183	1285	534	1701	783	613	371	160	194	181	181	200	207	156	207	215	116	667
Weighted Base	**3455**	2942	513	156	2881	314	176	85	131	379	274	258	307	363	359	481	329	45*	268
Effective Base	**1894**	1564	344	130	1423	314	246	222	145	177	159	160	163	183	140	189	189	50	265
I've used them to send a letter, packet or parcel	**201**	176	25	6	175	16	8	3	5	33	17	7	17	15	35	19	26	1	15
	6%	*6%*	*5%*	*4%*	*6%*	*5%*	*4%*	*3%*	*4%*	**9%k**	*6%*	*3%*	*5%*	*4%*	**10%kmo**	*4%*	**8%k**	*2%*	*6%*
They've delivered a letter, packet or parcel	**1247**	1067	180	65	986	148	76	37	49	98	82	78	108	124	150	169	128	21	127
	36%	*36%*	*35%*	*41%*	*34%*	**47%d**	**43%d**	**44%d**	**37%l**	*26%*	*30%*	*30%*	*35%*	*34%*	**42%ijk**	*35%*	**39%l**	**46%ijk**	**47%hijklmo**
Not used	**2105**	1783	322	89	1802	160	97	46	80	256	180	176	191	232	196	304	187	24	136
	61%	*61%*	*63%*	*57%*	**63%efg**	*51%*	*55%*	*55%*	**61%r**	**68%npr**	**66%r**	**68%npr**	**62%r**	**64%r**	*55%*	**63%r**	*57%*	*53%*	*50%*
NET Any usage	**1351**	1160	191	67	1079	154	79	39	51	123	94	82	116	131	163	177	142	21	133
	39%	*39%*	*37%*	*43%*	*37%*	**49%d**	**45%d**	**45%d**	*39%*	*32%*	*34%*	*32%*	*38%*	*36%*	**45%ik**	*37%*	**43%ik**	*47%*	**50%hijklmo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3468**	1390	1347	378	256	78	2737	334	1460	1325	447	160	53	2785	213
Weighted Base	**3455**	1372	1349	404	232	77*	2721	309	1411	1321	481	166*	52*	2732	218
Effective Base	**1894**	748	733	217	143	44	1481	187	771	716	263	98	31	1487	130
I've used them to send a letter, packet or parcel	**201**	80	79	24	11	6	160	18	95	65	30	5	6	160	11
	6%	*6%*	*6%*	*6%*	*5%*	*8%*	*6%*	*6%*	*7%*	*5%*	*6%*	*3%*	*11%*	*6%*	*5%*
They've delivered a letter, packet or parcel	**1247**	430	539	145	90	37	969	127	479	526	158	62	17	1005	79
	36%	*31%*	**40%af**	*36%*	*39%*	**48%a**	**36%a**	**41%a**	*34%*	**40%h**	*33%*	*38%*	*32%*	*37%*	*36%*
Not used	**2105**	897	770	250	135	38	1667	173	881	766	302	101	35	1647	136
	61%	**65%beg**	*57%*	*62%*	*58%*	*49%*	*61%*	*56%*	*62%*	*58%*	*63%*	*61%*	*67%*	*60%*	*62%*
NET Any usage	**1351**	475	579	155	97	39	1054	136	530	555	179	65	17	1085	82
	39%	*35%*	**43%a**	*38%*	*42%*	**51%a**	*39%*	**44%a**	*38%*	*42%*	*37%*	*39%*	*33%*	*40%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3468**	225	3188	55	1065	2250	153	3437	9	14	2	3460	6
Weighted Base	**3455**	202	3203	50**	1027	2284	144*	3432	9**	9**	1**	3449	5**
Effective Base	**1894**	124	1744	27	587	1232	77	1878	5	7	1	1890	4
I've used them to send a letter, packet or parcel	**201**	16	184	1	63	128	10	199	2	-	-	201	-
	6%	*8%*	*6%*	*2%*	*6%*	*6%*	*7%*	*6%*	*21%*	-	-	*6%*	-
They've delivered a letter, packet or parcel	**1247**	75	1156	16	352	828	66	1236	5	2	1	1243	2
	36%	*37%*	*36%*	*32%*	*34%*	*36%*	**46%d**	*36%*	*51%*	*26%*	*100%*	*36%*	*47%*
Not used	**2105**	117	1954	34	640	1393	71	2093	2	7	-	2102	3
	61%	*58%*	*61%*	*68%*	**62%f**	**61%f**	*50%*	*61%*	*28%*	*74%*	-	*61%*	*53%*
NET Any usage	**1351**	85	1249	16	387	891	72	1338	6	2	1	1347	2
	39%	*42%*	*39%*	*32%*	*38%*	*39%*	**50%de**	*39%*	*72%*	*26%*	*100%*	*39%*	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3468**	849	888	894	837	292	279	278	305	300	283	315	294	285	271	281	285
Weighted Base	**3455**	876	907	875	798	285	298	293	319	302	287	311	280	284	239	290	268
Effective Base	**1894**	459	499	465	477	144	161	154	175	172	152	160	151	153	144	162	173
I've used them to send a letter, packet or parcel	**201**	46	49	49	57	18	15	13	16	17	16	16	22	11	17	19	21
	6%	*5%*	*5%*	*6%*	*7%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*8%*	*4%*	*7%*	*6%*	*8%*
They've delivered a letter, packet or parcel	**1247**	316	348	285	298	89	115	111	137	116	95	131	75	79	91	109	98
	36%	*36%*	*38%*	*33%*	*37%*	*31%*	**39%lm**	**38%l**	**43%elm**	**39%lm**	*33%*	**42%lm**	*27%*	*28%*	**38%l**	**38%l**	*37%*
Not used	**2105**	536	530	566	473	187	173	176	175	171	184	176	192	198	139	174	161
	61%	*61%*	*58%*	**65%b**	*59%*	*66%*	*58%*	*60%*	*55%*	*57%*	*64%*	*57%*	**68%hik**	**70%fhikn**	*58%*	*60%*	*60%*
NET Any usage	**1351**	340	378	309	324	98	125	117	144	130	103	134	88	86	100	116	108
	39%	*39%*	**42%c**	*35%*	*41%*	*34%*	**42%m**	*40%*	**45%lm**	**43%lm**	*36%*	**43%lm**	*32%*	*30%*	**42%m**	*40%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1268**	-	1268	723	543	72	110	226	180	301	215	164	182	406	680	379	1190	71	1268
Weighted Base	**1369**	-**	1369	740	626	90*	120*	267	207	312	184*	191	210	473	686	374	1235	125*	1268
Effective Base	**718**	-	718	414	306	47	69	152	102	167	82	105	116	253	350	184	661	55	1268
I've used them to send a letter, packet or parcel	**95**	-	95	63	32	12	22	32	7	12	2	8	34	39	22	10	75	20	79
	7%	-	*7%*	*9%*	*5%*	**13%hijk**	**19%hijk**	**12%hijk**	*3%*	*4%*	*1%*	*4%*	**16%mno**	**8%no**	*3%*	*3%*	*6%*	**16%p**	*6%*
They've delivered a letter, packet or parcel	**495**	-	495	292	203	35	52	99	83	117	58	51	87	182	226	109	439	54	467
	36%	-	*36%*	*39%*	*32%*	*39%*	**43%k**	*37%*	**40%k**	*37%*	*31%*	*27%*	**41%o**	**38%o**	*33%*	*29%*	*36%*	*44%*	*37%*
Not used	**821**	-	821	412	406	47	55	151	120	188	126	132	103	272	447	258	752	60	762
	60%	-	*60%*	*56%*	**65%c**	*53%*	*46%*	*57%*	*58%*	**60%f**	**69%f**	**69%fg**	*49%*	*57%*	**65%l**	**69%lm**	*61%*	*48%*	*60%*
NET Any usage	**548**	-	548	328	220	42	65	115	86	123	58	58	107	202	239	116	483	65	506
	40%	-	*40%*	**44%d**	*35%*	*47%*	**54%ijk**	**43%k**	*42%*	*40%*	*31%*	*31%*	**51%no**	**43%o**	*35%*	*31%*	*39%*	*52%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1268	319	418	248	283	737	531	610	645	148	187	330	326	209	843	151	1063
Weighted Base	1369	270	526	275	298	796	573	793	558	159	200	379	336	231	915	162	1152
Effective Base	718	135	264	144	179	399	322	372	354	101	104	182	182	117	466	103	587
I've used them to send a letter, packet or parcel	95	35	18	23	18	53	42	74	20	12	9	18	22	29	49	12	78
	7%	13%bd	3%	8%b	6%	7%	7%	9%h	4%	7%	4%	5%	7%	13%jkn	5%	7%	7%
They've delivered a letter, packet or parcel	495	123	189	101	82	312	183	309	177	44	74	129	141	91	345	44	438
	36%	45%d	36%	37%	27%	39%f	32%	39%h	32%	28%	37%	34%	42%l	40%	38%	27%	38%o
Not used	821	126	326	161	209	452	370	442	370	110	124	241	186	116	551	112	672
	60%	47%	62%a	58%a	70%ac	57%	64%e	56%	66%g	69%lm	62%	63%m	55%	50%	60%	69%p	58%
NET Any usage	548	144	200	114	89	345	203	351	188	49	76	139	150	114	365	49	480
	40%	53%bcd	38%	42%d	30%	43%f	36%	44%h	34%	31%	38%	37%	45%l	50%ilk	40%	31%	42%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1268**	813	455	200	692	293	211	72	64	84	72	85	74	87	62	86	78	41	252
Weighted Base	**1369**	1191	178	63*	1186	101	62*	20*	54*	171*	110*	116*	123*	151*	146*	198*	117*	15**	87
Effective Base	**718**	601	129	52	571	119	78	46	59	75	61	76	56	79	54	77	71	17	102
I've used them to send a letter, packet or parcel	**95**	86	9	4	84	5	5	1	4	18	10	3	12	5	19	7	6	-	5
	7%	*7%*	*5%*	*6%*	*7%*	*5%*	*8%*	*4%*	*7%*	**11%k**	*9%*	*2%*	*10%*	*4%*	**13%k**	*4%*	*5%*	-	*6%*
They've delivered a letter, packet or parcel	**495**	427	68	26	423	37	29	5	18	56	38	35	36	65	53	77	44	2	35
	36%	*36%*	*38%*	*42%*	*36%*	*37%*	**46%g**	*28%*	*33%*	*33%*	*35%*	*30%*	*29%*	*43%*	*36%*	*39%*	*38%*	*15%*	*41%*
Not used	**821**	718	103	34	713	62	32	14	35	105	68	79	80	83	77	118	68	12	50
	60%	*60%*	*58%*	*54%*	*60%*	*61%*	*52%*	*69%*	*64%*	*62%*	*62%*	*68%*	*65%*	*55%*	*53%*	*60%*	*58%*	*85%*	*57%*
NET Any usage	**548**	474	75	29	473	39	30	6	19	65	42	37	44	68	69	80	49	2	37
	40%	*40%*	*42%*	*46%*	*40%*	*39%*	*48%*	*31%*	*36%*	*38%*	*38%*	*32%*	*35%*	*45%*	*47%*	*40%*	*42%*	*15%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1268**	570	463	135	70	27	1033	97	563	454	172	55	19	1017	74
Weighted Base	**1369**	602	500	165*	73*	25**	1102	98*	605	478	201*	61*	18**	1084	79*
Effective Base	**718**	323	257	81	41	16	580	56	319	253	98	36	10	572	46
I've used them to send a letter, packet or parcel	**95**	49	33	8	1	3	83	4	46	32	13	2	1	78	3
	7%	*8%*	*7%*	*5%*	*2%*	*13%*	*7%*	*5%*	*8%*	*7%*	*7%*	*3%*	*8%*	*7%*	*4%*
They've delivered a letter, packet or parcel	**495**	209	183	62	27	11	392	38	226	167	67	27	4	393	31
	36%	*35%*	*37%*	*38%*	*38%*	*42%*	*36%*	*39%*	*37%*	*35%*	*33%*	*44%*	*23%*	*36%*	*39%*
Not used	**821**	361	300	99	45	12	661	58	355	293	123	34	14	648	48
	60%	*60%*	*60%*	*60%*	*62%*	*50%*	*60%*	*59%*	*59%*	*61%*	*61%*	*56%*	*76%*	*60%*	*60%*
NET Any usage	**548**	241	199	66	27	12	441	40	251	186	77	27	4	436	31
	40%	*40%*	*40%*	*40%*	*38%*	*50%*	*40%*	*41%*	*41%*	*39%*	*39%*	*44%*	*24%*	*40%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1268**	99	1148	21	397	811	60	1254	5	5	1	1264	3
Weighted Base	**1369**	105*	1247	18**	421	891	58*	1356	8**	3**	***	1367	2**
Effective Base	**718**	60	648	12	224	464	30	711	4	3	1	717	2
I've used them to send a letter, packet or parcel	**95**	19	75	1	37	54	4	89	5	*	-	95	-
	7%	**18%b**	*6%*	*6%*	*9%*	*6%*	*8%*	*7%*	*69%*	*11%*	-	*7%*	-
They've delivered a letter, packet or parcel	**495**	44	449	1	152	323	20	491	1	1	-	493	2
	36%	*42%*	*36%*	*7%*	*36%*	*36%*	*34%*	*36%*	*11%*	*30%*	-	*36%*	*69%*
Not used	**821**	47	758	17	248	538	35	816	2	1	*	820	1
	60%	*45%*	**61%a**	*93%*	*59%*	*60%*	*61%*	*60%*	*31%*	*59%*	*100%*	*60%*	*31%*
NET Any usage	**548**	58	489	1	173	353	23	540	5	1	-	547	2
	40%	**55%b**	*39%*	*7%*	*41%*	*40%*	*39%*	*40%*	*69%*	*41%*	-	*40%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1268**	325	318	318	307	118	104	103	101	113	104	117	104	97	100	110	97
Weighted Base	**1369**	342	337	357	333	116*	110*	116*	116*	120*	101*	129*	115*	113*	105*	135*	93*
Effective Base	**718**	170	188	177	185	58	53	59	64	66	58	65	58	55	60	67	59
I've used them to send a letter, packet or parcel	**95**	19	26	22	28	4	7	8	12	9	6	5	14	3	7	12	9
	7%	*5%*	*8%*	*6%*	*8%*	*4%*	*6%*	*7%*	*10%*	*7%*	*6%*	*4%*	**13%m**	*2%*	*7%*	*9%*	*10%*
They've delivered a letter, packet or parcel	**495**	101	141	132	120	43	27	31	66	56	20	55	38	40	42	57	21
	36%	*30%*	**42%a**	*37%*	*36%*	**37%j**	*25%*	*27%*	**57%efgjlmp**	**46%fgjp**	*20%*	**43%fjp**	*33%*	*35%*	**40%jp**	**43%fjp**	*22%*
Not used	**821**	233	185	207	196	70	81	82	47	61	76	70	64	73	58	71	66
	60%	**68%b**	*55%*	*58%*	*59%*	**60%h**	**74%hikno**	**71%hio**	*41%*	*51%*	**76%hiklno**	*55%*	*56%*	**65%h**	*56%*	*53%*	**71%hio**
NET Any usage	**548**	109	153	149	137	46	29	34	69	59	25	59	51	40	46	63	27
	40%	*32%*	**45%a**	*42%*	*41%*	*40%*	*26%*	*29%*	**59%efgjmp**	**49%fgjp**	*24%*	**45%fj**	**44%j**	*35%*	**44%fj**	**47%fgjp**	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**697**	-	697	402	294	39	66	179	127	159	87	40	105	306	286	127	642	48	697
Weighted Base	**698**	-**	698	394	302	46**	65*	194	135*	156*	63*	40**	111*	329	258	103*	613	75*	697
Effective Base	**388**	-	388	222	166	23	40	115	67	86	37	22	63	180	146	59	354	32	697
I've used them to send a letter, packet or parcel	**42**	-	42	36	6	3	9	20	7	1	1	2	12	27	3	3	32	11	33
	6%	-	*6%*	**9%d**	*2%*	*6%*	**14%ij**	**10%i**	*5%*	*	*1%*	*4%*	**11%n**	**8%n**	*1%*	*3%*	*5%*	**14%p**	*5%*
They've delivered a letter, packet or parcel	**204**	-	204	121	82	16	25	55	51	41	11	5	41	106	57	16	174	25	214
	29%	-	*29%*	*31%*	*27%*	*34%*	**39%j**	*28%*	**38%j**	*26%*	*17%*	*14%*	**37%no**	**32%no**	*22%*	*16%*	*28%*	*34%*	*31%*
Not used	**469**	-	469	248	220	29	33	123	82	115	52	34	62	205	202	87	423	41	464
	67%	-	*67%*	*63%*	**73%c**	*64%*	*51%*	*64%*	*61%*	**74%f**	**83%fgh**	*86%*	*56%*	*62%*	**78%lm**	**84%lm**	*69%*	*54%*	*67%*
NET Any usage	**229**	-	229	146	82	17	32	71	53	41	11	5	48	124	57	16	190	34	233
	33%	-	*33%*	**37%d**	*27%*	*36%*	**49%ij**	**36%j**	**39%j**	*26%*	*17%*	*14%*	**44%no**	**38%no**	*22%*	*16%*	*31%*	*46%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	697	170	242	133	152	412	285	406	287	74	76	163	202	146	441	75	598
Weighted Base	698	137*	251	163*	148*	388	310	481	211	76*	66*	175*	204	144*	445	77*	594
Effective Base	388	79	139	82	91	218	171	238	163	47	41	95	114	73	250	47	326
I've used them to send a letter, packet or parcel	42	21	3	13	5	24	19	37	5	1	2	7	8	18	18	1	36
	6%	15%bd	1%	8%b	4%	6%	6%	8%h	3%	2%	4%	4%	4%	13%ikln	4%	2%	6%
They've delivered a letter, packet or parcel	204	39	67	56	42	106	98	151	51	15	17	52	64	49	132	15	182
	29%	29%	27%	34%	29%	27%	31%	31%	24%	19%	25%	30%	31%	34%	30%	19%	31%
Not used	469	87	182	97	103	269	200	307	157	61	47	120	136	85	304	61	394
	67%	64%	72%	60%	70%	69%	65%	64%	74%g	79%m	71%	69%	67%	59%	68%	79%	66%
NET Any usage	229	50	69	65	45	119	110	174	54	16	19	55	68	59	141	16	201
	33%	36%	28%	40%	30%	31%	35%	36%h	26%	21%	29%	31%	33%	41%il	32%	21%	34%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**697**	420	277	117	361	160	121	55	50	38	48	37	44	42	32	33	37	13	147
Weighted Base	**698**	586	112*	38**	594	60*	30*	14*	42*	77*	72*	54*	70*	73*	73**	80*	54*	4**	57*
Effective Base	**388**	313	81	27	303	67	32	35	47	35	42	34	36	38	29	30	34	5	62
I've used them to send a letter, packet or parcel	**42**	35	7	5	38	3	*	1	3	5	6	1	2	5	10	6	-	-	3
	6%	*6%*	*6%*	*13%*	*6%*	*5%*	*	*7%*	*6%*	*7%*	*8%*	*2%*	*3%*	*7%*	*14%*	*8%*	-	-	*6%*
They've delivered a letter, packet or parcel	**204**	168	35	13	174	20	7	3	14	22	16	15	22	25	31	14	16	*	19
	29%	*29%*	*31%*	*33%*	*29%*	*33%*	*25%*	*19%*	*33%*	*29%*	*22%*	*28%*	*31%*	*34%*	*43%*	*17%*	*30%*	*5%*	*34%*
Not used	**469**	399	70	20	397	40	22	10	27	50	50	39	48	45	37	63	38	4	36
	67%	*68%*	*63%*	*54%*	*67%*	*66%*	*75%*	*74%*	*65%*	*65%*	*70%*	*72%*	*68%*	*62%*	*50%*	*79%*	*70%*	*95%*	*64%*
NET Any usage	**229**	187	42	18	197	20	7	4	14	27	22	15	23	28	36	17	16	*	20
	33%	*32%*	*37%*	*46%*	*33%*	*34%*	*25%*	*26%*	*35%*	*35%*	*30%*	*28%*	*32%*	*38%*	*50%*	*21%*	*30%*	*5%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**697**	251	284	95	49	15	535	64	262	287	94	35	15	549	50
Weighted Base	**698**	257	257	117*	48**	15**	514	63*	261	271	107*	37**	16**	532	54*
Effective Base	**388**	140	153	59	27	9	293	36	146	154	54	23	8	301	31
I've used them to send a letter, packet or parcel	**42**	22	8	9	3	*	31	3	22	11	4	2	3	33	4
	6%	*9%*	*3%*	*8%*	*6%*	*2%*	*6%*	*5%*	*9%*	*4%*	*4%*	*4%*	*17%*	*6%*	*8%*
They've delivered a letter, packet or parcel	**204**	62	83	33	20	6	145	26	83	84	27	8	1	167	9
	29%	*24%*	*32%*	*28%*	*41%*	*42%*	*28%*	***41%a***	*32%*	*31%*	*25%*	*22%*	*7%*	*31%*	*17%*
Not used	**469**	183	171	76	27	9	353	36	167	181	76	28	12	348	40
	67%	*71%*	*66%*	*65%*	*57%*	*58%*	*69%*	*57%*	*64%*	*67%*	*72%*	*74%*	*75%*	*65%*	*74%*
NET Any usage	**229**	74	86	41	21	6	161	27	93	90	30	10	4	184	14
	33%	*29%*	*34%*	*35%*	*43%*	*42%*	*31%*	*43%*	*36%*	*33%*	*28%*	*26%*	*25%*	*35%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX

Base : Aware of DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**697**	43	646	8	201	463	33	693	2	1	-	696	1
Weighted Base	**698**	42**	648	7**	200	467	30**	692	3**	1**	-**	696	1**
Effective Base	**388**	27	357	4	110	261	18	385	2	1	-	388	1
I've used them to send a letter, packet or parcel	**42**	10	33	-	11	29	2	41	-	-	-	41	1
	6%	*23%*	*5%*	-	*6%*	*6%*	*7%*	*6%*	-	-	-	*6%*	*100%*
They've delivered a letter, packet or parcel	**204**	14	185	4	59	138	6	202	1	1	-	204	-
	29%	*34%*	*29%*	*52%*	*30%*	*30%*	*21%*	*29%*	*21%*	*100%*	-	*29%*	-
Not used	**469**	18	448	3	133	314	22	467	2	-	-	469	-
	67%	*43%*	*69%*	*48%*	*66%*	*67%*	*72%*	*67%*	*79%*	-	-	*67%*	-
NET Any usage	**229**	24	201	4	67	153	8	226	1	1	-	227	1
	33%	*57%*	*31%*	*52%*	*34%*	*33%*	*28%*	*33%*	*21%*	*100%*	-	*33%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**697**	155	169	190	183	47	56	52	61	58	50	75	53	62	69	60	54
Weighted Base	**698**	163*	159*	189	187	36**	72*	55*	61*	58*	40**	64*	58**	68*	61*	65*	61*
Effective Base	**388**	92	93	101	103	25	37	31	38	32	24	40	26	37	36	32	35
I've used them to send a letter, packet or parcel	**42**	14	9	10	9	-	7	7	3	1	5	2	5	4	7	1	2
	6%	*8%*	*6%*	*5%*	*5%*	-	*10%*	*12%*	*6%*	*1%*	*13%*	*3%*	*8%*	*6%*	*11%*	*1%*	*3%*
They've delivered a letter, packet or parcel	**204**	48	47	45	64	10	20	18	16	22	9	16	14	14	20	23	22
	29%	*29%*	*30%*	*24%*	*34%*	*27%*	*28%*	*32%*	*26%*	*38%*	*22%*	*25%*	*25%*	*21%*	*32%*	*35%*	*36%*
Not used	**469**	107	107	138	117	26	47	34	45	36	27	48	39	51	38	42	38
	67%	*66%*	*68%*	*73%*	*63%*	*73%*	*65%*	*62%*	*73%*	*62%*	*68%*	*75%*	*67%*	*75%*	*62%*	*65%*	*62%*
NET Any usage	**229**	56	51	52	70	10	25	21	16	22	13	16	19	17	23	23	23
	33%	*34%*	*32%*	*27%*	*37%*	*27%*	*35%*	*38%*	*27%*	*38%*	*32%*	*25%*	*33%*	*25%*	*38%*	*35%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3724**	-	3724	1711	2006	255	360	668	545	867	620	409	615	1213	1896	1029	3548	154	3724
Weighted Base	**3529**	-**	3529	1582	1936	247	339	652	543	767	548	433	586	1195	1748	980	3259	250	3724
Effective Base	**1964**	-	1964	919	1041	147	200	392	287	445	261	245	346	676	943	502	1844	113	3724
I've used them to send a letter, packet or parcel	**181**	-	181	101	80	17	25	69	23	25	8	14	42	92	47	21	147	34	172
	5%	-	*5%*	**6%d**	*4%*	**7%ij**	**7%ij**	**11%hijk**	**4%j**	*3%*	*1%*	*3%*	**7%no**	**8%no**	*3%*	*2%*	*5%*	**13%p**	*5%*
They've delivered a letter, packet or parcel	**2132**	-	2132	956	1167	156	237	414	339	435	305	246	393	754	986	551	1975	142	2433
	60%	-	*60%*	*60%*	*60%*	*63%*	**70%ijk**	**64%ij**	*62%*	*57%*	*56%*	*57%*	**67%no**	**63%no**	*56%*	*56%*	*61%*	*57%*	*65%*
Not used	**1328**	-	1328	585	742	86	92	213	194	322	240	181	178	407	742	420	1231	93	1226
	38%	-	*38%*	*37%*	*38%*	*35%*	*27%*	*33%*	**36%f**	**42%fg**	**44%fg**	**42%fg**	*30%*	*34%*	**42%lm**	**43%lm**	*38%*	*37%*	*33%*
NET Any usage	**2201**	-	2201	997	1194	160	247	439	349	445	308	252	407	788	1005	560	2028	157	2498
	62%	-	*62%*	*63%*	*62%*	*65%*	**73%hijk**	**67%ijk**	*64%*	*58%*	*56%*	*58%*	**70%no**	**66%no**	*58%*	*57%*	*62%*	*63%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3724**	910	1201	719	894	2111	1613	1748	1925	439	506	990	953	561	2449	445	3077
Weighted Base	**3529**	621	1262	760	886	1883	1646	1945	1540	436	497	999	838	528	2334	440	2914
Effective Base	**1964**	353	672	407	537	1025	940	976	986	258	279	533	483	275	1293	261	1598
I've used them to send a letter, packet or parcel	**181**	37	53	47	44	90	91	132	48	16	17	45	61	34	122	16	159
	5%	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	**7%h**	*3%*	*4%*	*3%*	*4%*	**7%j**	*6%*	*5%*	*4%*	*5%*
They've delivered a letter, packet or parcel	**2132**	425	764	434	509	1189	943	1193	912	228	308	578	554	323	1440	232	1795
	60%	**68%bcd**	*61%*	*57%*	*57%*	**63%f**	*57%*	*61%*	*59%*	*52%*	**62%l**	*58%*	**66%ik**	**61%l**	**62%l**	*53%*	**62%o**
Not used	**1328**	177	481	312	358	658	670	705	607	198	183	412	263	189	858	199	1066
	38%	*29%*	**38%a**	**41%a**	**40%a**	*35%*	**41%e**	*36%*	*39%*	**45%jlmn**	*37%*	**41%l**	*31%*	*36%*	**37%l**	**45%p**	*37%*
NET Any usage	**2201**	444	781	448	528	1225	976	1239	933	238	313	587	575	339	1476	241	1848
	62%	**71%bcd**	*62%*	*59%*	*60%*	**65%f**	*59%*	*64%*	*61%*	*55%*	**63%l**	*59%*	**69%ikn**	**64%l**	**63%l**	*55%*	**63%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 274

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3724**	2247	1477	625	1728	844	696	456	171	188	202	188	209	212	134	203	221	124	720
Weighted Base	**3529**	2965	563	178	2909	321	193	105	142	369	317	270	316	369	312	470	344	44*	277
Effective Base	**1964**	1595	384	145	1446	326	288	254	157	171	175	166	171	187	120	186	194	53	275
I've used them to send a letter, packet or parcel	**181**	163	18	8	149	20	8	4	6	36	9	10	16	8	23	28	12	*	20
	5%	*5%*	*3%*	*4%*	*5%*	*6%*	*4%*	*4%*	*5%*	**10%jkmpq**	*3%*	*4%*	*5%*	*2%*	**7%m**	*6%*	*4%*	*	**7%jm**
They've delivered a letter, packet or parcel	**2132**	1759	373	127	1712	217	138	66	94	202	171	160	180	219	196	282	210	23	194
	60%	*59%*	**66%a**	**71%a**	*59%*	**67%d**	**71%dg**	*62%*	**66%jl**	*55%*	*54%*	*59%*	*57%*	*59%*	*63%*	*60%*	*61%*	*52%*	**70%jklmoq**
Not used	**1328**	1147	181	49	1137	100	54	38	45	151	143	104	129	149	109	180	127	21	79
	38%	**39%bc**	*32%*	*27%*	**39%ef**	*31%*	*28%*	**36%f**	*32%*	**41%r**	**45%hr**	**39%r**	**41%r**	**40%r**	*35%*	**38%r**	*37%*	**47%hr**	*28%*
NET Any usage	**2201**	1818	383	130	1772	222	139	68	97	217	174	166	187	221	203	289	218	23	199
	62%	*61%*	**68%a**	**73%a**	*61%*	**69%d**	**72%dg**	*64%*	**68%jq**	*59%*	*55%*	*61%*	*59%*	*60%*	*65%*	*62%*	*63%*	*53%*	**72%jklmoq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3724**	1501	1457	413	250	86	2958	336	1564	1438	484	156	57	3002	213
Weighted Base	**3529**	1421	1372	421	210	84*	2793	294	1421	1366	503	156*	54*	2786	209
Effective Base	**1964**	782	761	229	134	48	1543	182	790	752	275	95	35	1542	130
I've used them to send a letter, packet or parcel	**181**	70	66	26	13	7	135	20	74	61	38	3	4	135	7
	5%	*5%*	*5%*	*6%*	*6%*	*9%*	*5%*	*7%*	*5%*	*4%*	***8%lk***	*2%*	*8%*	*5%*	*4%*
They've delivered a letter, packet or parcel	**2132**	834	834	271	130	52	1668	182	866	835	290	100	28	1700	128
	60%	*59%*	*61%*	*64%*	*62%*	*62%*	*60%*	*62%*	*61%*	*61%*	*58%*	*64%*	*52%*	*61%*	*61%*
Not used	**1328**	554	514	145	78	28	1068	105	528	502	200	56	26	1030	81
	38%	*39%*	*37%*	*34%*	*37%*	*33%*	*38%*	*36%*	*37%*	*37%*	*40%*	*36%*	*48%*	*37%*	*39%*
NET Any usage	**2201**	867	857	276	133	56	1724	189	893	863	303	100	28	1756	128
	62%	*61%*	*63%*	*66%*	*63%*	*67%*	*62%*	*64%*	*63%*	*63%*	*60%*	*64%*	*52%*	*63%*	*61%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel

Base : Aware of Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3724**	248	3417	59	1141	2410	173	3690	10	13	5	3713	6
Weighted Base	**3529**	209	3273	47**	1015	2361	153*	3503	5**	9**	5**	3517	7**
Effective Base	**1964**	130	1806	29	596	1283	87	1946	4	8	3	1957	5
I've used them to send a letter, packet or parcel	**181**	20	159	2	56	112	13	180	-	1	-	181	*
	5%	***10%b***	*5%*	*5%*	*5%*	*5%*	*8%*	*5%*	-	*11%*	-	*5%*	*3%*
They've delivered a letter, packet or parcel	**2132**	139	1972	22	605	1438	90	2120	2	3	5	2126	2
	60%	*66%*	*60%*	*47%*	*60%*	*61%*	*59%*	*61%*	*37%*	*37%*	*98%*	*60%*	*30%*
Not used	**1328**	57	1247	23	383	887	58	1315	3	5	*	1324	4
	38%	*27%*	***38%a***	*50%*	*38%*	*38%*	*38%*	*38%*	*63%*	*52%*	*2%*	*38%*	*67%*
NET Any usage	**2201**	152	2026	23	632	1474	95	2187	2	4	5	2194	2
	62%	***73%b***	*62%*	*50%*	*62%*	*62%*	*62%*	*62%*	*37%*	*48%*	*98%*	*62%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 274

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3724**	924	962	949	889	314	303	307	337	325	300	317	320	312	285	316	288
Weighted Base	**3529**	898	912	876	843	291	308	299	336	296	281	288	289	298	265	321	256
Effective Base	**1964**	477	515	475	500	149	169	160	186	177	153	158	156	161	156	181	165
I've used them to send a letter, packet or parcel	**181**	48	46	50	38	9	23	16	19	18	9	26	13	11	6	14	19
	5%	*5%*	*5%*	*6%*	*4%*	*3%*	**7%n**	*5%*	*6%*	*6%*	*3%*	**9%ejn**	*4%*	*4%*	*2%*	*4%*	**7%n**
They've delivered a letter, packet or parcel	**2132**	563	568	500	501	191	179	193	218	180	170	185	149	166	152	196	153
	60%	*63%*	*62%*	*57%*	*59%*	**66%l**	*58%*	**65%l**	**65%l**	*61%*	*61%*	**64%l**	*52%*	*56%*	*57%*	*61%*	*60%*
Not used	**1328**	317	330	353	328	99	114	104	109	112	109	93	136	124	108	123	97
	38%	*35%*	*36%*	*40%*	*39%*	*34%*	*37%*	*35%*	*32%*	*38%*	*39%*	*32%*	**47%eghk**	*42%*	*41%*	*38%*	*38%*
NET Any usage	**2201**	581	582	523	514	192	194	195	227	183	172	195	154	174	156	198	160
	62%	*65%*	*64%*	*60%*	*61%*	**66%l**	*63%*	**65%l**	**68%l**	*62%*	*61%*	**68%l**	*53%*	*58%*	*59%*	*62%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2311**	-	2311	1116	1188	169	221	437	360	520	371	233	390	797	1124	604	2185	110	2311
Weighted Base	**2394**	-**	2394	1138	1247	184	222	483	388	495	354	268	406	871	1116	621	2188	192*	2311
Effective Base	**1314**	-	1314	648	662	112	131	279	195	282	176	146	243	471	602	321	1223	86	2311
I've used them to send a letter, packet or parcel	**161**	-	161	98	63	26	24	47	21	20	14	8	50	69	42	22	131	28	147
	7%	-	*7%*	**9%d**	*5%*	**14%hijk**	**11%ijk**	**10%ijk**	*6%*	*4%*	*4%*	*3%*	**12%no**	**8%no**	*4%*	*4%*	*6%*	**15%p**	*6%*
They've delivered a letter, packet or parcel	**1903**	-	1903	868	1026	146	168	379	320	388	290	212	314	700	889	502	1757	136	1849
	79%	-	*79%*	*76%*	**82%c**	*79%*	*76%*	*78%*	*83%*	*78%*	*82%*	*79%*	*77%*	*80%*	*80%*	*81%*	**80%q**	*71%*	*80%*
Not used	**423**	-	423	228	196	29	42	78	60	101	62	52	71	137	215	114	374	47	410
	18%	-	*18%*	**20%d**	*16%*	*16%*	*19%*	*16%*	*15%*	*21%*	*17%*	*19%*	*17%*	*16%*	*19%*	*18%*	*17%*	*25%*	*18%*
NET Any usage	**1970**	-	1970	910	1051	156	180	406	328	393	292	215	335	734	901	507	1814	144	1901
	82%	-	*82%*	*80%*	**84%c**	*84%*	*81%*	*84%*	*85%*	*79%*	*83%*	*81%*	*83%*	*84%*	*81%*	*82%*	*83%*	*75%*	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2311	559	728	445	579	1287	1024	1109	1173	260	297	628	588	370	1513	263	1921
Weighted Base	2394	437	841	496	620	1278	1115	1360	1003	268	337	673	591	364	1601	271	1995
Effective Base	1314	230	444	275	367	674	642	663	660	157	192	363	328	186	883	158	1084
I've used them to send a letter, packet or parcel	161	37	40	50	34	77	84	116	40	9	24	41	43	30	107	12	140
	7%	8%	5%	10%bd	5%	6%	7%	9%h	4%	3%	7%	6%	7%	8%	7%	4%	7%
They've delivered a letter, packet or parcel	1903	360	694	382	467	1053	849	1072	810	196	273	533	473	301	1279	196	1608
	79%	82%d	83%d	77%	75%	82%f	76%	79%	81%	73%	81%	79%	80%	83%i	80%	72%	81%o
Not used	423	59	132	92	140	191	233	237	180	69	54	124	102	47	281	69	330
	18%	13%	16%	19%	23%ab	15%	21%e	17%	18%	26%jlmn	16%	18%	17%	13%	18%	25%p	17%
NET Any usage	1970	378	709	403	479	1088	883	1122	823	199	283	548	489	317	1320	202	1665
	82%	87%d	84%d	81%	77%	85%f	79%	83%	82%	74%	84%i	82%	83%i	87%i	82%i	75%	83%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2311**	1525	786	316	1194	469	374	274	110	126	139	133	146	145	106	138	151	58	411
Weighted Base	**2394**	2056	338	109*	2015	199	116	63	91	247	213	188	225	254	242*	320	233	23**	176
Effective Base	**1314**	1102	217	78	1001	209	150	173	101	115	125	116	117	128	96	126	134	30	180
I've used them to send a letter, packet or parcel	**161**	137	24	11	141	12	5	4	7	18	18	8	18	18	22	17	15	2	10
	7%	*7%*	*7%*	*10%*	*7%*	*6%*	*4%*	*6%*	*7%*	*7%*	*8%*	*4%*	*8%*	*7%*	*9%*	*5%*	*6%*	*8%*	*5%*
They've delivered a letter, packet or parcel	**1903**	1630	272	82	1595	162	92	54	72	169	153	143	183	205	195	277	196	18	144
	79%	*79%*	*81%*	*75%*	*79%*	*81%*	*79%*	*86%d*	*79%*	*68%*	*72%*	*76%*	*81%i*	*81%i*	*81%i*	*87%ijk*	*84%ij*	*78%*	*82%ij*
Not used	**423**	368	56	24	360	32	23	8	16	62	58	40	36	42	33	41	32	4	28
	18%	*18%*	*16%*	*22%*	*18%*	*16%*	*20%*	*12%*	*17%*	*25%nop*	*27%lmnopr*	*21%*	*16%*	*16%*	*13%*	*13%*	*14%*	*18%*	*16%*
NET Any usage	**1970**	1688	282	85	1655	167	93	55	76	185	155	148	189	212	210	279	201	19	148
	82%	*82%*	*84%*	*78%*	*82%*	*84%*	*80%*	*88%*	*83%*	*75%*	*73%*	*79%*	*84%j*	*84%j*	*87%ij*	*87%ij*	*86%ij*	*82%*	*84%j*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2311**	943	883	283	140	52	1826	192	987	874	301	99	40	1861	139
Weighted Base	**2394**	961	930	314	123*	55*	1891	178	995	911	337	104*	35**	1906	139*
Effective Base	**1314**	528	503	168	78	33	1031	111	551	486	185	62	24	1036	86
I've used them to send a letter, packet or parcel	**161**	54	71	27	6	3	125	9	62	66	23	7	3	128	10
	7%	*6%*	*8%*	*9%*	*5%*	*5%*	*7%*	*5%*	*6%*	*7%*	*7%*	*7%*	*9%*	*7%*	*7%*
They've delivered a letter, packet or parcel	**1903**	769	741	250	89	48	1510	137	802	712	270	87	26	1513	113
	79%	*80%*	*80%*	*79%*	*72%*	*87%*	*80%*	*77%*	*81%*	*78%*	*80%*	*84%*	*74%*	*79%*	*81%*
Not used	**423**	164	164	52	33	7	328	40	164	174	57	14	9	338	23
	18%	*17%*	*18%*	*17%*	**27%a**	*13%*	*17%*	*22%*	*16%*	*19%*	*17%*	*14%*	*26%*	*18%*	*17%*
NET Any usage	**1970**	797	767	262	90	48	1563	138	832	736	280	89	26	1568	115
	82%	**83%d**	*82%*	*83%*	*73%*	*87%*	**83%d**	*78%*	*84%*	*81%*	*83%*	*86%*	*74%*	*82%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2311**	166	2108	37	758	1446	107	2294	4	10	2	2308	1
Weighted Base	**2394**	154*	2206	34**	762	1534	97*	2379	5**	8**	1**	2392	1**
Effective Base	**1314**	95	1199	21	434	823	58	1304	3	6	1	1312	1
I've used them to send a letter, packet or parcel	**161**	16	144	1	50	93	18	156	5	-	-	161	-
	7%	*11%*	*7%*	*2%*	*7%*	*6%*	**18%de**	*7%*	*98%*	-	-	*7%*	-
They've delivered a letter, packet or parcel	**1903**	119	1758	25	611	1220	72	1895	3	3	1	1901	1
	79%	*78%*	*80%*	*75%*	*80%*	*80%*	*74%*	*80%*	*68%*	*39%*	*100%*	*79%*	*100%*
Not used	**423**	25	390	8	130	279	14	419	-	5	-	423	-
	18%	*16%*	*18%*	*25%*	*17%*	*18%*	*15%*	*18%*	-	*61%*	-	*18%*	-
NET Any usage	**1970**	129	1816	25	632	1255	83	1960	5	3	1	1968	1
	82%	*84%*	*82%*	*75%*	*83%*	*82%*	*85%*	*82%*	*100%*	*39%*	*100%*	*82%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2311**	552	569	600	590	190	173	189	197	196	176	214	193	193	182	215	193
Weighted Base	**2394**	615	577	609	593	220	196	200	211	176	189	208	185	216	187	234	173
Effective Base	**1314**	326	327	321	341	105	110	114	117	106	105	111	100	110	106	126	111
I've used them to send a letter, packet or parcel	**161**	42	44	30	46	6	18	17	24	7	13	12	9	9	14	21	11
	7%	*7%*	*8%*	*5%*	*8%*	*3%*	*9%*	*9%*	***11%eim***	*4%*	*7%*	*6%*	*5%*	*4%*	*7%*	*9%*	*6%*
They've delivered a letter, packet or parcel	**1903**	498	454	486	464	183	157	158	165	138	151	161	151	173	142	184	138
	79%	*81%*	*79%*	*80%*	*78%*	*83%*	*80%*	*79%*	*78%*	*78%*	*80%*	*78%*	*82%*	*80%*	*76%*	*79%*	*80%*
Not used	**423**	100	100	111	113	33	32	35	32	35	33	41	30	40	36	44	33
	18%	*16%*	*17%*	*18%*	*19%*	*15%*	*16%*	*18%*	*15%*	*20%*	*18%*	*20%*	*16%*	*18%*	*19%*	*19%*	*19%*
NET Any usage	**1970**	515	477	498	480	187	165	164	180	141	156	167	154	176	151	190	140
	82%	*84%*	*83%*	*82%*	*81%*	*85%*	*84%*	*82%*	*85%*	*80%*	*82%*	*80%*	*84%*	*82%*	*81%*	*81%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**24**	-	24	11	13	-	-	1	4	4	8	7	-	5	19	15	23	-	24
Weighted Base	**21***	-**	21**	7**	14**	-**	-**	***	5**	3**	5**	9**	-**	5**	16**	14**	21**	-**	24*
Effective Base	**12**	-	12	5	7	-	-	1	2	2	4	5	-	2	10	8	12	-	24
I've used them to send a letter, packet or parcel	**8**	-	8	3	4	-	-	-	3	2	1	2	-	3	4	2	8	-	6
	36%	-	*36%*	*50%*	*30%*	-	-	-	*67%*	*78%*	*14%*	*20%*	-	*65%*	*27%*	*18%*	*36%*	-	*25%*
They've delivered a letter, packet or parcel	**18**	-	18	4	14	-	-	*	3	1	5	9	-	3	15	14	18	-	21
	86%	-	*86%*	*56%*	*99%*	-	-	*100%*	*71%*	*35%*	*100%*	*100%*	-	*72%*	*90%*	*100%*	*86%*	-	*88%*
Not used	**1**	-	1	1	*	-	-	-	1	*	-	-	-	1	*	-	1	-	2
	7%	-	*7%*	*20%*	*1%*	-	-	-	*29%*	*4%*	-	-	-	*28%*	*1%*	-	*6%*	-	*8%*
NET Any usage	**19**	-	19	5	14	-	-	*	3	2	5	9	-	3	16	14	19	-	22
	93%	-	*93%*	*80%*	*99%*	-	-	*100%*	*71%*	*96%*	*100%*	*100%*	-	*72%*	*99%*	*100%*	*94%*	-	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 276

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other

Base : Aware of Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**24**	6	8	4	6	14	10	6	18	3	4	7	6	3	17	3	21
Weighted Base	**21***	3**	11**	2**	5**	14**	7**	5**	16**	2**	6**	5**	5**	2**	16**	2**	19**
Effective Base	**12**	2	5	1	4	7	6	2	10	2	2	4	4	1	9	2	10
I've used them to send a letter, packet or parcel	**8**	1	5	2	*	5	2	5	3	2	3	*	2	-	6	2	6
	36%	*22%*	*43%*	*83%*	*9%*	*38%*	*31%*	*88%*	*18%*	*75%*	*53%*	*9%*	*42%*	-	*36%*	*75%*	*31%*
They've delivered a letter, packet or parcel	**18**	3	9	2	3	13	5	4	14	2	6	4	4	2	13	2	16
	86%	*100%*	*86%*	*94%*	*72%*	*89%*	*78%*	*68%*	*91%*	*100%*	*100%*	*73%*	*71%*	*100%*	*82%*	*100%*	*84%*
Not used	**1**	-	-	*	1	-	1	*	1	-	-	1	-	-	1	-	1
	7%	-	-	*6%*	*28%*	-	*22%*	*2%*	*9%*	-	-	*27%*	-	-	*8%*	-	*8%*
NET Any usage	**19**	3	11	2	3	14	5	5	14	2	6	4	5	2	15	2	17
	93%	*100%*	*100%*	*94%*	*72%*	*100%*	*78%*	*98%*	*91%*	*100%*	*100%*	*73%*	*100%*	*100%*	*92%*	*100%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 276

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**24**	10	14	4	10	3	6	5	-	1	1	-	-	2	1	1	4	2	1
Weighted Base	**21***	12**	9**	***	18**	***	1**	1**	-**	2**	2**	-**	-**	2**	3**	2**	7**	***	***
Effective Base	**12**	6	6	4	9	3	3	3	-	1	1	-	-	2	1	1	4	2	1
I've used them to send a letter, packet or parcel	**8**	4	3	*	6	-	1	1	-	2	2	-	-	-	3	-	-	-	-
	36%	*35%*	*38%*	*21%*	*35%*	-	*42%*	*47%*	-	*100%*	*100%*	-	-	-	*100%*	-	-	-	-
They've delivered a letter, packet or parcel	**18**	11	7	*	15	*	1	1	-	2	-	-	-	1	3	2	7	*	*
	86%	*89%*	*81%*	*100%*	*84%*	*100%*	*100%*	*92%*	-	*100%*	-	-	-	*44%*	*100%*	*100%*	*100%*	*100%*	*100%*
Not used	**1**	1	*	-	1	-	-	*	-	-	-	-	-	1	-	-	-	-	-
	7%	*11%*	*1%*	-	*7%*	-	-	*8%*	-	-	-	-	-	*56%*	-	-	-	-	-
NET Any usage	**19**	11	9	*	17	*	1	1	-	2	2	-	-	1	3	2	7	*	*
	93%	*89%*	*99%*	*100%*	*93%*	*100%*	*100%*	*92%*	-	*100%*	*100%*	-	-	*44%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**24**	11	5	-	7	1	16	8	9	5	4	5	1	14	6
Weighted Base	**21***	12**	3**	-**	6**	***	15**	6**	10**	4**	3**	4**	***	14**	4**
Effective Base	**12**	6	2	-	4	1	8	4	5	3	2	3	1	7	3
I've used them to send a letter, packet or parcel	**8**	5	1	-	2	-	5	2	4	3	-	*	-	7	*
	36%	*38%*	*26%*	-	*37%*	-	*36%*	*36%*	*39%*	*79%*	-	*12%*	-	*50%*	*12%*
They've delivered a letter, packet or parcel	**18**	11	3	-	4	*	14	4	10	3	2	4	*	12	4
	86%	*87%*	*100%*	-	*75%*	*100%*	*90%*	*75%*	*100%*	*61%*	*58%*	*97%*	*100%*	*89%*	*97%*
Not used	**1**	-	-	-	1	-	-	1	-	-	1	*	-	-	*
	7%	-	-	-	*25%*	-	-	*25%*	-	-	*42%*	*3%*	-	-	*3%*
NET Any usage	**19**	12	3	-	4	*	15	4	10	4	2	4	*	14	4
	93%	*100%*	*100%*	-	*75%*	*100%*	*100%*	*75%*	*100%*	*100%*	*58%*	*97%*	*100%*	*100%*	*97%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other

Base : Aware of Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**24**	8	16	-	16	7	1	23	-	1	-	24	-
Weighted Base	**21***	7**	14**	-**	17**	3**	***	20**	-**	1**	-**	21**	-**
Effective Base	**12**	5	7	-	9	3	1	11	-	1	-	12	-
I've used them to send a letter, packet or parcel	**8**	1	6	-	8	-	-	8	-	-	-	8	-
	36%	*18%*	*44%*	-	*43%*	-	-	*38%*	-	-	-	*36%*	-
They've delivered a letter, packet or parcel	**18**	7	11	-	14	3	-	18	-	-	-	18	-
	86%	*100%*	*79%*	-	*83%*	*100%*	-	*91%*	-	-	-	*86%*	-
Not used	**1**	-	1	-	1	-	*	*	-	1	-	1	-
	7%	-	*10%*	-	*8%*	-	*100%*	*1%*	-	*100%*	-	*7%*	-
NET Any usage	**19**	7	13	-	16	3	-	19	-	-	-	19	-
	93%	*100%*	*90%*	-	*92%*	*100%*	-	*99%*	-	-	-	*93%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other

Base : Aware of Other

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**24**	5	8	6	5	1	3	1	1	5	2	2	1	3	1	1	3
Weighted Base	**21***	5**	9**	3**	4**	2**	3**	***	2**	7**	1**	***	***	3**	2**	***	2**
Effective Base	**12**	4	5	1	2	1	2	1	1	3	1	2	1	1	1	1	2
I've used them to send a letter, packet or parcel	**8**	2	5	-	*	2	*	-	-	5	-	-	-	-	-	*	-
	36%	*42%*	*59%*	-	*2%*	*100%*	*14%*	-	-	*79%*	-	-	-	-	-	*100%*	-
They've delivered a letter, packet or parcel	**18**	3	8	3	4	-	3	*	2	6	1	*	*	3	2	*	2
	86%	*67%*	*85%*	*96%*	*100%*	-	*100%*	*100%*	*100%*	*81%*	*100%*	*100%*	*100%*	*96%*	*100%*	*100%*	*100%*
Not used	**1**	-	1	*	-	-	-	-	-	1	-	-	-	*	-	-	-
	7%	-	*15%*	*4%*	-	-	-	-	-	*19%*	-	-	-	*4%*	-	-	-
NET Any usage	**19**	5	8	3	4	2	3	*	2	6	1	*	*	3	2	*	2
	93%	*100%*	*85%*	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	*81%*	*100%*	*100%*	*100%*	*96%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Royal Mail	3590	-	3590	1686	1896	432	430	729	498	679	451	372	861	1226	1503	823	3260	313	3608
	70%	-	70%	67%	72%c	63%	66%	72%ef	69%	74%ef	71%e	71%e	64%	71%l	72%l	71%l	70%	65%	70%
Citipost	68	-	68	61	7	8	14	36	6	4	-	-	22	41	4	-	53	13	45
	1%	-	1%	2%d	*	1%	2%ijk	4%ehijk	1%	*	-	-	2%no	2%no	*	-	1%	3%p	1%
Collect + (Collect Plus)	332	-	332	124	208	51	50	96	41	47	28	18	101	137	93	46	295	33	354
	6%	-	6%	5%	8%c	7%k	8%k	9%hijk	6%	5%	4%	3%	8%no	8%no	4%	4%	6%	7%	7%
DHL	361	-	361	252	109	63	65	112	63	34	9	16	128	174	59	24	283	74	306
	7%	-	7%	10%d	4%	9%ijk	10%ijk	11%ijk	9%ijk	4%j	1%	3%	10%no	10%no	3%	2%	6%	15%p	6%
FedEx	266	-	266	193	72	61	49	80	34	23	13	5	110	115	41	18	217	49	204
	5%	-	5%	8%d	3%	9%hijk	8%ijk	8%ijk	5%jk	2%	2%	1%	8%no	7%no	2%	2%	5%	10%p	4%
Hermes	948	-	948	409	539	134	126	189	147	159	106	87	260	335	352	194	835	107	970
	18%	-	18%	16%	20%c	20%	19%	19%	20%	17%	17%	17%	19%	19%	17%	17%	18%	22%	19%
Interlink	51	-	51	37	14	5	9	26	3	4	*	4	14	29	8	4	46	4	40
	1%	-	1%	1%d	1%	1%	1%j	3%ehij	*	*	*	1%	1%	2%no	*	*	1%	1%	1%
DPD	304	-	304	180	123	62	58	89	38	31	14	12	120	127	56	25	261	39	304
	6%	-	6%	7%d	5%	9%hijk	9%ijk	9%hijk	5%jk	3%	2%	2%	9%no	7%no	3%	2%	6%	8%	6%
Parcelforce	561	-	561	318	243	26	56	109	98	142	71	59	82	208	271	130	506	53	653
	11%	-	11%	13%d	9%	4%	9%e	11%e	14%ef	15%efg	11%e	11%e	6%	12%l	13%l	11%l	11%	11%	13%
TNT Express	71	-	71	55	17	15	13	21	11	8	*	2	28	33	11	2	66	5	58
	1%	-	1%	2%d	1%	2%jk	2%j	2%jk	2%j	1%	*	*	2%no	2%no	1%	*	1%	1%	1%
TNT Post UK	46	-	46	36	10	10	4	15	9	7	*	-	15	24	8	*	40	4	41
	1%	-	1%	1%d	*	2%jk	1%	1%jk	1%	1%	*	-	1%o	1%no	*	*	1%	1%	1%
UPS	201	-	201	132	69	30	30	73	17	26	10	15	59	90	51	25	160	41	178
	4%	-	4%	5%d	3%	4%j	5%j	7%hijk	2%	3%	2%	3%	4%no	5%no	2%	2%	3%	9%p	3%
UK Mail (not to be confused with Royal Mail)	95	-	95	63	32	12	22	32	7	12	2	8	34	39	22	10	75	20	79
	2%	-	2%	3%d	1%	2%	3%hij	3%hij	1%	1%	*	2%	3%no	2%no	1%	1%	2%	4%p	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
DX	**42**	-	42	36	6	3	9	20	7	1	1	2	12	27	3	3	32	11	33
	1%	-	*1%*	**1%d**	*	*	**1%l**	**2%eij**	**1%l**	*	*	*	**1%n**	**2%no**	*	*	*1%*	**2%p**	*1%*
Yodel	**181**	-	181	101	80	17	25	69	23	25	8	14	42	92	47	21	147	34	172
	4%	-	*4%*	*4%*	*3%*	*3%*	**4%j**	**7%efhijk**	*3%*	*3%*	*1%*	*3%*	*3%*	**5%lno**	*2%*	*2%*	*3%*	**7%p**	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	-	161	98	63	26	24	47	21	20	14	8	50	69	42	22	131	28	147
	3%	-	*3%*	**4%d**	*2%*	*4%*	*4%*	**5%ik**	*3%*	*2%*	*2%*	*2%*	**4%no**	**4%no**	*2%*	*2%*	*3%*	**6%p**	*3%*
Other	**8**	-	8	3	4	-	-	-	3	2	1	2	-	3	4	2	8	-	6
	*	-	*	*	*	-	-	-	*	*	*	*	-	*	*	*	*	-	*
None of the above	**1107**	-	1107	551	550	174	137	170	166	192	155	114	311	335	461	269	983	104	1146
	21%	-	*21%*	*22%*	*21%*	**25%g**	*21%*	*17%*	**23%g**	*21%*	**24%g**	*22%*	*23%*	*19%*	*22%*	*23%*	*21%*	*22%*	*22%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	-	1722	901	821	288	268	430	236	238	140	122	556	666	500	262	1478	231	1676
	33%	-	*33%*	**36%d**	*31%*	**42%hijk**	**41%hijk**	**42%hijk**	**33%ijk**	*26%*	*22%*	*23%*	**41%no**	**38%no**	*24%*	*23%*	*32%*	**48%p**	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 277

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Royal Mail	**3590**	732	1287	781	790	2020	1571	2207	1331	386	458	974	902	626	2335	393	3007
	70%	**71%d**	**74%d**	**70%d**	*63%*	**72%f**	*66%*	**72%h**	*66%*	*61%*	*66%*	**71%i**	**75%ij**	**72%i**	**71%ij**	*62%*	**71%o**
Citipost	**68**	35	7	23	3	42	26	62	5	3	1	17	4	34	23	3	57
	1%	**3%bd**	*	**2%bd**	*	*1%*	*1%*	**2%h**	*	*1%*	*	*1%*	*	**4%ijkln**	*1%*	*1%*	*1%*
Collect + (Collect Plus)	**332**	88	102	89	53	189	142	223	105	33	36	87	94	64	216	33	281
	6%	**8%bd**	*6%*	**8%d**	*4%*	*7%*	*6%*	**7%h**	*5%*	*5%*	*5%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*
DHL	**361**	122	104	76	58	226	135	286	72	34	27	76	86	121	189	34	314
	7%	**12%bcd**	*6%*	*7%*	*5%*	**8%f**	*6%*	**9%h**	*4%*	*5%*	*4%*	*5%*	**7%j**	**14%ijkln**	*6%*	*5%*	*7%*
FedEx	**266**	120	65	60	21	185	81	233	33	14	18	47	64	104	129	14	236
	5%	**12%bcd**	**4%d**	**5%d**	*2%*	**7%f**	*3%*	**8%h**	*2%*	*2%*	*3%*	*3%*	**5%ij**	**12%ijkln**	*4%*	*2%*	**6%o**
Hermes	**948**	178	339	231	200	518	430	635	302	93	122	262	257	144	640	96	798
	18%	*17%*	*19%*	**21%d**	*16%*	*19%*	*18%*	**21%h**	*15%*	*15%*	*18%*	*19%*	**21%i**	*17%*	**20%i**	*15%*	*19%*
Interlink	**51**	24	9	13	4	33	18	43	8	5	4	5	7	27	16	5	44
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*	*1%*	**3%ijkln**	*	*1%*	*1%*
DPD	**304**	94	76	68	65	170	133	228	70	23	29	79	80	72	188	24	266
	6%	**9%bd**	*4%*	*6%*	*5%*	*6%*	*6%*	**7%h**	*4%*	*4%*	*4%*	*6%*	**7%i**	**8%ij**	*6%*	*4%*	*6%*
Parcelforce	**561**	140	180	129	112	320	241	369	179	55	48	146	181	90	376	56	479
	11%	**13%d**	*10%*	*12%*	*9%*	*11%*	*10%*	**12%h**	*9%*	*9%*	*7%*	**11%j**	**15%ijkmn**	*10%*	**11%**	*9%*	*11%*
TNT Express	**71**	36	14	15	7	49	22	62	9	3	4	14	14	30	32	3	63
	1%	**3%bcd**	*1%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*	*	*1%*	*1%*	*1%*	**3%ijkln**	*1%*	*	*1%*
TNT Post UK	**46**	24	6	12	4	30	16	38	5	7	2	6	6	22	15	7	37
	1%	**2%bd**	*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*	*	*1%*	**3%ijkln**	*	*1%*	*1%*
UPS	**201**	56	70	52	23	126	75	161	40	15	24	51	64	38	140	15	180
	4%	**5%d**	**4%d**	**5%d**	*2%*	*5%*	*3%*	**5%h**	*2%*	*2%*	*3%*	*4%*	**5%i**	*4%*	*4%*	*2%*	*4%*
UK Mail (not to be confused with Royal Mail)	**95**	35	18	23	18	53	42	74	20	12	9	18	22	29	49	12	78
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*2%*	**3%ijkn**	*1%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 277

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
DX	**42**	21	3	13	5	24	19	37	5	1	2	7	8	18	18	1	36
	1%	**2%bd**	*	**1%b**	*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	**2%ijkln**	*1%*	*	*1%*
Yodel	**181**	37	53	47	44	90	91	132	48	16	17	45	61	34	122	16	159
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	**4%h**	*2%*	*3%*	*2%*	*3%*	**5%j**	*4%*	*4%*	*3%*	*4%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	37	40	50	34	77	84	116	40	9	24	41	43	30	107	12	140
	3%	*4%*	*2%*	**4%b**	*3%*	*3%*	*4%*	**4%h**	*2%*	*1%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*
Other	**8**	1	5	2	*	5	2	5	3	2	3	*	2	-	6	2	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
None of the above	**1107**	169	335	210	393	504	603	559	526	203	159	311	212	112	683	203	808
	21%	*16%*	*19%*	*19%*	**31%abc**	*18%*	**25%e**	*18%*	**26%g**	**32%jklmn**	**23%lm**	**23%lm**	**18%m**	*13%*	**21%m**	**32%p**	*19%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	453	546	392	330	1000	722	1208	495	158	204	424	433	397	1061	161	1479
	33%	**44%bcd**	**31%d**	**35%d**	*26%*	**36%f**	*31%*	**39%h**	*25%*	*25%*	*29%*	**31%i**	**36%ijk**	**46%ijkln**	**32%i**	*25%*	**35%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Royal Mail	3590	3052	538	192	2987	320	175	108	138	385	280	250	329	334	453	513	303	52	268
	70%	69%	73%	76%a	69%	73%	70%	74%	67%	68%	66%	67%	73%	70%	67%	73%	69%	76%	72%
Citipost	68	59	9	6	63	3	1	1	7	11	4	4	2	7	21	5	3	-	3
	1%	1%	1%	2%	1%	1%	*	1%	3%jlopr	2%	1%	1%	*	2%	3%lor	1%	1%	-	1%
Collect + (Collect Plus)	332	295	36	9	270	33	16	13	15	27	17	11	31	37	57	53	23	6	27
	6%	7%	5%	4%	6%	8%	6%	9%	7%k	5%	4%	3%	7%k	8%k	8%jk	7%k	5%	9%k	7%k
DHL	361	321	40	18	316	25	13	7	10	63	15	29	24	33	67	51	24	5	21
	7%	7%	5%	7%	7%	6%	5%	5%	5%	11%hjlpr	3%	8%j	5%	7%	10%j	7%	5%	7%	6%
FedEx	266	243	22	12	236	17	8	5	8	37	18	23	22	20	57	29	20	1	17
	5%	6%b	3%	5%	5%	4%	3%	3%	4%	7%	4%	6%	5%	4%	8%oq	4%	4%	1%	4%
Hermes	948	805	142	41	794	84	45	25	39	72	81	59	106	88	122	139	88	6	77
	18%	18%	19%	16%	18%	19%	18%	17%	19%	13%	19%iq	16%	23%ikq	18%	18%	20%iq	20%iq	9%	21%iq
Interlink	51	41	10	2	47	2	1	1	2	-	3	3	7	6	16	4	4	-	2
	1%	1%	1%	1%	1%	*	1%	1%	1%l	-	1%	1%	2%l	1%	2%l	1%	1%	-	*
DPD	304	254	49	19	255	28	12	9	8	36	14	13	33	26	59	40	26	4	25
	6%	6%	7%	7%	6%	6%	5%	6%	4%	6%	3%	4%	7%j	5%	9%hjk	6%	6%	5%	7%
Parcelforce	561	476	86	30	442	64	28	27	27	43	42	25	48	53	60	81	62	12	52
	11%	11%	12%	12%	10%	15%d	11%	18%df	13%ik	8%	10%	7%	11%	11%	9%	12%	14%ik	17%ikn	14%ikn
TNT Express	71	62	10	5	62	5	3	1	3	13	2	4	6	8	18	3	5	1	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*	1%	1%	2%	3%o	*	1%	1%	1%
TNT Post UK	46	41	5	2	40	4	1	*	4	4	-	6	3	6	4	8	4	-	4
	1%	1%	1%	1%	1%	1%	1%	*	2%j	1%	-	2%j	1%	1%	1%	1%	1%	-	1%
UPS	201	176	25	6	175	16	8	3	5	33	17	7	17	15	35	19	26	1	15
	4%	4%	3%	2%	4%q	4%	3%	2%	2%	6%k	4%	2%	4%	3%	5%	3%	6%k	1%	4%
UK Mail (not to be confused with Royal Mail)	95	86	9	4	84	5	5	1	4	18	10	3	12	5	19	7	6	-	5
	2%	2%	1%	1%	2%	1%	2%	1%	2%	3%	2%	1%	3%	1%	3%	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
DX	**42**	35	7	5	38	3	*	1	3	5	6	1	2	5	10	6	-	-	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**1%p**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*
Yodel	**181**	163	18	8	149	20	8	4	6	36	9	10	16	8	23	28	12	*	20
	4%	*4%*	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	**6%mq**	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*	*	**5%lm**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	137	24	11	141	12	5	4	7	18	18	8	18	18	22	17	15	2	10
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*
Other	**8**	4	3	*	6	-	1	1	-	2	2	-	-	-	3	-	-	-	-
	*	*	*	*	*	-	*	*e	-	*	*	-	-	-	*	-	-	-	-
None of the above	**1107**	958	150	48	930	87	60	30	54	111	101	94	79	105	146	125	114	10	77
	21%	*22%*	*20%*	*19%*	*22%*	*20%*	*24%*	*20%*	**26%lo**	*20%*	*24%*	**25%lo**	*17%*	*22%*	*22%*	*18%*	**26%lo**	*15%*	*21%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	1507	215	64	1463	137	73	48	64	186	131	117	162	148	281	238	136	15	122
	33%	**34%bc**	*29%*	*25%*	*34%*	*31%*	*29%*	*33%*	*31%*	*33%*	*31%*	*31%*	**36%q**	*31%*	**41%hijkmpqr**	*34%*	*31%*	*23%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Royal Mail	3590	1480	1413	426	200	55	2893	255	1492	1419	471	154	36	2911	191
	70%	**76%bcdeg**	**72%cdeg**	**59%e**	**58%e**	*45%*	**74%cdeg**	*55%*	**76%ijkln**	**72%jkln**	**58%l**	**61%l**	*42%*	**74%jkln**	*56%*
Citipost	68	29	21	12	4	3	50	6	32	17	9	2	8	49	10
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**9%hijkm**	*1%*	**3%im**
Collect + (Collect Plus)	332	140	126	30	23	7	267	30	156	127	34	10	3	283	13
	6%	**7%c**	*6%*	*4%*	*7%*	*6%*	**7%c**	*6%*	**8%jn**	*6%*	*4%*	*4%*	*4%*	**7%j**	*4%*
DHL	361	125	139	46	35	13	264	48	160	121	56	14	10	280	24
	7%	*6%*	*7%*	*6%*	**10%a**	*10%*	*7%*	**10%af**	*8%*	*6%*	*7%*	*5%*	*12%*	*7%*	*7%*
FedEx	266	123	83	44	10	6	206	16	130	88	30	12	5	218	18
	5%	**6%b**	*4%*	*6%*	*3%*	*5%*	*5%*	*3%*	**7%j**	*4%*	*4%*	*5%*	*6%*	*6%*	*5%*
Hermes	948	328	377	155	56	27	704	83	359	380	132	57	16	739	73
	18%	*17%*	*19%*	**21%a**	*16%*	*22%*	*18%*	*18%*	*18%*	*19%*	*16%*	*22%*	*19%*	*19%*	*21%*
Interlink	51	34	11	4	1	-	45	1	28	14	6	3	-	42	3
	1%	**2%b**	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
DPD	304	119	107	39	22	11	226	33	133	94	55	13	7	226	20
	6%	*6%*	*5%*	*5%*	*7%*	*9%*	*6%*	*7%*	**7%l**	*5%*	*7%*	*5%*	*8%*	*6%*	*6%*
Parcelforce	561	248	209	69	25	8	457	33	257	213	71	14	6	470	20
	11%	**13%dg**	*11%*	*9%*	*7%*	*7%*	**12%g**	*7%*	**13%jkn**	**11%kn**	*9%*	*6%*	*7%*	**12%jkn**	*6%*
TNT Express	71	31	25	10	3	3	56	6	33	25	13	*	*	58	*
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*	*1%*	*
TNT Post UK	46	20	15	6	1	3	35	4	25	10	10	*	*	36	1
	1%	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*
UPS	201	80	79	24	11	6	160	18	95	65	30	5	6	160	11
	4%	*4%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*2%*	*7%*	*4%*	*3%*
UK Mail (not to be confused with Royal Mail)	95	49	33	8	1	3	83	4	46	32	13	2	1	78	3
	2%	*3%*	*2%*	*1%*	*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
DX	**42**	22	8	9	3	*	31	3	22	11	4	2	3	33	4
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%ij**	*1%*	*1%*
Yodel	**181**	70	66	26	13	7	135	20	74	61	38	3	4	135	7
	4%	*4%*	*3%*	*4%*	*4%*	*6%*	*3%*	*4%*	*4%*	*3%*	*5%*	*1%*	*5%*	*3%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	54	71	27	6	3	125	9	62	66	23	7	3	128	10
	3%	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*
Other	**8**	5	1	-	2	-	5	2	4	3	-	*	-	7	*
	*	*	*	-	**1%b**	-	*	*	*	*	-	*	-	*	*
None of the above	**1107**	320	400	222	101	42	720	142	335	390	249	73	33	725	107
	21%	*16%*	**20%a**	**31%abf**	**29%abf**	**34%abf**	*18%*	**31%abf**	*17%*	*20%*	**30%him**	**29%him**	**39%him**	*18%*	**31%him**
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	638	670	233	114	56	1308	170	666	685	243	90	30	1351	120
	33%	*33%*	*34%*	*32%*	*33%*	**45%acf**	*33%*	*37%*	*34%*	*35%*	*30%*	*36%*	*35%*	*34%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Royal Mail	**3590**	254	3266	71	1026	2367	198	3545	27	10	2	3582	6
	70%	*66%*	*70%*	*71%*	*67%*	**72%df**	*64%*	**71%h**	*42%*	*40%*	*23%*	**70%h**	*20%*
Citipost	**68**	17	51	-	33	29	6	65	2	-	-	67	1
	1%	**4%b**	*1%*	-	**2%e**	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	*2%*
Collect + (Collect Plus)	**332**	36	293	3	114	204	14	327	3	-	-	330	1
	6%	*9%*	*6%*	*3%*	*7%*	*6%*	*5%*	*7%*	*5%*	-	-	*6%*	*5%*
DHL	**361**	41	311	8	116	222	22	342	13	4	1	360	-
	7%	**11%b**	*7%*	*8%*	*8%*	*7%*	*7%*	*7%*	**21%gk**	*15%*	*12%*	*7%*	-
FedEx	**266**	42	221	2	103	131	31	251	7	7	-	265	*
	5%	**11%b**	*5%*	*2%*	**7%e**	*4%*	**10%e**	*5%*	*11%*	*27%*	-	*5%*	*1%*
Hermes	**948**	68	870	10	293	605	49	926	10	5	3	942	3
	18%	*18%*	*19%*	*10%*	*19%*	*18%*	*16%*	*18%*	*16%*	*21%*	*25%*	*18%*	*10%*
Interlink	**51**	19	31	-	26	15	10	49	-	-	-	49	1
	1%	**5%b**	*1%*	-	**2%e**	*	**3%e**	*1%*	-	-	-	*1%*	*5%*
DPD	**304**	29	269	5	105	180	19	293	7	*	1	300	2
	6%	*8%*	*6%*	*5%*	*7%*	*5%*	*6%*	*6%*	*11%*	*	*12%*	*6%*	*7%*
Parcelforce	**561**	45	510	6	168	366	27	557	3	1	*	561	*
	11%	*12%*	*11%*	*6%*	*11%*	*11%*	*9%*	*11%*	*5%*	*4%*	*1%*	*11%*	*1%*
TNT Express	**71**	7	62	2	27	42	2	66	5	-	-	71	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**8%gk**	-	-	*1%*	-
TNT Post UK	**46**	11	35	-	25	20	1	44	1	-	-	46	-
	1%	**3%b**	*1%*	-	**2%e**	*1%*	*	*1%*	*2%*	-	-	*1%*	-
UPS	**201**	16	184	1	63	128	10	199	2	-	-	201	-
	4%	*4%*	*4%*	*1%*	*4%*	*4%*	*3%*	*4%*	*3%*	-	-	*4%*	-
UK Mail (not to be confused with Royal Mail)	**95**	19	75	1	37	54	4	89	5	*	-	95	-
	2%	**5%b**	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	**8%gk**	*1%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**42**	10	33	-	11	29	2	41	-	-	-	41	1
	1%	3%b	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*5%*
Yodel	**181**	20	159	2	56	112	13	180	-	1	-	181	*
	4%	*5%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	-	*4%*	-	*4%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	16	144	1	50	93	18	156	5	-	-	161	-
	3%	*4%*	*3%*	*1%*	*3%*	*3%*	6%e	*3%*	*7%*	-	-	*3%*	-
Other	**8**	1	6	-	8	-	-	8	-	-	-	8	-
	*	*	*	-	*e	-	-	*	-	-	-	*	-
None of the above	**1107**	65	1025	18	335	696	76	1063	9	10	5	1082	20
	21%	*17%*	*22%*	*18%*	*22%*	*21%*	*25%*	*21%*	*14%*	*41%*	*52%*	*21%*	*68%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	167	1529	26	556	1051	115	1665	39	8	4	1712	7
	33%	43%bc	*33%*	*26%*	36%e	*32%*	*37%*	*33%*	60%gk	*33%*	*36%*	*33%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Royal Mail	3590	894	929	891	877	314	288	292	316	296	317	298	298	295	299	312	266
	70%	*70%*	*72%*	*69%*	*68%*	**75%f**	*66%*	*68%*	*73%*	*71%*	*71%*	*69%*	*72%*	*67%*	*70%*	*68%*	*67%*
Citipost	68	11	4	23	29	2	3	7	1	1	3	2	16	6	7	8	14
	1%	*1%*	*	**2%b**	**2%ab**	*	*1%*	*2%*	*	*	*1%*	*	**4%efhijk**	*1%*	*2%*	*2%*	**4%efhijk**
Collect + (Collect Plus)	332	75	100	81	75	26	31	18	38	24	37	22	28	31	29	26	20
	6%	*6%*	*8%*	*6%*	*6%*	*6%*	*7%*	*4%*	**9%g**	*6%*	*8%*	*5%*	*7%*	*7%*	*7%*	*6%*	*5%*
DHL	361	67	91	92	111	22	22	22	32	18	41	27	38	27	36	27	48
	7%	*5%*	*7%*	*7%*	**9%a**	*5%*	*5%*	*5%*	*7%*	*4%*	**9%i**	*6%*	**9%l**	*6%*	*8%*	*6%*	**12%efgikmo**
FedEx	266	47	52	80	87	20	12	14	16	11	25	20	31	28	27	31	29
	5%	*4%*	*4%*	**6%a**	**7%ab**	*5%*	*3%*	*3%*	*4%*	*3%*	*6%*	*5%*	**8%fl**	*6%*	*6%*	**7%fl**	**7%fl**
Hermes	948	239	259	268	182	80	100	59	105	72	82	97	88	82	49	66	66
	18%	**19%d**	**20%d**	**21%d**	*14%*	**19%n**	**23%gno**	*14%*	**24%gnop**	*17%*	**18%n**	**23%gno**	**21%gn**	**19%n**	*11%*	*14%*	*17%*
Interlink	51	2	13	19	17	*	2	-	5	1	7	3	6	9	6	3	8
	1%	*	**1%a**	**1%a**	**1%a**	*	*1%*	-	*1%*	*	*2%*	*1%*	*2%*	**2%eg**	*1%*	*1%*	**2%eg**
DPD	304	73	69	81	81	18	30	25	21	21	27	25	31	25	21	36	23
	6%	*6%*	*5%*	*6%*	*6%*	*4%*	*7%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*	*6%*	*5%*	*8%*	*6%*
Parcelforce	561	143	149	139	130	47	54	42	61	41	47	49	41	50	41	61	28
	11%	*11%*	*12%*	*11%*	*10%*	*11%*	**12%p**	*10%*	**14%p**	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*	**13%p**	*7%*
TNT Express	71	11	11	28	21	3	5	3	-	8	3	8	11	10	3	7	11
	1%	*1%*	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	-	**2%h**	*1%*	**2%h**	**3%h**	**2%h**	*1%*	*2%*	**3%h**
TNT Post UK	46	8	4	12	22	*	4	3	*	4	*	5	5	2	7	10	5
	1%	*1%*	*	*1%*	**2%b**	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*2%*	**2%ehj**	*1%*
UPS	201	46	49	49	57	18	15	13	16	17	16	16	22	11	17	19	21
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*
UK Mail (not to be confused with Royal Mail)	95	19	26	22	28	4	7	8	12	9	6	5	14	3	7	12	9
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	**3%m**	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
DX	**42**	14	9	10	9	-	7	7	3	1	5	2	5	4	7	1	2
	1%	*1%*	*1%*	*1%*	*1%*	-	**2%e**	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	*2%*	*	*
Yodel	**181**	48	46	50	38	9	23	16	19	18	9	26	13	11	6	14	19
	4%	*4%*	*4%*	*4%*	*3%*	*2%*	**5%n**	*4%*	**4%n**	**4%n**	*2%*	**6%ejn**	*3%*	*3%*	*1%*	*3%*	**5%n**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**161**	42	44	30	46	6	18	17	24	7	13	12	9	9	14	21	11
	3%	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*4%*	**6%eim**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*
Other	**8**	2	5	-	*	2	*	-	-	5	-	-	-	-	-	*	-
	*	*	*	-	*	*	*	-	-	*1%*	-	-	-	-	-	*	-
None of the above	**1107**	288	258	287	275	77	113	98	81	89	87	96	82	109	79	103	93
	21%	*22%*	*20%*	*22%*	*21%*	*18%*	**26%en**	*23%*	*19%*	*21%*	*20%*	*22%*	*20%*	*25%*	*18%*	*22%*	*23%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1722**	398	433	458	432	134	141	123	156	128	149	139	159	160	137	150	145
	33%	*31%*	*34%*	*36%*	*34%*	*32%*	*32%*	*29%*	*36%*	*31%*	*33%*	*32%*	**38%g**	*36%*	*32%*	*33%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Royal Mail	3834	-	3834	1796	2025	462	460	709	534	727	522	420	922	1243	1669	941	3490	310	3968
	74%	-	74%	72%	77%c	67%	70%	70%	74%e	79%efg	82%efgh	80%efg	69%	72%	80%lm	81%lm	75%q	64%	77%
Citipost	141	-	141	100	41	13	20	33	29	21	14	11	33	62	46	25	125	15	134
	3%	-	3%	4%d	2%	2%	3%	3%	4%	2%	2%	2%	2%	4%	2%	2%	3%	3%	3%
Collect + (Collect Plus)	416	-	416	143	272	55	73	113	81	59	20	15	127	194	94	35	358	56	435
	8%	-	8%	6%	10%c	8%jk	11%ijk	11%ijk	11%ijk	6%jk	3%	3%	9%no	11%no	5%	3%	8%	12%p	8%
DHL	2178	-	2178	1028	1144	214	248	409	325	488	285	209	462	735	981	494	1989	179	2379
	42%	-	42%	41%	43%	31%	38%	40%e	45%ef	53%efghjk	45%e	40%e	34%	42%l	47%lm	43%l	43%	37%	46%
FedEx	1241	-	1241	660	578	167	158	238	198	261	117	103	325	435	481	220	1119	112	1380
	24%	-	24%	26%d	22%	24%	24%	23%	27%jk	28%jk	19%	20%	24%o	25%o	23%o	19%	24%	23%	27%
Hermes	3212	-	3212	1328	1874	297	340	563	451	687	480	394	637	1014	1561	874	2964	225	3487
	62%	-	62%	53%	71%c	43%	52%e	55%e	63%efg	74%efgh	76%efgh	75%efgh	48%	58%l	75%lm	75%lm	64%q	47%	68%
Interlink	252	-	252	168	84	12	42	56	51	51	21	19	54	107	91	40	232	17	273
	5%	-	5%	7%d	3%	2%	6%e	5%e	7%ejk	6%e	3%	4%	4%	6%lo	4%	3%	5%	4%	5%
DPD	2321	-	2321	1046	1269	234	292	458	365	489	291	192	526	823	972	483	2093	212	2675
	45%	-	45%	42%	48%c	34%	45%ek	45%ek	51%ek	53%efgjk	46%ek	37%	39%	47%lo	47%lo	42%	45%	44%	52%
Parcelforce	2068	-	2068	1005	1061	129	180	363	350	508	311	226	309	714	1045	538	1931	127	2367
	40%	-	40%	40%	40%	19%	28%e	36%ef	49%efg	55%efgk	49%efg	43%efg	23%	41%l	50%lm	46%lm	42%q	27%	46%
TNT Express	472	-	472	288	184	25	38	108	89	128	51	33	63	197	212	84	417	49	530
	9%	-	9%	11%d	7%	4%	6%	11%efk	12%efk	14%efjk	8%e	6%	5%	11%lo	10%lo	7%l	9%	10%	10%
TNT Post UK	224	-	224	139	83	18	28	54	36	51	23	15	46	90	89	37	195	28	231
	4%	-	4%	6%d	3%	3%	4%	5%e	5%	6%e	4%	3%	3%	5%	4%	3%	4%	6%	4%
UPS	1247	-	1247	630	615	141	144	245	203	276	142	95	285	448	513	238	1116	120	1356
	24%	-	24%	25%	23%	21%	22%	24%k	28%ek	30%efgjk	22%	18%	21%	26%lo	25%	20%	24%	25%	26%
UK Mail (not to be confused with Royal Mail)	495	-	495	292	203	35	52	99	83	117	58	51	87	182	226	109	439	54	467
	10%	-	10%	12%d	8%	5%	8%	10%e	12%e	13%ef	9%e	10%e	6%	10%l	11%l	9%l	9%	11%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
DX	**204**	-	204	121	82	16	25	55	51	41	11	5	41	106	57	16	174	25	214
	4%	-	*4%*	*5%d*	*3%*	*2%*	*4%k*	*5%ejk*	*7%ejk*	*4%jk*	*2%*	*1%*	*3%o*	*6%lno*	*3%*	*1%*	*4%*	*5%*	*4%*
Yodel	**2132**	-	2132	956	1167	156	237	414	339	435	305	246	393	754	986	551	1975	142	2433
	41%	-	*41%*	*38%*	*44%c*	*23%*	*36%e*	*41%e*	*47%ef*	*47%efg*	*48%efg*	*47%ef*	*29%*	*43%l*	*47%l*	*48%l*	*43%q*	*29%*	*47%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	-	1903	868	1026	146	168	379	320	388	290	212	314	700	889	502	1757	136	1849
	37%	-	*37%*	*35%*	*39%c*	*21%*	*26%*	*37%ef*	*45%efg*	*42%ef*	*46%efg*	*40%ef*	*23%*	*40%l*	*43%l*	*43%l*	*38%q*	*28%*	*36%*
Other	**18**	-	18	4	14	-	-	*	3	1	5	9	-	3	15	14	18	-	21
	*	-	*	*	*1%*	-	-	*	*	*	*1%*	*2%efgl*	-	*	*1%l*	*1%lm*	*	-	*
None of the above	**570**	-	570	324	245	134	108	145	62	58	39	23	242	207	120	62	471	94	486
	11%	-	*11%*	*13%d*	*9%*	*20%ghijk*	*17%hijk*	*14%hijk*	*9%k*	*6%*	*6%*	*4%*	*18%mno*	*12%no*	*6%*	*5%*	*10%*	*20%p*	*9%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	-	4109	1902	2194	457	472	774	592	809	555	449	929	1366	1814	1005	3737	344	4254
	80%	-	*80%*	*76%*	*83%c*	*67%*	*72%*	*76%e*	*82%efg*	*88%efgh*	*88%efg*	*86%efg*	*69%*	*79%l*	*87%lm*	*87%lm*	*81%q*	*72%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Royal Mail	**3834**	734	1344	813	943	2078	1756	2195	1592	463	542	1046	910	607	2498	467	3154
	74%	*71%*	**77%a**	*73%*	*75%*	*74%*	*74%*	*72%*	**79%g**	*74%*	**78%m**	**76%m**	**75%m**	*70%*	**76%m**	*73%*	*75%*
Citipost	**141**	47	41	32	21	88	53	101	37	11	16	45	24	40	85	11	124
	3%	**4%bd**	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*3%*	*2%*	**5%lin**	*3%*	*2%*	*3%*
Collect + (Collect Plus)	**416**	84	159	79	94	242	173	295	117	42	38	99	139	80	276	42	364
	8%	*8%*	*9%*	*7%*	*7%*	*9%*	*7%*	**10%h**	*6%*	*7%*	*5%*	*7%*	**12%ijkn**	**9%j**	**8%j**	*7%*	*9%*
DHL	**2178**	507	774	451	446	1281	897	1318	827	202	229	587	573	452	1389	205	1875
	42%	**49%cd**	**44%d**	**41%d**	*35%*	**46%f**	*38%*	*43%*	*41%*	*32%*	*33%*	**42%ij**	**47%ijn**	**52%ijkn**	**42%ij**	*32%*	**45%o**
FedEx	**1241**	323	395	271	253	718	523	762	462	117	127	312	321	285	760	117	1064
	24%	**31%bcd**	*23%*	*24%*	*20%*	**26%f**	*22%*	*25%*	*23%*	*19%*	*18%*	*23%*	**27%ij**	**33%ijkln**	**23%j**	*18%*	**25%o**
Hermes	**3212**	579	1183	684	766	1762	1450	1747	1423	372	460	935	736	481	2131	378	2657
	62%	*56%*	**68%acd**	**62%a**	*61%*	*63%*	*61%*	*57%*	**71%g**	*59%*	**66%lm**	**68%ilm**	*61%*	*55%*	**65%lm**	*59%*	*63%*
Interlink	**252**	57	92	63	40	149	103	168	78	19	29	76	69	51	175	19	228
	5%	**5%d**	**5%d**	**6%d**	*3%*	*5%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	**6%i**	*6%*	*5%*	*3%*	**5%o**
DPD	**2321**	473	818	485	545	1291	1030	1414	878	230	265	668	576	417	1510	234	1964
	45%	*46%*	*47%*	*44%*	*43%*	*46%*	*44%*	*46%*	*44%*	*37%*	*38%*	**48%ij**	**48%ij**	**48%ij**	**46%ij**	*37%*	**47%o**
Parcelforce	**2068**	433	719	449	467	1152	916	1199	835	204	286	585	512	369	1383	207	1779
	40%	*42%*	*41%*	*40%*	*37%*	*41%*	*39%*	*39%*	*42%*	*32%*	**41%i**	**42%i**	**42%i**	**43%ij**	**42%i**	*33%*	**42%o**
TNT Express	**472**	121	166	97	88	287	185	307	158	39	41	135	122	118	298	39	421
	9%	**12%d**	*9%*	*9%*	*7%*	**10%f**	*8%*	*10%*	*8%*	*6%*	*6%*	**10%ij**	**10%ij**	**14%ijkn**	**9%j**	*6%*	**10%o**
TNT Post UK	**224**	54	84	49	37	138	86	154	64	23	23	60	69	42	152	23	195
	4%	**5%d**	*5%*	*4%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*4%*	*3%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*
UPS	**1247**	281	422	286	257	703	543	762	473	113	131	347	334	244	812	114	1073
	24%	**27%d**	*24%*	**26%d**	*20%*	*25%*	*23%*	*25%*	*24%*	*18%*	*19%*	**25%ij**	**28%ij**	**28%ij**	**25%ij**	*18%*	**25%o**
UK Mail (not to be confused with Royal Mail)	**495**	123	189	101	82	312	183	309	177	44	74	129	141	91	345	44	438
	10%	**12%d**	**11%d**	*9%*	*6%*	**11%f**	*8%*	*10%*	*9%*	*7%*	*11%*	*9%*	**12%i**	*11%*	**11%i**	*7%*	**10%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
DX	**204**	39	67	56	42	106	98	151	51	15	17	52	64	49	132	15	182
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*3%*	*2%*	*2%*	*4%*	**5%lj**	**6%lj**	*4%*	*2%*	*4%*
Yodel	**2132**	425	764	434	509	1189	943	1193	912	228	308	578	554	323	1440	232	1795
	41%	*41%*	*44%*	*39%*	*40%*	*43%*	*40%*	*39%*	**45%g**	*36%*	**44%lm**	*42%*	**46%lm**	*37%*	**44%lm**	*36%*	**43%o**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	360	694	382	467	1053	849	1072	810	196	273	533	473	301	1279	196	1608
	37%	*35%*	**40%c**	*34%*	*37%*	*38%*	*36%*	*35%*	**40%g**	*31%*	**39%l**	**39%l**	**39%l**	*35%*	**39%l**	*31%*	**38%o**
Other	**18**	3	9	2	3	13	5	4	14	2	6	4	4	2	13	2	16
	*	*	*1%*	*	*	*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**570**	113	151	151	154	264	305	391	158	89	79	135	113	98	326	89	429
	11%	*11%*	*9%*	**14%b**	**12%b**	*9%*	**13%e**	**13%h**	*8%*	**14%kln**	*11%*	*10%*	*9%*	*11%*	*10%*	**14%p**	*10%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	833	1433	853	990	2266	1843	2373	1682	472	550	1129	981	696	2661	479	3407
	80%	*80%*	**82%c**	*77%*	*79%*	**81%f**	*78%*	*77%*	**84%g**	*75%*	*79%*	**82%l**	**81%l**	*80%*	**81%l**	*75%*	**81%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Royal Mail	3834	3300	534	177	3164	358	197	115	153	395	318	267	346	375	453	511	346	55	303
	74%	*75%*	*73%*	*71%*	*73%*	**81%d**	**79%d**	**79%d**	*73%*	*70%*	**75%n**	*72%*	**76%n**	**79%in**	*67%*	*73%*	**79%in**	**80%n**	**81%hiknq**
Citipost	141	115	26	12	120	9	7	4	5	11	10	10	11	17	27	19	11	2	7
	3%	*3%*	*4%*	*5%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*4%*	*3%*	*2%*	*2%*	*2%*
Collect + (Collect Plus)	416	357	59	18	345	35	20	16	25	32	26	34	45	35	64	47	37	5	30
	8%	*8%*	*8%*	*7%*	*8%*	*8%*	*8%*	*11%*	**12%ijo**	*6%*	*6%*	*9%*	*10%*	*7%*	*9%*	*7%*	*8%*	*8%*	*8%*
DHL	2178	1817	361	125	1763	223	124	69	97	214	181	131	204	219	230	282	205	31	192
	42%	*41%*	**49%a**	**50%a**	*41%*	**51%d**	**49%d**	**47%d**	**47%ikn**	*38%*	**43%n**	*35%*	**45%kn**	**46%kn**	*34%*	*40%*	**47%ikn**	*45%*	**51%ijkno**
FedEx	1241	1042	200	69	1001	128	73	39	60	99	103	79	90	139	133	181	118	18	110
	24%	*24%*	*27%*	*27%*	*23%*	**29%d**	**29%d**	*27%*	**29%iln**	*18%*	*24%*	*21%*	*20%*	**29%ikln**	*20%*	**26%i**	**27%i**	*27%*	**29%ikln**
Hermes	3212	2698	514	165	2616	320	180	96	136	296	282	224	289	340	291	437	322	49	270
	62%	*61%*	**70%a**	*66%*	*61%*	**73%dg**	**72%d**	*66%*	**65%in**	**53%n**	**67%in**	**60%n**	**64%in**	**71%iknq**	*43%*	**62%in**	**73%iknq**	**73%in**	**73%iknq**
Interlink	252	204	48	23	210	19	15	8	13	25	13	18	24	30	22	41	24	3	16
	5%	*5%*	*7%*	**9%a**	*5%*	*4%*	*6%*	*6%*	*6%*	*4%*	*3%*	*5%*	*5%*	*6%*	*3%*	*6%*	*6%*	*4%*	*4%*
DPD	2321	1936	385	130	1856	239	148	78	96	204	179	156	202	220	255	319	225	25	214
	45%	*44%*	**52%a**	**52%a**	*43%*	**54%d**	**59%d**	**53%d**	**46%in**	*36%*	*42%*	*42%*	*45%*	**46%in**	*38%*	**45%i**	**51%iknq**	*36%*	**57%hijklmnoq**
Parcelforce	2068	1709	359	125	1644	226	121	77	86	174	178	144	171	226	199	272	195	35	191
	40%	*39%*	**49%a**	**50%a**	*38%*	**51%d**	**48%d**	**53%d**	**41%in**	*31%*	**42%in**	**39%n**	**38%n**	**47%ilnq**	*29%*	**39%n**	**44%in**	**51%iln**	**51%hijklno**
TNT Express	472	403	69	29	380	50	30	12	26	38	32	26	49	63	62	53	30	8	42
	9%	*9%*	*9%*	*11%*	*9%*	*11%*	**12%d**	*8%*	**13%ikop**	*7%*	*8%*	*7%*	*11%*	**13%ijkop**	*9%*	*8%*	*7%*	*12%*	**11%i**
TNT Post UK	224	179	46	22	186	25	10	3	9	27	8	13	12	38	26	32	20	5	20
	4%	*4%*	**6%a**	**9%a**	*4%*	**6%g**	*4%*	*2%*	*4%*	*5%*	*2%*	*4%*	*3%*	**8%jkln**	*4%*	*5%*	*5%*	**7%j**	**5%j**
UPS	1247	1067	180	65	986	148	76	37	49	98	82	78	108	124	150	169	128	21	127
	24%	*24%*	*24%*	*26%*	*23%*	**34%dg**	**30%d**	*25%*	*23%*	*17%*	*19%*	*21%*	*24%*	**26%i**	*22%*	*24%*	**29%ijk**	**31%ij**	**34%hijklmno**
UK Mail (not to be confused with Royal Mail)	495	427	68	26	423	37	29	5	18	56	38	35	36	65	53	77	44	2	35
	10%	*10%*	*9%*	*11%*	**10%g**	**8%g**	**12%g**	*4%*	*8%*	*10%*	*9%*	*9%*	*8%*	**14%lnq**	*8%*	**11%q**	*10%*	*3%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
DX	**204**	168	35	13	174	20	7	3	14	22	16	15	22	25	31	14	16	*	19
	4%	*4%*	*5%*	*5%*	**4%g**	**4%g**	*3%*	*2%*	**7%oq**	*4%*	*4%*	*4%*	*5%*	**5%o**	*5%*	*2%*	*4%*	*	**5%o**
Yodel	**2132**	1759	373	127	1712	217	138	66	94	202	171	160	180	219	196	282	210	23	194
	41%	*40%*	**51%a**	**50%a**	*40%*	**49%d**	**55%dg**	**45%d**	**45%in**	*36%*	**40%n**	**43%n**	**40%n**	**46%in**	*29%*	**40%n**	**48%inq**	*34%*	**52%ijklnoq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	1630	272	82	1595	162	92	54	72	169	153	143	183	205	195	277	196	18	144
	37%	*37%*	*37%*	*33%*	*37%*	*37%*	*37%*	*37%*	*35%*	*30%*	*36%*	**38%in**	**40%inq**	**43%inq**	*29%*	**39%inq**	**45%hinq**	*27%*	**39%inq**
Other	**18**	11	7	*	15	*	1	1	-	2	-	-	-	1	3	2	7	*	*
	*	*	**1%a**	*	*	*	*	**1%e**	-	*	-	-	-	*	*	*	**2%jlr**	*	*
None of the above	**570**	485	85	36	512	25	18	15	23	62	47	46	54	39	127	86	28	4	21
	11%	*11%*	*11%*	*14%*	**12%ef**	*6%*	*7%*	**10%e**	**11%pr**	**11%r**	**11%r**	**12%pr**	**12%pr**	*8%*	**19%hijlmopqr**	**12%pr**	*6%*	*6%*	*6%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	3514	595	189	3394	383	212	120	167	416	341	299	363	391	465	561	390	58	325
	80%	*79%*	*81%*	*75%*	*79%*	**87%dg**	**85%d**	*82%*	**81%n**	*74%*	**80%n**	**80%n**	**80%n**	**82%in**	*69%*	**80%n**	**89%hijklmno**	**86%in**	**87%hijklno**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Royal Mail	**3834**	1475	1513	497	242	85	2989	327	1496	1510	561	180	57	3007	237
	74%	**76%c**	**77%cg**	*69%*	*71%*	*68%*	**76%cg**	*70%*	**76%j**	**76%j**	*69%*	*71%*	*67%*	**76%jn**	*70%*
Citipost	**141**	52	69	14	5	1	121	6	67	46	23	4	-	113	4
	3%	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*
Collect + (Collect Plus)	**416**	153	167	50	22	20	319	43	181	167	52	13	3	348	16
	8%	*8%*	*8%*	*7%*	*7%*	**17%abcdf**	*8%*	*9%*	**9%n**	*8%*	*6%*	*5%*	*4%*	**9%n**	*5%*
DHL	**2178**	852	861	265	138	54	1713	192	920	848	291	91	22	1768	112
	42%	**44%c**	**44%c**	*37%*	*40%*	*44%*	**44%c**	*41%*	**47%jkln**	**43%jln**	*36%*	*36%*	*25%*	**45%jkln**	*33%*
FedEx	**1241**	448	526	143	81	40	974	121	512	492	161	53	21	1004	74
	24%	*23%*	**27%c**	*20%*	*24%*	**32%c**	**25%c**	*26%*	**26%j**	**25%j**	*20%*	*21%*	*25%*	**25%j**	*22%*
Hermes	**3212**	1276	1250	394	205	69	2526	274	1288	1271	435	157	36	2559	193
	62%	**66%cg**	**63%c**	*54%*	*60%*	*55%*	**64%c**	*59%*	**65%jln**	**64%jln**	*53%*	**62%l**	*42%*	**65%jln**	*57%*
Interlink	**252**	91	107	30	17	6	197	23	110	88	30	15	6	198	22
	5%	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*7%*	*5%*	*6%*
DPD	**2321**	847	933	301	171	58	1781	229	909	932	328	113	27	1842	141
	45%	*44%*	**47%c**	*41%*	**50%c**	*47%*	*45%*	**49%c**	**46%jl**	**47%jl**	*40%*	*45%*	*32%*	**47%jl**	*41%*
Parcelforce	**2068**	804	846	259	118	38	1650	156	851	832	271	82	25	1684	107
	40%	**41%cg**	**43%cdeg**	*36%*	*35%*	*31%*	**42%cdg**	*34%*	**43%jkn**	**42%jkn**	*33%*	*32%*	*29%*	**43%jkn**	*32%*
TNT Express	**472**	205	192	40	23	9	397	32	213	177	56	19	3	390	22
	9%	**11%c**	**10%c**	*6%*	*7%*	*7%*	**10%c**	*7%*	**11%j**	*9%*	*7%*	*8%*	*3%*	*10%*	*7%*
TNT Post UK	**224**	88	92	28	9	7	180	16	109	75	31	7	1	184	9
	4%	*5%*	*5%*	*4%*	*2%*	*6%*	*5%*	*3%*	*6%*	*4%*	*4%*	*3%*	*1%*	*5%*	*3%*
UPS	**1247**	430	539	145	90	37	969	127	479	526	158	62	17	1005	79
	24%	*22%*	**27%ac**	*20%*	*26%*	*30%*	**25%c**	**27%c**	**24%j**	**27%j**	*19%*	*24%*	*20%*	**25%j**	*23%*
UK Mail (not to be confused with Royal Mail)	**495**	209	183	62	27	11	392	38	226	167	67	27	4	393	31
	10%	*11%*	*9%*	*9%*	*8%*	*9%*	*10%*	*8%*	**11%l**	*8%*	*8%*	*11%*	*5%*	*10%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
DX	**204**	62	83	33	20	6	145	26	83	84	27	8	1	167	9
	4%	*3%*	*4%*	*5%*	*6%*	*5%*	*4%*	*6%*	*4%*	*4%*	*3%*	*3%*	*1%*	*4%*	*3%*
Yodel	**2132**	834	834	271	130	52	1668	182	866	835	290	100	28	1700	128
	41%	*43%*	*42%*	*37%*	*38%*	*42%*	*43%*	*39%*	**44%j**	**42%j**	*35%*	*39%*	*33%*	**43%j**	*38%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	769	741	250	89	48	1510	137	802	712	270	87	26	1513	113
	37%	**40%cdg**	**37%dg**	**34%d**	*26%*	**39%d**	**39%cdg**	*29%*	**41%jln**	*36%*	*33%*	*34%*	*30%*	**38%j**	*33%*
Other	**18**	11	3	-	4	*	14	4	10	3	2	4	*	12	4
	*	*1%*	*	-	**1%bc**	*	*	**1%bc**	*1%*	*	*	**1%im**	*	*	**1%i**
None of the above	**570**	178	185	123	54	13	363	66	182	179	138	40	15	361	55
	11%	*9%*	*9%*	**17%abf**	**16%abf**	*10%*	*9%*	**14%abf**	*9%*	*9%*	**17%him**	**16%him**	**18%him**	*9%*	**16%him**
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	1604	1606	523	256	96	3211	352	1630	1603	594	194	58	3233	252
	80%	**82%cdg**	**81%cdg**	*72%*	*75%*	*78%*	**82%cdg**	*76%*	**83%jln**	**81%jln**	*73%*	*76%*	*67%*	**82%jln**	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Royal Mail	**3834**	232	3547	55	1113	2535	186	3793	22	10	5	3824	5
	74%	*60%*	**76%ac**	*55%*	**72%f**	**77%df**	*60%*	**75%h**	*33%*	*39%*	*48%*	**75%h**	*17%*
Citipost	**141**	19	118	4	55	78	8	140	-	1	-	141	-
	3%	**5%b**	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	-	*4%*	-	*3%*	-
Collect + (Collect Plus)	**416**	31	381	4	122	271	23	409	6	-	*	416	-
	8%	*8%*	*8%*	*4%*	*8%*	*8%*	*7%*	*8%*	*10%*	-	*1%*	*8%*	-
DHL	**2178**	145	2003	29	618	1457	103	2163	8	4	1	2175	2
	42%	*38%*	**43%c**	*29%*	*40%*	**44%f**	*33%*	**43%h**	*12%*	*16%*	*14%*	**43%h**	*5%*
FedEx	**1241**	86	1141	15	351	822	68	1233	4	4	-	1241	1
	24%	*22%*	*24%*	*15%*	*23%*	*25%*	*22%*	**25%h**	*6%*	*15%*	-	**24%h**	*2%*
Hermes	**3212**	204	2964	43	959	2118	135	3192	4	7	5	3203	4
	62%	*53%*	**63%ac**	*43%*	**62%f**	**64%f**	*43%*	**63%h**	*6%*	*29%*	*48%*	**63%h**	*15%*
Interlink	**252**	24	226	2	83	156	12	249	*	1	-	251	2
	5%	*6%*	*5%*	*2%*	*5%*	*5%*	*4%*	*5%*	*	*5%*	-	*5%*	*5%*
DPD	**2321**	153	2142	26	648	1572	101	2312	2	4	1	2318	2
	45%	*40%*	**46%c**	*26%*	**42%f**	**48%df**	*33%*	**46%h**	*3%*	*14%*	*14%*	**45%h**	*6%*
Parcelforce	**2068**	136	1907	26	637	1336	95	2056	5	7	*	2067	1
	40%	*35%*	**41%c**	*26%*	**41%f**	**40%f**	*31%*	**41%h**	*7%*	*27%*	*2%*	**40%h**	*2%*
TNT Express	**472**	32	440	*	137	319	15	465	3	1	-	470	2
	9%	**8%c**	**9%c**	*	*9%*	**10%f**	*5%*	*9%*	*5%*	*5%*	-	*9%*	*7%*
TNT Post UK	**224**	21	201	3	79	139	7	224	*	-	-	224	-
	4%	*5%*	*4%*	*3%*	*5%*	*4%*	*2%*	*4%*	*	-	-	*4%*	-
UPS	**1247**	75	1156	16	352	828	66	1236	5	2	1	1243	2
	24%	*20%*	*25%*	*16%*	*23%*	*25%*	*21%*	**25%h**	*7%*	*9%*	*12%*	**24%h**	*8%*
UK Mail (not to be confused with Royal Mail)	**495**	44	449	1	152	323	20	491	1	1	-	493	2
	10%	**12%c**	**10%c**	*1%*	*10%*	*10%*	*6%*	*10%*	*1%*	*3%*	-	*10%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**204**	14	185	4	59	138	6	202	1	1	-	204	-
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*1%*	*4%*	-	*4%*	-
Yodel	**2132**	139	1972	22	605	1438	90	2120	2	3	5	2126	2
	41%	**36%c**	**42%c**	*22%*	**39%f**	**43%df**	*29%*	**42%h**	*3%*	*14%*	*46%*	**42%h**	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	119	1758	25	611	1220	72	1895	3	3	1	1901	1
	37%	*31%*	*38%*	*25%*	**40%f**	**37%f**	*23%*	**38%h**	*5%*	*12%*	*12%*	**37%h**	*2%*
Other	**18**	7	11	-	14	3	-	18	-	-	-	18	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
None of the above	**570**	67	474	28	181	315	73	502	33	9	4	544	21
	11%	**17%b**	*10%*	**28%b**	*12%*	*10%*	**24%de**	*10%*	**51%gk**	*35%*	*42%*	*11%*	*72%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	293	3754	62	1251	2660	198	4060	25	12	6	4097	6
	80%	**76%c**	**80%c**	*62%*	**81%f**	**80%f**	*64%*	**81%h**	*38%*	*49%*	*58%*	**80%h**	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Royal Mail	3834	995	967	952	919	337	315	343	303	333	331	330	303	319	296	340	283
	74%	77%d	75%	74%	71%	80%hmnp	72%	80%hmnp	70%	80%hmnp	74%	76%	73%	72%	69%	74%	71%
Citipost	141	28	41	36	36	8	9	10	17	11	13	10	11	15	13	7	16
	3%	2%	3%	3%	3%	2%	2%	2%	4%	3%	3%	2%	3%	3%	3%	2%	4%
Collect + (Collect Plus)	416	107	112	88	109	30	44	33	50	30	32	33	26	28	30	41	38
	8%	8%	9%	7%	8%	7%	10%	8%	12%l	7%	7%	8%	6%	6%	7%	9%	10%
DHL	2178	569	526	566	517	182	192	195	217	167	142	218	169	179	166	202	149
	42%	44%	41%	44%	40%	43%j	44%j	45%j	51%jlmnp	40%	32%	50%ijlmnp	41%	40%	39%	44%j	37%
FedEx	1241	325	340	287	290	94	110	121	134	115	90	132	76	79	87	109	94
	24%	25%	26%	22%	22%	22%	25%	28%jlmn	31%ejlmn	28%lm	20%	31%ejlmn	18%	18%	20%	24%	24%
Hermes	3212	841	821	795	755	273	293	275	291	267	263	296	248	251	244	281	230
	62%	66%d	64%d	62%	59%	65%	67%mnp	64%	68%jmnp	64%	59%	68%jmnp	60%	57%	57%	61%	58%
Interlink	252	78	53	65	56	19	31	27	25	19	9	23	23	19	29	9	17
	5%	6%	4%	5%	4%	5%	7%jo	6%jo	6%jo	4%	2%	5%	6%jo	4%	7%jo	2%	4%
DPD	2321	588	579	589	565	205	213	170	217	191	171	212	181	196	179	220	166
	45%	46%	45%	46%	44%	49%gj	49%gj	40%	51%gjnp	46%	38%	49%gj	44%	44%	42%	48%j	42%
Parcelforce	2068	546	507	539	476	174	177	195	197	172	139	228	158	154	161	180	135
	40%	43%d	39%	42%	37%	41%j	41%j	46%jmp	46%jmp	41%j	31%	53%efijlmnop	38%	35%	37%	39%	34%
TNT Express	472	145	122	107	98	42	57	46	51	45	26	42	24	41	35	37	26
	9%	11%d	9%	8%	8%	10%	13%jlp	11%	12%jlp	11%j	6%	10%	6%	9%	8%	8%	6%
TNT Post UK	224	55	65	60	44	11	24	21	24	28	13	24	22	14	21	9	14
	4%	4%	5%	5%	3%	3%	5%o	5%	6%o	7%ejo	3%	6%o	5%	3%	5%	2%	3%
UPS	1247	316	348	285	298	89	115	111	137	116	95	131	75	79	91	109	98
	24%	25%	27%c	22%	23%	21%	26%lm	26%lm	32%ejlmno	28%lm	21%	30%ejlmn	18%	18%	21%	24%	25%
UK Mail (not to be confused with Royal Mail)	495	101	141	132	120	43	27	31	66	56	20	55	38	40	42	57	21
	10%	8%	11%a	10%	9%	10%jp	6%	7%	15%fgjlmp	13%fgjp	4%	13%fjp	9%	9%	10%j	12%fjp	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
DX	**204**	48	47	45	64	10	20	18	16	22	9	16	14	14	20	23	22
	4%	*4%*	*4%*	*3%*	*5%*	*2%*	*5%*	*4%*	*4%*	**5%j**	*2%*	*4%*	*3%*	*3%*	*5%*	*5%*	**5%j**
Yodel	**2132**	563	568	500	501	191	179	193	218	180	170	185	149	166	152	196	153
	41%	*44%*	**44%cd**	*39%*	*39%*	**45%ln**	*41%*	**45%n**	**51%fjlmnp**	*43%*	*38%*	*43%*	*36%*	*37%*	*35%*	*43%*	*38%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1903**	498	454	486	464	183	157	158	165	138	151	161	151	173	142	184	138
	37%	*39%*	*35%*	*38%*	*36%*	**43%ijnp**	*36%*	*37%*	*38%*	*33%*	*34%*	*37%*	*37%*	*39%*	*33%*	*40%*	*34%*
Other	**18**	3	8	3	4	-	3	*	2	6	1	*	*	3	2	*	2
	*	*	*1%*	*	*	-	*1%*	*	*	*1%*	*	*	*	*1%*	*	*	*
None of the above	**570**	128	139	154	148	39	54	36	45	33	62	30	76	49	61	48	40
	11%	*10%*	*11%*	*12%*	*11%*	*9%*	**12%k**	*8%*	*10%*	*8%*	**14%ik**	*7%*	**18%eghikmop**	*11%*	**14%gik**	*10%*	*10%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4109**	1039	1028	1030	1012	350	354	335	355	335	338	375	296	359	327	370	315
	80%	*81%*	*80%*	*80%*	*78%*	**83%l**	**81%l**	*78%*	**83%l**	**81%l**	*76%*	**87%gjlnp**	*71%*	**81%l**	*76%*	**80%l**	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Royal Mail	4648	-	4648	2233	2402	597	573	894	647	854	593	490	1169	1541	1937	1083	4190	421	4688
	90%	-	90%	89%	91%c	87%	88%	88%	90%	93%efg	93%efg	93%efg	87%	89%	93%lm	93%lm	90%	88%	91%
Citipost	197	-	197	150	47	20	34	61	31	25	14	11	55	93	50	25	167	27	172
	4%	-	4%	6%d	2%	3%	5%ijk	6%eijk	4%	3%	2%	2%	4%no	5%no	2%	2%	4%	6%	3%
Collect + (Collect Plus)	633	-	633	235	398	86	104	177	103	91	44	29	191	280	163	72	550	79	659
	12%	-	12%	9%	15%c	13%jk	16%ijk	17%eijk	14%ijk	10%k	7%	5%	14%no	16%no	8%	6%	12%	16%p	13%
DHL	2387	-	2387	1180	1201	248	287	476	366	502	290	217	536	842	1009	506	2156	220	2533
	46%	-	46%	47%	46%	36%	44%e	47%e	51%ek	54%efgjk	46%e	41%	40%	49%l	48%l	44%	47%	46%	49%
FedEx	1406	-	1406	774	629	206	194	289	219	269	126	104	400	507	499	230	1251	145	1496
	27%	-	27%	31%d	24%	30%jk	30%jk	28%jk	30%jk	29%jk	20%	20%	30%no	29%no	24%	20%	27%	30%	29%
Hermes	3447	-	3447	1454	1982	344	370	618	496	716	497	406	714	1114	1619	903	3146	278	3694
	67%	-	67%	58%	75%c	50%	57%	61%e	69%efg	78%efgh	78%efgh	77%efgh	53%	64%l	78%lm	78%lm	68%q	58%	72%
Interlink	291	-	291	198	93	16	48	77	54	55	21	19	64	131	95	40	268	20	302
	6%	-	6%	8%d	4%	2%	7%ejk	8%ejk	8%ejk	6%e	3%	4%	5%	8%lno	5%	3%	6%	4%	6%
DPD	2455	-	2455	1127	1321	262	311	503	383	505	295	196	573	886	996	491	2201	238	2787
	48%	-	48%	45%	50%c	38%	48%ek	50%ek	53%ek	55%efjk	46%ek	37%	43%	51%lo	48%lo	42%	47%	49%	54%
Parcelforce	2270	-	2270	1123	1144	145	197	407	386	552	334	249	342	793	1135	583	2112	149	2575
	44%	-	44%	45%	43%	21%	30%e	40%ef	54%efg	60%efgjk	53%efg	47%efg	26%	46%l	55%lm	50%l	46%q	31%	50%
TNT Express	525	-	525	329	196	31	47	126	101	134	51	35	78	227	220	86	468	53	574
	10%	-	10%	13%d	7%	5%	7%	12%efjk	14%efjk	15%efjk	8%	7%	6%	13%lo	11%lo	7%	10%	11%	11%
TNT Post UK	260	-	260	167	91	26	30	66	44	56	23	15	57	110	93	37	225	31	263
	5%	-	5%	7%d	3%	4%	5%	6%k	6%k	6%k	4%	3%	4%	6%o	4%	3%	5%	6%	5%
UPS	1351	-	1351	696	653	155	157	287	212	287	149	103	312	499	539	252	1196	144	1445
	26%	-	26%	28%	25%	23%	24%	28%ek	30%ek	31%efjk	24%	20%	23%	29%lo	26%	22%	26%	30%	28%
UK Mail (not to be confused with Royal Mail)	548	-	548	328	220	42	65	115	86	123	58	58	107	202	239	116	483	65	506
	11%	-	11%	13%d	8%	6%	10%	11%e	12%e	13%e	9%	11%e	8%	12%l	11%l	10%	10%	13%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
DX	**229**	-	229	146	82	17	32	71	53	41	11	5	48	124	57	16	190	34	233
	4%	-	*4%*	**6%d**	*3%*	*2%*	**5%jk**	**7%ejk**	**7%ejk**	**4%jk**	*2%*	*1%*	**4%o**	**7%lno**	*3%*	*1%*	*4%*	**7%p**	*5%*
Yodel	**2201**	-	2201	997	1194	160	247	439	349	445	308	252	407	788	1005	560	2028	157	2498
	43%	-	*43%*	*40%*	**45%c**	*23%*	**38%e**	**43%e**	**49%ef**	**48%ef**	**49%ef**	**48%ef**	*30%*	**45%l**	**48%l**	**48%l**	**44%q**	*33%*	*48%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	-	1970	910	1051	156	180	406	328	393	292	215	335	734	901	507	1814	144	1901
	38%	-	*38%*	*36%*	**40%c**	*23%*	*28%*	**40%ef**	**46%ef**	**43%ef**	**46%ef**	**41%ef**	*25%*	**42%l**	**43%l**	**44%l**	**39%q**	*30%*	*37%*
Other	**19**	-	19	5	14	-	-	*	3	2	5	9	-	3	16	14	19	-	22
	*	-	*	*	*1%*	-	-	*	*	*	*1%*	**2%efgi**	-	*	**1%l**	**1%lm**	*	-	*
None of the above	**146**	-	146	77	69	27	24	32	24	13	12	14	50	56	40	26	128	15	142
	3%	-	*3%*	*3%*	*3%*	**4%i**	**4%i**	*3%*	*3%*	*1%*	*2%*	*3%*	**4%n**	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	-	4381	2082	2286	527	523	857	626	827	565	457	1050	1482	1849	1022	3955	397	4464
	85%	-	*85%*	*83%*	**87%c**	*77%*	*80%*	**84%e**	**87%ef**	**90%efg**	**89%ef**	**87%ef**	*78%*	**85%l**	**89%lm**	**88%l**	*85%*	*83%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 279

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Royal Mail	4648	924	1592	999	1133	2516	2131	2759	1826	555	631	1248	1113	764	2993	562	3816
	90%	*89%*	*91%*	*90%*	*90%*	*90%*	*90%*	*90%*	*91%*	*88%*	*91%*	*90%*	**92%im**	*88%*	**91%m**	*88%*	*91%*
Citipost	197	74	47	52	24	121	76	152	42	14	17	57	28	68	102	14	170
	4%	**7%bd**	*3%*	**5%bd**	*2%*	*4%*	*3%*	**5%h**	*2%*	*2%*	*2%*	*4%*	*2%*	**8%ijkln**	*3%*	*2%*	*4%*
Collect + (Collect Plus)	633	144	218	149	124	361	272	442	186	58	60	165	197	124	422	58	553
	12%	**14%d**	*12%*	**13%d**	*10%*	*13%*	*11%*	**14%h**	*9%*	*9%*	*9%*	*12%*	**16%ijkn**	**14%ij**	**13%ij**	*9%*	**13%o**
DHL	2387	580	829	501	477	1408	978	1481	870	228	246	629	619	520	1494	230	2050
	46%	**56%bcd**	**47%d**	**45%d**	*38%*	**50%f**	*41%*	**48%h**	*43%*	*36%*	*36%*	**46%ij**	**51%ijkn**	**60%ijkln**	**46%ij**	*36%*	**49%o**
FedEx	1406	393	434	314	266	827	579	901	487	122	144	336	359	354	838	122	1214
	27%	**38%bcd**	*25%*	**28%d**	*21%*	**30%f**	*24%*	**29%h**	*24%*	*19%*	*21%*	*24%*	**30%ijkn**	**41%ijkln**	**26%ij**	*19%*	**29%o**
Hermes	3447	638	1255	735	819	1893	1554	1926	1475	391	487	994	794	528	2274	397	2851
	67%	*61%*	**72%acd**	*66%*	*65%*	*68%*	*66%*	*63%*	**74%g**	*62%*	**70%lm**	**72%lm**	*66%*	*61%*	**69%lm**	*62%*	**68%o**
Interlink	291	76	97	75	43	172	119	205	81	21	30	79	76	76	184	21	263
	6%	**7%d**	**6%d**	**7%d**	*3%*	*6%*	*5%*	**7%h**	*4%*	*3%*	*4%*	*6%*	**6%i**	**9%ijkn**	*6%*	*3%*	**6%o**
DPD	2455	520	846	518	572	1365	1090	1517	906	243	279	693	608	458	1580	247	2077
	48%	*50%*	*48%*	*47%*	*45%*	*49%*	*46%*	**49%h**	*45%*	*39%*	*40%*	**50%ij**	**50%ij**	**53%ij**	**48%ij**	*39%*	**49%o**
Parcelforce	2270	477	777	496	520	1254	1016	1328	907	224	307	638	569	402	1513	227	1948
	44%	*46%*	*44%*	*45%*	*41%*	*45%*	*43%*	*43%*	*45%*	*36%*	**44%l**	**46%l**	**47%l**	**46%l**	**46%l**	*36%*	**46%o**
TNT Express	525	147	176	108	94	323	202	354	165	39	45	142	136	140	323	39	469
	10%	**14%bcd**	*10%*	*10%*	*7%*	**12%f**	*9%*	**12%h**	*8%*	*6%*	*6%*	**10%ij**	**11%ij**	**16%ijkln**	**10%ij**	*6%*	**11%o**
TNT Post UK	260	71	87	60	41	159	101	183	70	28	25	63	76	59	163	28	223
	5%	**7%d**	*5%*	*5%*	*3%*	*6%*	*4%*	**6%h**	*3%*	*4%*	*4%*	*5%*	*6%*	**7%j**	*5%*	*4%*	*5%*
UPS	1351	318	458	310	264	776	574	845	494	118	149	372	358	270	879	118	1168
	26%	**31%d**	**26%d**	**28%d**	*21%*	**28%f**	*24%*	*28%*	*25%*	*19%*	*22%*	**27%ij**	**30%ij**	**31%ij**	**27%ij**	*19%*	**28%o**
UK Mail (not to be confused with Royal Mail)	548	144	200	114	89	345	203	351	188	49	76	139	150	114	365	49	480
	11%	**14%d**	**11%d**	**10%d**	*7%*	**12%f**	*9%*	*11%*	*9%*	*8%*	*11%*	*10%*	**12%i**	**13%i**	*11%*	*8%*	**11%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
DX	**229**	50	69	65	45	119	110	174	54	16	19	55	68	59	141	16	201
	4%	*5%*	*4%*	**6%d**	*4%*	*4%*	*5%*	**6%h**	*3%*	*3%*	*3%*	*4%*	**6%j**	**7%ijkn**	*4%*	*2%*	**5%o**
Yodel	**2201**	444	781	448	528	1225	976	1239	933	238	313	587	575	339	1476	241	1848
	43%	*43%*	*45%*	*40%*	*42%*	*44%*	*41%*	*40%*	**47%g**	*38%*	**45%l**	*43%*	**48%lm**	*39%*	**45%lm**	*38%*	**44%o**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	378	709	403	479	1088	883	1122	823	199	283	548	489	317	1320	202	1665
	38%	*36%*	*40%*	*36%*	*38%*	*39%*	*37%*	*37%*	**41%g**	*32%*	**41%l**	**40%l**	**40%l**	*37%*	**40%l**	*32%*	**40%o**
Other	**19**	3	11	2	3	14	5	5	14	2	6	4	5	2	15	2	17
	*	*	*1%*	*	*	*1%*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**146**	17	45	36	47	63	83	77	59	31	21	38	28	10	88	31	98
	3%	*2%*	*3%*	*3%*	**4%a**	*2%*	**4%e**	*2%*	*3%*	**5%lmn**	**3%m**	*3%*	*2%*	*1%*	*3%*	**5%p**	*2%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	934	1489	924	1033	2424	1957	2589	1733	503	581	1182	1023	789	2786	510	3628
	85%	**90%bcd**	*85%*	*83%*	*82%*	**87%f**	*83%*	*84%*	*86%*	*80%*	*84%*	**86%l**	**85%l**	**91%ijkln**	**85%l**	*80%*	**86%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Royal Mail	4648	3977	670	231	3870	411	230	136	188	497	372	330	415	438	607	623	400	64	347
	90%	90%	91%	92%	90%	93%d	92%	94%d	90%	88%	88%	89%	92%	92%	90%	89%	91%	95%	93%ij
Citipost	197	165	32	14	174	10	8	5	12	21	13	14	13	22	41	24	14	2	8
	4%	4%	4%	6%	4%	2%	3%	3%	6%r	4%	3%	4%	3%	5%	6%r	3%	3%	2%	2%
Collect + (Collect Plus)	633	552	82	23	523	59	31	21	36	49	33	43	60	64	105	83	49	11	48
	12%	12%	11%	9%	12%	13%	12%	15%	17%ijp	9%	8%	12%	13%j	14%j	15%ij	12%	11%	16%j	13%j
DHL	2387	2007	380	132	1950	237	128	71	104	258	187	151	217	236	275	308	215	34	203
	46%	45%	52%a	53%	45%	54%d	51%d	49%	50%kn	46%	44%	40%	48%	50%kn	41%	44%	49%	49%	55%ijkno
FedEx	1406	1198	208	73	1151	137	77	41	66	127	116	96	105	152	171	190	128	19	118
	27%	27%	28%	29%	27%	31%	31%	28%	32%il	23%	27%	26%	23%	32%il	25%	27%	29%	28%	32%il
Hermes	3447	2899	548	177	2820	336	188	102	146	319	298	246	320	354	332	468	337	52	283
	67%	66%	74%a	70%	65%	76%dg	75%d	70%	70%in	57%	70%in	66%in	71%in	74%ikn	49%	66%in	76%ikno	77%in	76%ikno
Interlink	291	236	55	26	246	20	16	9	14	25	15	21	27	36	38	41	27	3	17
	6%	5%	7%	10%a	6%	4%	6%	6%	7%	4%	3%	6%	6%	8%	6%	6%	6%	4%	5%
DPD	2455	2054	401	134	1977	246	151	81	99	224	183	162	219	236	294	325	234	28	218
	48%	46%	55%a	54%	46%	56%d	60%d	56%d	47%	40%	43%	43%	48%i	50%i	43%	46%	53%ijkn	41%	59%hijklmnoq
Parcelforce	2270	1880	390	135	1811	242	131	86	100	197	191	153	185	243	225	299	218	38	205
	44%	43%	53%a	54%a	42%	55%d	52%d	59%d	48%in	35%	45%in	41%	41%	51%ikln	33%	43%n	50%in	56%iklno	55%ijklno
TNT Express	525	449	76	33	426	53	33	13	27	51	33	29	50	71	75	57	33	9	45
	10%	10%	10%	13%	10%	12%	13%	9%	13%ijp	9%	8%	8%	11%	15%ijkop	11%	8%	8%	13%	12%
TNT Post UK	260	211	48	24	219	26	11	4	12	30	8	19	14	44	31	40	21	5	21
	5%	5%	7%	10%a	5%g	6%g	4%	3%	6%j	5%	2%	5%	3%	9%ln	5%	6%j	5%	7%j	6%j
UPS	1351	1160	191	67	1079	154	79	39	51	123	94	82	116	131	163	177	142	21	133
	26%	26%	26%	27%	25%	35%dg	32%d	26%	25%	22%	22%	22%	26%	27%	24%	25%	32%ijkn	31%	36%hijklmno
UK Mail (not to be confused with Royal Mail)	548	474	75	29	473	39	30	6	19	65	42	37	44	68	69	80	49	2	37
	11%	11%	10%	11%	11%g	9%g	12%g	4%	9%	12%q	10%	10%	10%	14%q	10%	11%q	11%q	3%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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Table 279

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
DX	**229**	187	42	18	197	20	7	4	14	27	22	15	23	28	36	17	16	*	20
	4%	*4%*	*6%*	*7%*	*5%*	*5%*	*3%*	*2%*	**7%oq**	*5%*	*5%*	*4%*	*5%*	**6%o**	*5%*	*2%*	*4%*	*	**5%o**
Yodel	**2201**	1818	383	130	1772	222	139	68	97	217	174	166	187	221	203	289	218	23	199
	43%	*41%*	**52%a**	**52%a**	*41%*	**50%d**	**55%dq**	*46%*	**47%n**	**39%n**	**41%n**	**44%n**	**41%n**	**46%n**	*30%*	**41%n**	**49%inq**	*34%*	**53%jklnoq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	1688	282	85	1655	167	93	55	76	185	155	148	189	212	210	279	201	19	148
	38%	*38%*	*38%*	*34%*	*38%*	*38%*	*37%*	*38%*	*37%*	*33%*	*37%*	**40%n**	**42%inq**	**45%inq**	*31%*	**40%n**	**46%hijnq**	*28%*	**40%n**
Other	**19**	11	9	*	17	*	1	1	-	2	2	-	-	1	3	2	7	*	*
	*	*	**1%a**	*	*	*	*	**1%e**	-	*	*	-	-	*	*	*	**2%lr**	*	*
None of the above	**146**	122	23	10	128	7	7	3	7	16	15	8	10	15	19	23	15	*	7
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*	*2%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	3762	619	196	3639	399	219	125	175	459	359	325	385	411	532	591	401	59	339
	85%	**85%c**	*84%*	*78%*	*84%*	**90%dg**	*87%*	*86%*	*84%*	*82%*	*85%*	**87%n**	*85%*	**86%n**	*78%*	*84%*	**91%hijlno**	*88%*	**91%hijlno**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Royal Mail	**4648**	1799	1811	615	300	96	3610	396	1815	1813	685	233	70	3628	303
	90%	**92%cdeg**	**92%cdg**	*85%*	**88%e**	*77%*	**92%cdeg**	*85%*	**92%jl**	**92%jl**	*84%*	**92%j**	*82%*	**92%jl**	*89%*
Citipost	**197**	75	87	22	9	4	162	13	91	63	29	6	8	154	14
	4%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*2%*	**9%lk**	*4%*	*4%*
Collect + (Collect Plus)	**633**	243	253	73	38	22	496	59	270	257	80	20	5	527	25
	12%	*12%*	*13%*	*10%*	*11%*	*18%*	*13%*	*13%*	**14%jn**	**13%n**	*10%*	*8%*	*5%*	**13%jn**	*7%*
DHL	**2387**	922	948	296	156	58	1870	214	1001	924	327	98	30	1925	128
	46%	**47%c**	**48%c**	*41%*	*46%*	*47%*	**48%c**	*46%*	**51%jkln**	**47%jn**	*40%*	*39%*	*34%*	**49%jkln**	*38%*
FedEx	**1406**	526	571	173	88	44	1097	132	588	544	182	65	24	1133	88
	27%	*27%*	*29%*	*24%*	*26%*	**36%c**	*28%*	*28%*	**30%j**	**28%j**	*22%*	*26%*	*27%*	**29%j**	*26%*
Hermes	**3447**	1355	1346	429	217	79	2701	297	1380	1359	472	167	44	2738	211
	67%	**70%c**	**68%c**	*59%*	*64%*	*64%*	**69%c**	*64%*	**70%jln**	**69%jl**	*58%*	*66%*	*51%*	**69%jln**	*62%*
Interlink	**291**	120	111	34	19	6	231	24	133	96	37	17	6	229	23
	6%	*6%*	*6%*	*5%*	*5%*	*4%*	*6%*	*5%*	*7%*	*5%*	*4%*	*7%*	*7%*	*6%*	*7%*
DPD	**2455**	903	979	318	178	64	1883	243	974	963	353	122	31	1937	153
	48%	*46%*	**50%c**	*44%*	*52%*	*52%*	*48%*	**52%c**	**49%j**	*49%*	*43%*	*48%*	*36%*	**49%j**	*45%*
Parcelforce	**2270**	898	908	292	125	43	1806	168	938	908	306	88	25	1845	113
	44%	**46%cdeg**	**46%cdg**	*40%*	*37%*	*34%*	**46%cdeg**	*36%*	**48%jkln**	**46%jkln**	*37%*	*35%*	*29%*	**47%jkln**	*33%*
TNT Express	**525**	229	209	49	25	12	438	37	237	195	67	20	3	433	22
	10%	**12%c**	**11%c**	*7%*	*7%*	*10%*	**11%c**	*8%*	**12%jn**	*10%*	*8%*	*8%*	*3%*	*11%*	*7%*
TNT Post UK	**260**	103	103	34	10	10	206	20	126	83	41	8	1	210	9
	5%	*5%*	*5%*	*5%*	*3%*	**8%d**	*5%*	*4%*	**6%ln**	*4%*	*5%*	*3%*	*1%*	*5%*	*3%*
UPS	**1351**	475	579	155	97	39	1054	136	530	555	179	65	17	1085	82
	26%	*24%*	**29%ac**	*21%*	*29%*	*31%*	**27%c**	**29%c**	**27%j**	**28%j**	*22%*	*26%*	*20%*	**27%j**	*24%*
UK Mail (not to be confused with Royal Mail)	**548**	241	199	66	27	12	441	40	251	186	77	27	4	436	31
	11%	*12%*	*10%*	*9%*	*8%*	*10%*	*11%*	*9%*	**13%d**	*9%*	*9%*	*11%*	*5%*	*11%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
DX	**229**	74	86	41	21	6	161	27	93	90	30	10	4	184	14
	4%	*4%*	*4%*	*6%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*
Yodel	**2201**	867	857	276	133	56	1724	189	893	863	303	100	28	1756	128
	43%	**45%c**	*43%*	*38%*	*39%*	*45%*	**44%c**	*41%*	**45%jn**	**44%j**	*37%*	*39%*	*33%*	**44%j**	*38%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	797	767	262	90	48	1563	138	832	736	280	89	26	1568	115
	38%	**41%dg**	**39%dg**	**36%d**	*26%*	**39%d**	**40%dg**	*30%*	**42%ijn**	*37%*	*34%*	*35%*	*30%*	**40%j**	*34%*
Other	**19**	12	3	-	4	*	15	4	10	4	2	4	*	14	4
	*	*1%*	*	-	**1%bc**	*	*	**1%bc**	*1%*	*	*	**1%l**	*	*	*1%*
None of the above	**146**	24	43	50	13	2	67	15	30	34	59	6	6	64	12
	3%	*1%*	*2%*	**7%abfg**	**4%af**	*2%*	*2%*	**3%a**	*2%*	*2%*	**7%hlkm**	*2%*	**6%hlm**	*2%*	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	1716	1708	548	276	110	3425	385	1736	1705	638	208	64	3441	272
	85%	**88%cdg**	**86%cd**	*75%*	*81%*	**89%c**	**87%cdg**	**83%c**	**88%jkln**	**86%jln**	*78%*	*82%*	*74%*	**87%jln**	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Royal Mail	4648	323	4236	88	1365	3025	257	4573	44	15	6	4633	9
	90%	84%	91%a	88%	89%f	91%df	83%	91%h	68%	60%	58%	91%h	30%
Citipost	197	34	159	4	83	101	13	193	2	1	-	196	1
	4%	9%b	3%	4%	5%e	3%	4%	4%	4%	4%	-	4%	2%
Collect + (Collect Plus)	633	57	569	7	205	396	32	623	9	-	*	632	1
	12%	15%	12%	7%	13%	12%	10%	12%	14%	-	1%	12%	5%
DHL	2387	174	2178	34	701	1565	121	2355	21	8	1	2384	2
	46%	45%	47%	34%	46%	47%f	39%	47%	33%	31%	14%	47%	5%
FedEx	1406	120	1270	16	429	893	84	1384	11	10	-	1405	1
	27%	31%c	27%	16%	28%	27%	27%	28%	17%	41%	-	27%	3%
Hermes	3447	225	3177	44	1027	2266	154	3409	14	12	5	3435	7
	67%	59%	68%ac	44%	67%f	68%f	50%	68%h	22%	48%	48%	67%h	23%
Interlink	291	41	248	2	106	166	19	286	*	1	-	288	3
	6%	11%b	5%	2%	7%e	5%	6%	6%	*	5%	-	6%	10%
DPD	2455	166	2262	27	698	1648	109	2439	7	4	1	2450	4
	48%	43%c	48%c	27%	45%f	50%df	35%	49%h	12%	15%	14%	48%h	13%
Parcelforce	2270	154	2085	31	699	1467	104	2255	7	7	*	2269	1
	44%	40%	45%c	31%	46%f	44%f	34%	45%h	11%	27%	2%	44%h	3%
TNT Express	525	37	486	2	154	355	16	517	5	1	-	523	2
	10%	10%	10%c	2%	10%f	11%f	5%	10%	8%	5%	-	10%	7%
TNT Post UK	260	28	229	3	98	154	7	258	1	-	-	260	-
	5%	7%	5%	3%	6%f	5%	2%	5%	2%	-	-	5%	-
UPS	1351	85	1249	16	387	891	72	1338	6	2	1	1347	2
	26%	22%	27%	16%	25%	27%	23%	27%h	10%	9%	12%	26%h	8%
UK Mail (not to be confused with Royal Mail)	548	58	489	1	173	353	23	540	5	1	-	547	2
	11%	15%bc	10%c	1%	11%	11%	7%	11%	8%	4%	-	11%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**229**	24	201	4	67	153	8	226	1	1	-	227	1
	4%	*6%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*1%*	*4%*	-	*4%*	*5%*
Yodel	**2201**	152	2026	23	632	1474	95	2187	2	4	5	2194	2
	43%	**40%c**	**43%c**	*23%*	**41%f**	**45%f**	*31%*	**44%h**	*3%*	*18%*	*46%*	**43%h**	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	129	1816	25	632	1255	83	1960	5	3	1	1968	1
	38%	*34%*	**39%c**	*25%*	**41%f**	**38%f**	*27%*	**39%h**	*8%*	*12%*	*12%*	**38%h**	*2%*
Other	**19**	7	13	-	16	3	-	19	-	-	-	19	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
None of the above	**146**	15	125	6	39	82	25	117	3	5	4	124	17
	3%	*4%*	*3%*	*6%*	*3%*	*2%*	**8%de**	*2%*	*4%*	*18%*	*42%*	*2%*	*58%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	330	3986	65	1344	2810	226	4305	44	17	6	4366	9
	85%	**86%c**	**85%c**	*65%*	**88%f**	**85%f**	*73%*	**86%h**	*68%*	*67%*	*58%*	**85%h**	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 279

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Royal Mail	4648	1167	1175	1163	1143	385	384	397	392	382	401	399	371	393	377	424	343
	90%	91%	91%	90%	89%	91%	88%	93%p	91%	92%p	90%	92%p	90%	89%	88%	92%p	86%
Citipost	197	39	45	56	58	10	12	17	18	11	15	11	24	21	18	15	25
	4%	3%	3%	4%	4%	2%	3%	4%	4%	3%	3%	3%	6%	5%	4%	3%	6%e
Collect + (Collect Plus)	633	150	178	145	160	43	63	44	72	49	57	48	47	50	54	57	49
	12%	12%	14%	11%	12%	10%	15%	10%	17%eg	12%	13%	11%	11%	11%	12%	12%	12%
DHL	2387	611	574	614	588	198	204	208	234	175	165	228	194	192	196	213	178
	46%	48%	44%	48%	46%	47%j	47%j	49%j	54%ijmp	42%	37%	53%ij	47%j	43%	46%	46%j	45%
FedEx	1406	355	363	339	349	108	119	128	141	122	101	136	97	105	108	128	113
	27%	28%	28%	26%	27%	26%	27%	30%	33%ijm	29%	23%	31%j	24%	24%	25%	28%	28%
Hermes	3447	902	878	853	814	287	325	290	321	277	279	310	269	275	256	306	251
	67%	70%cd	68%	66%	63%	68%	75%ijlmnop	68%	75%ijlmnop	67%	63%	72%ijmnp	65%	62%	60%	66%	63%
Interlink	291	79	60	83	69	19	32	27	25	19	16	26	29	28	35	12	21
	6%	6%	5%	6%	5%	5%	7%o	6%o	6%	4%	4%	6%	7%o	6%	8%jo	3%	5%
DPD	2455	620	604	621	610	214	224	182	227	200	177	222	196	203	194	239	178
	48%	48%	47%	48%	47%	51%j	52%j	43%	53%gj	48%	40%	51%j	47%	46%	45%	52%gj	45%
Parcelforce	2270	593	573	581	523	189	199	206	219	189	165	242	167	172	177	202	143
	44%	46%d	44%	45%	41%	45%p	46%p	48%jmp	51%ijlmnp	45%p	37%	56%efijlmnop	40%	39%	41%	44%	36%
TNT Express	525	155	130	123	116	45	62	48	51	49	29	44	35	45	38	42	36
	10%	12%	10%	10%	9%	11%	14%jl	11%	12%j	12%j	7%	10%	8%	10%	9%	9%	9%
TNT Post UK	260	62	66	68	64	11	27	24	24	29	13	25	27	16	28	19	16
	5%	5%	5%	5%	5%	3%	6%	6%	6%	7%ej	3%	6%	6%	4%	7%e	4%	4%
UPS	1351	340	378	309	324	98	125	117	144	130	103	134	88	86	100	116	108
	26%	26%	29%c	24%	25%	23%	29%m	27%m	34%ejlmno	31%jlmn	23%	31%lm	21%	19%	23%	25%	27%
UK Mail (not to be confused with Royal Mail)	548	109	153	149	137	46	29	34	69	59	25	59	51	40	46	63	27
	11%	9%	12%a	12%	11%	11%j	7%	8%	16%fgjmp	14%fgjp	6%	14%fjp	12%fjp	9%	11%j	14%fgjp	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
DX	**229**	56	51	52	70	10	25	21	16	22	13	16	19	17	23	23	23
	4%	*4%*	*4%*	*4%*	*5%*	*2%*	*6%*	*5%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*	*5%*	*5%*	**6%o**
Yodel	**2201**	581	582	523	514	192	194	195	227	183	172	195	154	174	156	198	160
	43%	**45%d**	**45%d**	*41%*	*40%*	**46%n**	*45%*	**46%n**	**53%jlmnop**	*44%*	*39%*	*45%*	*37%*	*39%*	*36%*	*43%*	*40%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	515	477	498	480	187	165	164	180	141	156	167	154	176	151	190	140
	38%	*40%*	*37%*	*39%*	*37%*	**44%ijnp**	*38%*	*38%*	*42%*	*34%*	*35%*	*39%*	*37%*	*40%*	*35%*	*41%*	*35%*
Other	**19**	5	8	3	4	2	3	*	2	6	1	*	*	3	2	*	2
	*	*	*1%*	*	*	*	*1%*	*	*	*1%*	*	*	*	*1%*	*	*	*
None of the above	**146**	43	35	31	36	7	25	11	8	12	15	4	14	13	6	16	14
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	**6%ehkn**	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*1%*	*3%*	**4%k**
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4381**	1092	1079	1110	1101	368	369	354	379	344	357	382	342	386	370	391	340
	85%	*85%*	*83%*	*86%*	*85%*	**87%j**	*85%*	*83%*	**88%j**	*83%*	*80%*	**88%j**	*82%*	**87%j**	*86%*	*85%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**172**	-	172	132	40	14	24	46	28	31	17	12	38	74	60	29	154	16	172
Weighted Base	**197**	-**	197	150*	47**	20**	34**	61*	31**	25**	14**	11**	55**	93*	50**	25**	167*	27**	172
Effective Base	**104**	-	104	82	22	9	18	35	14	14	7	9	27	49	29	15	90	13	172
Lost mail	**30**	-	30	27	3	-	8	19	3	1	-	-	8	22	1	-	25	5	21
	15%	-	*15%*	*18%*	*6%*	-	*23%*	*31%*	*9%*	*3%*	-	-	*14%*	*23%*	*1%*	-	*15%*	*17%*	*12%*
Damaged mail	**16**	-	16	16	-	6	2	8	1	-	-	-	7	9	-	-	14	2	11
	8%	-	*8%*	*11%*	-	*28%*	*5%*	*13%*	*4%*	-	-	-	*13%*	*10%*	-	-	*8%*	*9%*	*6%*
Delayed mail	**23**	-	23	20	3	3	7	13	-	-	-	-	10	13	-	-	19	4	14
	12%	-	*12%*	*13%*	*6%*	*13%*	*21%*	*21%*	-	-	-	-	*18%*	*14%*	-	-	*11%*	*14%*	*8%*
Mis-delivered mail	**23**	-	23	21	2	3	3	15	1	1	-	-	6	17	1	-	19	4	18
	12%	-	*12%*	*14%*	*5%*	*13%*	*8%*	*25%*	*4%*	*3%*	-	-	*10%*	*18%*	*1%*	-	*11%*	*14%*	*10%*
Mail that has been tampered with	**20**	-	20	16	4	4	1	14	-	1	-	-	5	14	1	-	16	3	13
	10%	-	*10%*	*11%*	*8%*	*17%*	*3%*	*23%*	-	*3%*	-	-	*9%*	*15%*	*1%*	-	*10%*	*13%*	*8%*
Other problems	**7**	-	7	7	-	-	1	6	-	-	-	-	1	6	-	-	6	1	6
	4%	-	*4%*	*5%*	-	-	*2%*	*10%*	-	-	-	-	*2%*	*7%*	-	-	*4%*	*3%*	*3%*
No - there have been no problems	**132**	-	132	93	40	9	18	27	29	24	14	11	28	56	49	25	111	19	126
	67%	-	*67%*	*62%*	*84%*	*46%*	*54%*	*44%*	*91%*	*97%*	*100%*	*100%*	*51%*	*60%*	*99%*	*100%*	*66%*	*70%*	*73%*
NET Any problem experienced	**65**	-	65	57	7	11	16	34	3	1	-	-	27	37	1	-	56	8	46
	33%	-	*33%*	*38%*	*16%*	*54%*	*46%*	*56%*	*9%*	*3%*	-	-	*49%*	*40%*	*1%*	-	*34%*	*30%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	172	64	47	39	22	111	61	120	48	10	21	43	33	53	97	10	151
Weighted Base	197	74*	47**	52**	24**	121*	76*	152*	42*	14**	17**	57**	28**	68*	102*	14**	170*
Effective Base	104	35	28	28	13	63	41	74	30	7	10	29	17	33	56	7	89
Lost mail	30	13	3	14	1	16	14	30	-	1	2	8	4	13	15	1	28
	15%	*18%*	*5%*	*26%*	*3%*	*13%*	*19%*	**20%h**	-	*5%*	*12%*	*15%*	*15%*	*19%*	*14%*	*5%*	*16%*
Damaged mail	16	13	*	4	-	13	4	16	*	-	*	2	1	13	4	-	16
	8%	*17%*	*	*7%*	-	*11%*	*5%*	*11%*	*	-	*1%*	*4%*	*5%*	**19%n**	*4%*	-	*10%*
Delayed mail	23	14	-	9	-	14	9	23	-	3	2	6	-	12	8	3	20
	12%	*19%*	-	*17%*	-	*11%*	*12%*	**15%h**	-	*19%*	*9%*	*11%*	-	*18%*	*8%*	*19%*	*12%*
Mis-delivered mail	23	15	-	7	1	15	7	21	2	1	2	6	2	13	9	1	22
	12%	*21%*	-	*13%*	*3%*	*13%*	*10%*	*14%*	*4%*	*5%*	*12%*	*10%*	*6%*	*19%*	*9%*	*5%*	*13%*
Mail that has been tampered with	20	9	2	8	1	11	8	19	1	4	1	5	-	10	6	4	15
	10%	*12%*	*4%*	*15%*	*3%*	*9%*	*11%*	*12%*	*2%*	*30%*	*3%*	*9%*	-	*14%*	*6%*	*30%*	*9%*
Other problems	7	6	1	-	-	7	-	7	-	-	-	-	1	6	1	-	7
	4%	*9%*	*1%*	-	-	*6%*	-	*5%*	-	-	-	-	*5%*	*8%*	*1%*	-	*4%*
No - there have been no problems	132	34	43	32	23	77	56	90	39	10	15	45	23	28	83	10	111
	67%	*46%*	*90%*	*63%*	*97%*	*63%*	*74%*	*59%*	**93%g**	*70%*	*87%*	*80%*	*80%*	*42%*	**81%m**	*70%*	*65%*
NET Any problem experienced	65	40	5	19	1	45	20	62	3	4	2	11	6	40	19	4	59
	33%	*54%*	*10%*	*37%*	*3%*	*37%*	*26%*	**41%h**	*7%*	*30%*	*13%*	*20%*	*20%*	**58%n**	*19%*	*30%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**172**	120	52	23	105	24	26	17	16	12	8	9	9	12	19	9	11	5	19
Weighted Base	**197**	165*	32**	14**	174*	10**	8**	5**	12**	21**	13**	14**	13**	22**	41**	24**	14**	2**	8**
Effective Base	**104**	86	18	7	86	16	5	10	15	11	7	8	8	11	16	9	10	3	13
Lost mail	**30**	27	3	3	27	2	1	-	4	8	2	-	3	1	3	5	-	1	1
	15%	*16%*	*9%*	*20%*	*16%*	*17%*	*14%*	-	*34%*	*37%*	*15%*	-	*26%*	*6%*	*8%*	*22%*	-	*40%*	*13%*
Damaged mail	**16**	15	1	*	15	1	*	1	1	5	-	-	-	-	8	-	-	1	-
	8%	*9%*	*3%*	*1%*	*9%*	*8%*	*1%*	*17%*	*10%*	*25%*	-	-	-	-	*20%*	-	-	*47%*	-
Delayed mail	**23**	23	-	-	23	-	-	-	3	9	-	3	-	-	6	-	1	-	-
	12%	*14%*	-	-	*13%*	-	-	-	*28%*	*44%*	-	*19%*	-	-	*15%*	-	*8%*	-	-
Mis-delivered mail	**23**	20	3	-	20	-	2	1	3	10	-	2	2	-	2	-	2	-	-
	12%	*12%*	*8%*	-	*12%*	-	*20%*	*17%*	*28%*	*47%*	-	*11%*	*14%*	-	*4%*	-	*13%*	-	-
Mail that has been tampered with	**20**	17	3	3	17	2	1	-	1	4	1	3	-	1	5	3	-	1	1
	10%	*10%*	*9%*	*20%*	*10%*	*15%*	*14%*	-	*5%*	*18%*	*9%*	*19%*	-	*6%*	*11%*	*12%*	-	*40%*	*11%*
Other problems	**7**	7	-	-	7	-	-	-	1	2	-	-	2	-	-	-	2	-	-
	4%	*4%*	-	-	*4%*	-	-	-	*11%*	*7%*	-	-	*14%*	-	-	-	*17%*	-	-
No - there have been no problems	**132**	106	26	11	115	7	6	4	4	7	10	10	10	21	25	19	10	1	6
	67%	*64%*	*82%*	*79%*	*66%*	*72%*	*78%*	*83%*	*34%*	*34%*	*76%*	*70%*	*74%*	*94%*	*61%*	*78%*	*70%*	*53%*	*76%*
NET Any problem experienced	**65**	59	6	3	59	3	2	1	8	14	3	4	3	1	16	5	4	1	2
	33%	*36%*	*18%*	*21%*	*34%*	*28%*	*22%*	*17%*	*66%*	*66%*	*24%*	*30%*	*26%*	*6%*	*39%*	*22%*	*30%*	*47%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	172	73	74	13	7	5	147	12	79	62	21	7	3	141	10
Weighted Base	197	75*	87*	22**	9**	4**	162*	13**	91*	63*	29**	6**	8**	154*	14**
Effective Base	104	42	43	11	5	3	86	8	45	38	15	5	3	82	7
Lost mail	30	16	6	9	-	-	21	-	16	8	1	-	5	24	5
	15%	*21%*	*7%*	*39%*	-	-	*13%*	-	*18%*	*12%*	*3%*	-	*66%*	*16%*	*37%*
Damaged mail	16	14	3	-	-	-	16	-	13	2	2	-	-	15	-
	8%	**18%b**	*3%*	-	-	-	*10%*	-	*15%*	*3%*	*6%*	-	-	*10%*	-
Delayed mail	23	9	11	-	3	-	20	3	12	3	5	-	3	15	3
	12%	*12%*	*12%*	-	*30%*	-	*12%*	*21%*	*13%*	*5%*	*19%*	-	*34%*	*10%*	*19%*
Mis-delivered mail	23	15	6	-	-	2	21	2	14	6	1	2	-	20	2
	12%	*20%*	*6%*	-	-	*50%*	*13%*	*14%*	*15%*	*10%*	*3%*	*29%*	-	*13%*	*13%*
Mail that has been tampered with	20	8	4	3	5	-	12	5	6	3	5	-	5	9	5
	10%	*11%*	*5%*	*13%*	*52%*	-	*8%*	*37%*	*6%*	*5%*	*17%*	-	*70%*	*6%*	*39%*
Other problems	7	5	2	-	-	-	7	-	6	1	-	-	-	7	-
	4%	*7%*	*2%*	-	-	-	*4%*	-	*7%*	*1%*	-	-	-	*5%*	-
No - there have been no problems	132	43	70	14	4	2	113	6	57	49	22	5	-	106	5
	67%	*56%*	**81%a**	*61%*	*48%*	*50%*	*69%*	*48%*	*63%*	*78%*	*75%*	*71%*	-	*69%*	*32%*
NET Any problem experienced	65	33	17	9	5	2	49	6	34	14	7	2	8	48	10
	33%	**44%b**	*19%*	*39%*	*52%*	*50%*	*31%*	*52%*	*37%*	*22%*	*25%*	*29%*	*100%*	*31%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**172**	25	145	2	71	90	11	168	2	1	-	171	1
Weighted Base	**197**	34**	159*	4**	83*	101*	13**	193	2**	1**	-**	196	1**
Effective Base	**104**	16	87	1	42	54	8	101	2	1	-	103	1
Lost mail	**30**	7	22	1	21	7	2	29	1	-	-	30	-
	15%	*21%*	*14%*	*14%*	**26%e**	*7%*	*12%*	*15%*	*53%*	-	-	*15%*	-
Damaged mail	**16**	9	8	-	12	4	-	15	1	-	-	16	-
	8%	*26%*	*5%*	-	*15%*	*4%*	-	*8%*	*53%*	-	-	*8%*	-
Delayed mail	**23**	8	15	-	19	4	-	23	-	-	-	23	-
	12%	*23%*	*9%*	-	**22%e**	*4%*	-	*12%*	-	-	-	*12%*	-
Mis-delivered mail	**23**	7	15	1	15	6	2	22	1	-	-	23	-
	12%	*21%*	*10%*	*14%*	*18%*	*6%*	*12%*	*11%*	*53%*	-	-	*12%*	-
Mail that has been tampered with	**20**	7	12	1	14	5	1	20	-	-	-	20	-
	10%	*20%*	*8%*	*14%*	**17%e**	*4%*	*7%*	*10%*	-	-	-	*10%*	-
Other problems	**7**	4	4	-	6	1	-	7	-	-	-	7	-
	4%	*10%*	*2%*	-	*7%*	*1%*	-	*4%*	-	-	-	*4%*	-
No - there have been no problems	**132**	11	118	3	40	84	9	130	1	1	-	132	1
	67%	*32%*	*74%*	*86%*	*48%*	**83%d**	*69%*	*67%*	*47%*	*100%*	-	*67%*	*100%*
NET Any problem experienced	**65**	23	41	1	43	17	4	63	1	-	-	65	-
	33%	*68%*	*26%*	*14%*	**52%e**	*17%*	*31%*	*33%*	*53%*	-	-	*33%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**172**	35	41	38	58	11	13	11	17	12	12	9	16	13	19	12	27
Weighted Base	**197**	39**	45**	56**	58*	10**	12**	17**	18**	11**	15**	11**	24**	21**	18**	15**	25**
Effective Base	**104**	23	25	23	37	8	8	8	10	7	8	5	10	8	14	8	16
Lost mail	**30**	4	3	12	11	2	-	2	-	-	3	3	6	3	4	2	6
	15%	*10%*	*7%*	*21%*	*20%*	*16%*	-	*14%*	-	-	*21%*	*23%*	*26%*	*13%*	*23%*	*11%*	*22%*
Damaged mail	**16**	*	-	7	9	*	-	-	-	-	-	-	2	5	3	-	6
	8%	*	-	*13%*	*16%*	*1%*	-	-	-	-	-	-	*10%*	*23%*	*17%*	-	*24%*
Delayed mail	**23**	1	3	10	9	-	-	1	-	-	3	1	2	7	2	3	4
	12%	*2%*	*7%*	*18%*	*16%*	-	-	*4%*	-	-	*21%*	*9%*	*10%*	*31%*	*9%*	*21%*	*17%*
Mis-delivered mail	**23**	2	2	5	15	-	-	2	-	1	1	1	2	2	2	3	9
	12%	*4%*	*4%*	*8%*	*26%*	-	-	*9%*	-	*7%*	*5%*	*6%*	*10%*	*8%*	*13%*	*21%*	*38%*
Mail that has been tampered with	**20**	1	-	11	7	-	1	-	-	-	-	1	5	6	5	2	1
	10%	*3%*	-	*20%*	*12%*	-	*9%*	-	-	-	-	*6%*	*22%*	*26%*	*28%*	*11%*	*2%*
Other problems	**7**	-	1	2	4	-	-	-	-	-	1	-	-	2	2	-	3
	4%	-	*2%*	*3%*	*8%*	-	-	-	-	-	*5%*	-	-	*8%*	*9%*	-	*12%*
No - there have been no problems	**132**	31	40	33	28	8	11	12	18	11	11	8	17	8	11	8	9
	67%	*81%*	*89%*	*59%*	*49%*	*83%*	*91%*	*73%*	*100%*	*93%*	*74%*	*68%*	*73%*	*38%*	*59%*	*57%*	*38%*
NET Any problem experienced	**65**	7	5	23	29	2	1	5	-	1	4	4	6	13	7	6	15
	33%	*19%*	*11%*	*41%*	*51%*	*17%*	*9%*	*27%*	-	*7%*	*26%*	*32%*	*27%*	*62%*	*41%*	*43%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	659	-	659	251	408	75	102	180	110	112	53	27	177	290	192	80	610	44	659
Weighted Base	633	-**	633	235	398	86*	104*	177	103*	91*	44**	29**	191	280	163*	72*	550	79*	659
Effective Base	367	-	367	136	231	48	59	104	58	54	26	18	107	161	99	45	328	38	659
Lost mail	26	-	26	20	6	9	10	7	*	1	-	-	18	7	1	-	18	8	19
	4%	-	*4%*	**9%d**	*1%*	**10%hi**	**9%h**	*4%*	*	*1%*	-	-	**9%mno**	*3%*	*	-	*3%*	**10%p**	*3%*
Damaged mail	18	-	18	15	3	4	2	10	2	-	-	-	6	12	-	-	13	6	15
	3%	-	*3%*	**6%d**	*1%*	*5%*	*2%*	*6%*	*2%*	-	-	-	*3%*	**4%n**	-	-	*2%*	*7%*	*2%*
Delayed mail	43	-	43	29	14	15	10	18	*	-	-	-	24	19	-	-	31	12	38
	7%	-	*7%*	**12%d**	*3%*	**17%hi**	**9%hi**	**10%hi**	*	-	-	-	**13%no**	**7%n**	-	-	*6%*	**15%p**	*6%*
Mis-delivered mail	13	-	13	11	2	1	5	7	*	-	-	-	6	7	-	-	9	3	15
	2%	-	*2%*	**5%d**	*	*1%*	*5%*	*4%*	*	-	-	-	*3%*	*2%*	-	-	*2%*	*4%*	*2%*
Mail that has been tampered with	35	-	35	23	12	12	7	12	4	-	-	-	19	16	-	-	23	12	23
	6%	-	*6%*	**10%d**	*3%*	**13%i**	*7%*	**7%i**	*4%*	-	-	-	**10%no**	**6%n**	-	-	*4%*	**16%p**	*3%*
Other problems	16	-	16	8	8	-	5	6	2	1	1	-	5	8	3	1	11	5	16
	3%	-	*3%*	*3%*	*2%*	-	*5%*	*4%*	*2%*	*1%*	*3%*	-	*3%*	*3%*	*2%*	*2%*	*2%*	*6%*	*2%*
No - there have been no problems	536	-	536	173	363	53	76	150	97	89	42	29	129	247	160	71	476	55	577
	85%	-	*85%*	*73%*	**91%c**	*62%*	*73%*	**85%e**	**94%ef**	**98%efg**	*97%*	*100%*	*68%*	**88%l**	**98%lm**	**98%lm**	**87%q**	*70%*	*88%*
NET Any problem experienced	98	-	98	63	35	33	29	27	6	2	1	-	62	33	3	1	74	24	82
	15%	-	*15%*	**27%d**	*9%*	**38%ghi**	**27%hi**	**15%i**	*6%*	*2%*	*3%*	-	**32%mno**	**12%no**	*2%*	*2%*	*13%*	**30%p**	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	659	163	223	148	125	386	273	407	245	57	74	166	190	132	430	58	572
Weighted Base	633	144*	218	149*	124*	361	272	442	186	58*	60*	165*	197	124*	422	58*	553
Effective Base	367	77	126	87	78	203	165	232	143	35	48	95	110	64	249	35	316
Lost mail	26	14	4	6	2	18	8	24	2	1	-	9	8	8	17	1	25
	4%	**10%bd**	*2%*	*4%*	*1%*	*5%*	*3%*	**5%h**	*1%*	*2%*	-	*6%*	*4%*	*7%*	*4%*	*2%*	*5%*
Damaged mail	18	6	5	4	2	12	7	17	1	3	-	7	3	6	10	3	16
	3%	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*1%*	*5%*	-	*4%*	*2%*	*5%*	*2%*	*5%*	*3%*
Delayed mail	43	19	8	9	7	27	16	38	5	2	2	11	14	15	26	2	41
	7%	**13%b**	*4%*	*6%*	*6%*	*7%*	*6%*	**9%h**	*3%*	*4%*	*3%*	*6%*	*7%*	*12%*	*6%*	*4%*	*7%*
Mis-delivered mail	13	7	2	3	*	9	3	11	1	*	1	3	3	5	7	*	12
	2%	*5%*	*1%*	*2%*	*	*3%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*	*1%*	*2%*
Mail that has been tampered with	35	19	10	5	2	28	7	32	3	4	*	7	12	12	19	4	31
	6%	**13%bcd**	*5%*	*3%*	*1%*	**8%f**	*2%*	**7%h**	*2%*	*7%*	*1%*	*4%*	*6%*	*10%*	*4%*	*7%*	*6%*
Other problems	16	1	4	4	7	5	11	11	5	*	3	7	4	2	14	*	15
	3%	*1%*	*2%*	*3%*	*6%*	*1%*	*4%*	*2%*	*3%*	*1%*	*5%*	*4%*	*2%*	*2%*	*3%*	*1%*	*3%*
No - there have been no problems	536	100	191	138	107	291	244	359	171	49	54	144	165	93	364	49	464
	85%	*70%*	**88%a**	**93%a**	**86%a**	*81%*	**90%e**	*81%*	**92%g**	*85%*	**91%m**	**87%m**	*84%*	*75%*	**86%m**	*85%*	*84%*
NET Any problem experienced	98	44	26	11	17	70	28	83	15	8	5	21	32	31	58	8	89
	15%	**30%bcd**	*12%*	*7%*	*14%*	**19%f**	*10%*	**19%h**	*8%*	*15%*	*9%*	*13%*	*16%*	**25%jkn**	*14%*	*15%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	659	428	231	81	317	139	103	100	44	26	22	30	43	37	48	36	31	24	115
Weighted Base	633	552	82*	23**	523	59*	31*	21*	36*	49**	33**	43**	60*	64*	105*	83*	49**	11**	48*
Effective Base	367	311	58	16	271	72	32	52	41	24	20	28	39	33	43	34	29	13	59
Lost mail	26	26	*	*	24	1	1	1	1	4	-	-	2	2	13	2	-	1	-
	4%	*5%*	*	*	*5%*	*1%*	*3%*	*3%*	*4%*	*8%*	-	-	*3%*	*3%*	*12%r*	*2%*	-	*6%*	-
Damaged mail	18	18	*	*	16	1	1	*	1	4	-	1	4	-	4	3	-	1	-
	3%	*3%*	*	*	*3%*	*1%*	*3%*	*2%*	*2%*	*8%*	-	*3%*	*6%*	-	*4%*	*4%*	-	*6%*	-
Delayed mail	43	41	2	*	36	3	2	2	1	5	4	1	8	1	10	7	-	-	3
	7%	*7%*	*3%*	*1%*	*7%*	*5%*	*6%*	*9%*	*2%*	*11%*	*11%*	*2%*	*13%*	*1%*	*10%*	*8%*	-	-	*7%*
Mis-delivered mail	13	12	*	-	9	2	1	1	2	2	2	1	-	-	2	-	-	-	2
	2%	*2%*	*	-	*2%*	*4%*	*2%*	*4%*	*6%*	*5%*	*6%*	*2%*	-	-	*2%*	-	-	-	*5%*
Mail that has been tampered with	35	31	5	3	33	1	1	*	1	4	-	3	7	-	14	3	-	-	1
	6%	*6%*	*6%*	*12%*	*6%*	*2%*	*3%*	*1%*	*4%*	*8%*	-	*7%*	*11%m*	-	*13%m*	*4%*	-	-	*2%*
Other problems	16	13	3	-	13	*	2	1	-	5	-	1	-	3	1	2	-	*	*
	3%	*2%*	*4%*	-	*2%*	*	*7%e*	*3%*	-	*11%*	-	*2%*	-	*5%*	*1%*	*2%*	-	*	*
No - there have been no problems	536	462	73	20	440	52	24	19	31	39	29	37	51	58	75	71	49	10	42
	85%	*84%*	*90%*	*87%*	*84%*	*89%*	*78%*	*89%*	*86%*	*80%*	*89%*	*85%*	*84%*	*91%n*	*72%*	*86%*	*100%*	*94%*	*88%*
NET Any problem experienced	98	89	8	3	82	6	7	2	5	10	4	6	9	6	30	12	-	1	6
	15%	*16%*	*10%*	*13%*	*16%*	*11%*	*22%*	*11%*	*14%*	*20%*	*11%*	*15%*	*16%*	*9%*	*28%m*	*14%*	-	*6%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**659**	249	269	68	47	22	518	69	271	274	78	22	11	545	33
Weighted Base	**633**	243	253	73*	38**	22**	496	59*	270	257	80*	20**	5**	527	25**
Effective Base	**367**	137	149	41	25	14	286	39	152	149	48	13	5	301	18
Lost mail	**26**	13	11	2	*	-	24	*	14	10	2	-	*	24	*
	4%	*5%*	*4%*	*3%*	*	-	*5%*	*	*5%*	*4%*	*2%*	-	*4%*	*5%*	*1%*
Damaged mail	**18**	9	9	*	*	-	18	*	11	3	4	-	*	14	*
	3%	*4%*	*3%*	*1%*	*	-	*4%*	*	*4%*	*1%*	*5%*	-	*4%*	*3%*	*1%*
Delayed mail	**43**	21	16	4	2	*	37	2	16	22	2	2	*	38	2
	7%	*9%*	*6%*	*6%*	*5%*	*1%*	*7%*	*3%*	*6%*	*9%*	*3%*	*9%*	*9%*	*7%*	*9%*
Mis-delivered mail	**13**	9	4	-	*	-	13	*	5	5	3	-	*	10	*
	2%	*4%*	*1%*	-	*	-	*3%*	*	*2%*	*2%*	*3%*	-	*4%*	*2%*	*1%*
Mail that has been tampered with	**35**	15	14	2	*	3	30	3	20	9	6	*	*	28	1
	6%	*6%*	*6%*	*3%*	*	*13%*	*6%*	*5%*	*7%*	*3%*	*8%*	*2%*	*4%*	*5%*	*2%*
Other problems	**16**	7	2	5	1	-	9	1	6	6	2	1	*	12	2
	3%	*3%*	*1%*	***7%bf***	*4%*	-	*2%*	*3%*	*2%*	*2%*	*3%*	*7%*	*4%*	*2%*	*7%*
No - there have been no problems	**536**	196	216	66	34	19	412	53	225	219	68	19	4	444	23
	85%	*81%*	*85%*	*90%*	*92%*	*87%*	*83%*	*90%*	*83%*	*85%*	*85%*	*91%*	*91%*	*84%*	*91%*
NET Any problem experienced	**98**	47	37	7	3	3	84	6	45	38	12	2	*	84	2
	15%	*19%*	*15%*	*10%*	*8%*	*13%*	*17%*	*10%*	*17%*	*15%*	*15%*	*9%*	*9%*	*16%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**659**	52	600	7	215	412	32	649	8	-	1	657	1
Weighted Base	**633**	57*	569	7**	205	396	32**	623	9**	-**	***	632	1**
Effective Base	**367**	31	334	3	122	226	19	360	6	-	1	366	1
Lost mail	**26**	6	20	-	16	6	4	26	-	-	-	26	-
	4%	*10%*	*4%*	-	**8%e**	*2%*	*11%*	*4%*	-	-	-	*4%*	-
Damaged mail	**18**	2	16	-	14	5	-	17	2	-	-	18	-
	3%	*4%*	*3%*	-	**7%e**	*1%*	-	*3%*	*17%*	-	-	*3%*	-
Delayed mail	**43**	11	32	-	25	10	8	38	4	-	-	42	1
	7%	**19%b**	*6%*	-	**12%e**	*2%*	*26%*	*6%*	*44%*	-	-	*7%*	*100%*
Mis-delivered mail	**13**	4	9	1	9	3	1	13	-	-	-	13	-
	2%	*6%*	*2%*	*7%*	**4%e**	*1%*	*2%*	*2%*	-	-	-	*2%*	-
Mail that has been tampered with	**35**	7	26	3	22	10	3	32	3	-	-	35	-
	6%	*12%*	*5%*	*39%*	**11%e**	*2%*	*10%*	*5%*	*35%*	-	-	*6%*	-
Other problems	**16**	2	14	1	9	4	4	14	-	-	-	14	1
	3%	*3%*	*2%*	*7%*	**4%e**	*1%*	*11%*	*2%*	-	-	-	*2%*	*100%*
No - there have been no problems	**536**	34	498	4	145	373	18	534	2	-	*	536	-
	85%	*59%*	**87%a**	*54%*	*71%*	**94%d**	*56%*	*86%*	*20%*	-	*100%*	*85%*	-
NET Any problem experienced	**98**	23	71	3	60	23	14	89	7	-	-	96	1
	15%	**41%b**	*13%*	*46%*	**29%e**	*6%*	*44%*	*14%*	*80%*	-	-	*15%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**659**	151	174	171	163	49	61	41	65	55	54	55	53	63	64	51	48
Weighted Base	**633**	150*	178*	145*	160*	43**	63*	44**	72*	49**	57*	48**	47**	50**	54*	57**	49**
Effective Base	**367**	91	100	81	96	26	39	26	41	28	30	28	27	26	39	30	30
Lost mail	**26**	*	6	14	6	-	*	*	4	-	2	4	5	5	4	-	2
	4%	*	*4%*	**10%a**	*4%*	-	*	*	*5%*	-	*4%*	*7%*	*11%*	*11%*	*8%*	-	*3%*
Damaged mail	**18**	2	2	6	7	1	2	*	2	-	-	-	4	2	5	-	2
	3%	*2%*	*1%*	*4%*	*5%*	*2%*	*2%*	*	*3%*	-	-	-	*9%*	*4%*	*10%*	-	*4%*
Delayed mail	**43**	7	9	11	15	4	*	3	3	2	4	2	5	4	11	1	4
	7%	*5%*	*5%*	*8%*	*10%*	*8%*	*1%*	*8%*	*5%*	*4%*	*7%*	*4%*	*11%*	*8%*	**20%fn**	*1%*	*9%*
Mis-delivered mail	**13**	2	1	5	5	-	1	*	-	-	1	1	2	2	3	-	2
	2%	*1%*	*1%*	*4%*	*3%*	-	*2%*	*	-	-	*2%*	*2%*	*5%*	*4%*	*6%*	-	*3%*
Mail that has been tampered with	**35**	1	9	12	12	-	1	*	4	2	4	3	7	2	5	2	5
	6%	*1%*	*5%*	**8%a**	**8%a**	-	*2%*	*	*6%*	*3%*	*6%*	*6%*	*15%*	*5%*	*10%*	*3%*	*11%*
Other problems	**16**	5	2	4	6	*	1	3	-	*	1	1	2	-	2	2	2
	3%	*3%*	*1%*	*2%*	*4%*	*	*2%*	*8%*	-	*1%*	*3%*	*3%*	*5%*	-	*3%*	*3%*	*4%*
No - there have been no problems	**536**	136	155	118	127	39	59	37	62	47	46	40	38	40	37	55	34
	85%	**90%d**	*87%*	*82%*	*79%*	*90%*	**94%n**	*85%*	*86%*	*96%*	*81%*	*84%*	*81%*	*80%*	*69%*	*96%*	*71%*
NET Any problem experienced	**98**	15	23	26	33	4	4	7	10	2	11	8	9	10	16	2	14
	15%	*10%*	*13%*	*18%*	**21%a**	*10%*	*6%*	*15%*	*14%*	*4%*	*19%*	*16%*	*19%*	*20%*	**31%f**	*4%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2533	-	2533	1247	1281	224	295	486	358	590	369	211	519	844	1170	580	2383	135	2533
Weighted Base	2387	-**	2387	1180	1201	248	287	476	366	502	290	217	536	842	1009	506	2156	220	2533
Effective Base	1332	-	1332	664	664	136	168	292	188	296	138	123	304	477	552	259	1228	101	2533
Lost mail	54	-	54	44	10	11	6	22	8	1	*	6	17	30	7	6	44	10	48
	2%	-	2%	4%d	1%	4%ij	2%i	5%ij	2%i	*	*	3%i	3%n	4%n	1%	1%	2%	5%	2%
Damaged mail	66	-	66	45	20	11	11	23	14	6	1	*	21	37	7	2	63	2	67
	3%	-	3%	4%d	2%	4%ijk	4%jk	5%ijk	4%jk	1%	*	*	4%no	4%no	1%	*	3%	1%	3%
Delayed mail	95	-	95	59	36	21	10	29	14	9	3	8	31	44	20	11	83	12	97
	4%	-	4%	5%	3%	9%ij	3%	6%ij	4%	2%	1%	4%	6%no	5%no	2%	2%	4%	5%	4%
Mis-delivered mail	54	-	54	42	12	10	8	21	3	4	8	-	18	24	12	8	47	8	53
	2%	-	2%	4%d	1%	4%hik	3%	5%hik	1%	1%	3%	-	3%n	3%	1%	2%	2%	3%	2%
Mail that has been tampered with	41	-	41	35	6	9	5	19	4	3	*	-	14	23	3	*	32	8	31
	2%	-	2%	3%d	*	4%ijk	2%	4%ijk	1%	1%	*	-	3%no	3%no	*	*	2%	4%	1%
Other problems	34	-	34	27	7	10	3	9	3	6	*	3	13	13	9	3	33	1	32
	1%	-	1%	2%d	1%	4%ij	1%	2%	1%	1%	*	1%	2%	1%	1%	1%	2%	*	1%
No - there have been no problems	2140	-	2140	1010	1125	187	256	404	333	480	277	203	443	737	960	480	1938	192	2293
	90%	-	90%	86%	94%c	75%	89%e	85%e	91%e	96%efgh	96%efg	94%eg	83%	87%	95%lm	95%lm	90%	87%	91%
NET Any problem experienced	246	-	246	170	76	61	32	72	33	22	12	14	93	105	48	26	218	28	240
	10%	-	10%	14%d	6%	25%fghijk	11%ij	15%ijk	9%i	4%	4%	6%	17%no	13%no	5%	5%	10%	13%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2533	729	813	478	513	1542	991	1318	1175	242	276	647	683	499	1606	245	2157
Weighted Base	2387	580	829	501	477	1408	978	1481	870	228	246	629	619	520	1494	230	2050
Effective Base	1332	312	449	270	308	761	573	749	583	142	153	346	353	260	850	143	1127
Lost mail	54	27	10	15	2	37	17	44	10	7	4	12	9	22	25	7	47
	2%	**5%bd**	*1%*	**3%d**	*	*3%*	*2%*	**3%h**	*1%*	*3%*	*1%*	*2%*	*1%*	**4%ln**	*2%*	*3%*	*2%*
Damaged mail	66	27	19	13	6	46	20	52	14	5	2	7	19	33	27	5	60
	3%	**5%d**	*2%*	*3%*	*1%*	*3%*	*2%*	**4%h**	*2%*	*2%*	*1%*	*1%*	*3%*	**6%jkln**	*2%*	*2%*	*3%*
Delayed mail	95	20	36	24	16	55	40	72	23	13	6	19	20	34	45	13	80
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*3%*	*6%*	*2%*	*3%*	*3%*	**7%kn**	*3%*	*6%*	*4%*
Mis-delivered mail	54	22	16	13	4	38	16	39	14	4	1	15	7	26	24	4	50
	2%	**4%d**	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	**5%jln**	*2%*	*2%*	*2%*
Mail that has been tampered with	41	20	7	11	4	26	15	33	8	6	5	8	2	20	15	6	35
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**3%l**	**2%l**	*1%*	*	**4%ln**	*1%*	*3%*	*2%*
Other problems	34	16	5	6	6	22	13	27	7	4	2	6	7	12	15	4	28
	1%	**3%b**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
No - there have been no problems	2140	494	749	448	449	1243	898	1294	812	200	232	579	567	421	1378	203	1834
	90%	*85%*	**90%a**	*89%*	**94%ac**	*88%*	**92%e**	*87%*	**93%g**	*88%*	**94%m**	**92%m**	**92%m**	*81%*	**92%m**	*88%*	*89%*
NET Any problem experienced	246	85	80	53	28	166	81	187	58	27	15	50	52	99	116	27	216
	10%	**15%bd**	*10%*	**11%d**	*6%*	**12%f**	*8%*	**13%h**	*7%*	*12%*	*6%*	*8%*	*8%*	**19%jkln**	*8%*	*12%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 282

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2533	1527	1006	437	1155	577	468	333	121	133	120	109	140	134	120	133	145	86	491
Weighted Base	2387	2007	380	132*	1950	237	128	71	104	258	187	151*	217	236	275	308	215	34*	203
Effective Base	1332	1082	260	98	972	231	174	196	113	120	108	97	114	120	108	122	133	34	197
Lost mail	54	47	7	5	48	2	3	2	2	7	5	4	6	4	12	6	2	1	*
	2%	2%	2%	4%	2%	1%	2%	2%	2%	3%	3%	2%	3%	2%	4%r	2%	1%	4%r	*
Damaged mail	66	63	3	2	56	2	5	2	2	10	4	3	6	9	13	8	1	2	1
	3%	3%b	1%	2%	3%	1%	4%e	3%	2%	4%	2%	2%	3%	4%	5%r	3%	1%	5%pr	*
Delayed mail	95	82	14	5	80	8	3	4	3	14	7	3	2	7	12	24	9	*	7
	4%	4%	4%	4%	4%	3%	2%	6%	3%	5%	4%	2%	1%	3%	4%	8%l	4%	1%	3%
Mis-delivered mail	54	46	8	2	50	1	1	2	2	14	5	1	5	3	9	7	3	*	1
	2%	2%	2%	2%	3%	1%	1%	3%e	2%	5%r	3%	1%	2%	1%	3%	2%	1%	1%	1%
Mail that has been tampered with	41	37	4	1	38	2	-	1	1	11	-	-	1	1	11	11	1	1	2
	2%	2%	1%	*	2%	1%	-	1%	1%	4%j	-	-	1%	1%	4%	4%	1%	2%	1%
Other problems	34	28	6	1	32	1	1	1	2	2	7	2	5	1	8	4	2	*	1
	1%	1%	2%	1%	2%	*	*	1%	2%	1%	4%r	1%	2%	*	3%	1%	1%	*	*
No - there have been no problems	2140	1795	346	121	1735	225	118	62	95	225	162	139	195	221	229	268	200	32	194
	90%	89%	91%	92%	89%	95%dg	92%	87%	92%	87%	87%	92%	90%	94%n	83%	87%	93%n	95%	95%jno
NET Any problem experienced	246	213	34	11	215	12	10	9	9	33	25	11	21	15	46	40	15	2	10
	10%	11%	9%	8%	11%e	5%	8%	13%e	8%	13%r	13%r	8%	10%	6%	17%mpr	13%r	7%	5%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2533**	991	1005	288	185	56	1996	241	1081	985	313	112	34	2066	146
Weighted Base	**2387**	922	948	296	156	58*	1870	214	1001	924	327	98*	30**	1925	128*
Effective Base	**1332**	503	526	165	104	33	1029	137	552	508	188	63	18	1059	82
Lost mail	**54**	30	14	7	2	2	43	4	20	21	9	2	3	40	5
	2%	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*10%*	*2%*	*4%*
Damaged mail	**66**	35	20	5	4	2	55	6	27	26	11	1	*	53	2
	3%	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*1%*	*3%*	*1%*
Delayed mail	**95**	31	39	11	11	3	70	14	25	48	16	*	6	73	6
	4%	*3%*	*4%*	*4%*	*7%*	*4%*	*4%*	*7%*	*2%*	**5%h**	*5%*	*	*20%*	*4%*	*5%*
Mis-delivered mail	**54**	26	17	8	4	-	43	4	30	18	6	-	*	48	*
	2%	*3%*	*2%*	*3%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	*2%*	-	*1%*	*2%*	*
Mail that has been tampered with	**41**	24	14	1	2	-	37	2	21	13	6	1	1	33	1
	2%	*3%*	*1%*	*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*
Other problems	**34**	13	9	9	1	2	22	3	12	12	5	5	*	24	5
	1%	*1%*	*1%*	**3%b**	*	*4%*	*1%*	*1%*	*1%*	*1%*	*2%*	**5%him**	*1%*	*1%*	**4%m**
No - there have been no problems	**2140**	821	856	271	134	52	1677	186	908	821	294	89	22	1729	112
	90%	*89%*	*90%*	*91%*	*86%*	*89%*	*90%*	*87%*	*91%*	*89%*	*90%*	*91%*	*76%*	*90%*	*87%*
NET Any problem experienced	**246**	100	92	25	22	6	193	28	93	103	34	9	7	197	16
	10%	*11%*	*10%*	*9%*	*14%*	*11%*	*10%*	*13%*	*9%*	*11%*	*10%*	*9%*	*24%*	*10%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2533	192	2304	37	793	1616	124	2495	21	11	3	2527	3
Weighted Base	2387	174	2178	34**	701	1565	121*	2355	21**	8**	1**	2384	2**
Effective Base	1332	106	1209	18	419	852	64	1312	13	5	1	1330	2
Lost mail	54	10	44	-	29	19	6	47	4	3	-	54	-
	2%	5%b	2%	-	4%e	1%	5%e	2%	18%	37%	-	2%	-
Damaged mail	66	13	50	3	37	18	10	53	11	2	-	66	-
	3%	7%b	2%	8%	5%e	1%	9%e	2%	52%	21%	-	3%	-
Delayed mail	95	10	81	5	40	43	12	91	3	1	-	95	-
	4%	6%	4%	13%	6%e	3%	10%e	4%	13%	16%	-	4%	-
Mis-delivered mail	54	13	37	4	24	23	7	49	4	1	-	54	-
	2%	7%b	2%	12%	3%e	1%	6%e	2%	17%	16%	-	2%	-
Mail that has been tampered with	41	12	27	2	28	10	3	36	4	1	-	41	-
	2%	7%b	1%	5%	4%e	1%	2%	2%	17%	16%	-	2%	-
Other problems	34	9	25	-	23	10	1	31	3	-	-	34	-
	1%	5%b	1%	-	3%e	1%	1%	1%	13%	-	-	1%	-
No - there have been no problems	2140	136	1979	26	582	1462	96	2130	4	3	1	2137	2
	90%	78%	91%a	75%	83%	93%df	80%	90%	18%	42%	100%	90%	100%
NET Any problem experienced	246	38	199	9	118	104	24	224	17	5	-	246	-
	10%	22%b	9%	25%	17%e	7%	20%e	10%	82%	58%	-	10%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2533**	641	640	640	612	220	217	204	237	207	196	232	205	203	203	211	198
Weighted Base	**2387**	611	574	614	588	198	204	208	234	175	165*	228	194	192	196	213	178
Effective Base	**1332**	340	331	320	344	104	123	114	129	103	99	118	102	100	114	115	117
Lost mail	**54**	9	6	17	22	1	*	7	5	1	1	2	11	4	9	1	12
	2%	*2%*	*1%*	*3%*	**4%b**	*1%*	*	*4%*	*2%*	*1%*	*	*1%*	**6%efijko**	*2%*	**4%f**	*1%*	**7%efijko**
Damaged mail	**66**	8	7	20	31	2	2	4	4	-	3	5	9	6	10	8	12
	3%	*1%*	*1%*	*3%*	**5%ab**	*1%*	*1%*	*2%*	*2%*	-	*2%*	*2%*	**5%l**	*3%*	**5%l**	**4%l**	**7%efhi**
Delayed mail	**95**	20	14	27	33	7	6	7	10	3	2	10	8	10	7	12	15
	4%	*3%*	*2%*	*4%*	**6%b**	*4%*	*3%*	*4%*	*4%*	*1%*	*1%*	*4%*	*4%*	*5%*	*3%*	*5%*	**8%ij**
Mis-delivered mail	**54**	9	9	16	20	2	*	7	2	2	5	8	3	5	7	3	9
	2%	*2%*	*2%*	*3%*	*3%*	*1%*	*	*3%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	**4%f**	*2%*	**5%fh**
Mail that has been tampered with	**41**	3	9	12	17	1	2	*	1	3	4	-	6	7	7	4	7
	2%	*	*2%*	*2%*	**3%a**	*1%*	*1%*	*	*1%*	*2%*	*3%*	-	*3%*	**4%k**	**3%k**	*2%*	**4%gk**
Other problems	**34**	4	4	14	12	*	*	4	*	*	3	6	-	9	5	3	4
	1%	*1%*	*1%*	*2%*	*2%*	*	*	*2%*	*	*	*2%*	*2%*	-	**5%efhil**	*2%*	*1%*	*2%*
No - there have been no problems	**2140**	567	530	547	496	186	196	185	215	167	148	206	174	167	166	189	141
	90%	**93%d**	**92%d**	*89%*	*84%*	**94%np**	**96%mnop**	**89%p**	**92%p**	**95%mnp**	**90%p**	**90%p**	**90%p**	*87%*	*85%*	**89%p**	*79%*
NET Any problem experienced	**246**	44	44	67	91	12	9	23	19	8	17	22	20	26	30	24	37
	10%	*7%*	*8%*	*11%*	**16%ab**	*6%*	*4%*	*11%*	*8%*	*5%*	*10%*	*10%*	*10%*	**13%fl**	**15%efl**	**11%f**	**21%efghijklo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1496**	-	1496	783	710	209	190	287	213	322	177	98	399	500	597	275	1388	98	1496
Weighted Base	**1406**	-**	1406	774	629	206	194	289	219	269	126*	104*	400	507	499	230	1251	145*	1496
Effective Base	**816**	-	816	437	377	125	114	173	115	157	70	63	239	287	290	133	737	73	1496
Lost mail	**43**	-	43	32	12	11	8	19	3	1	-	-	20	22	1	-	35	9	40
	3%	-	*3%*	*4%*	*2%*	**5%ij**	**4%i**	**7%hijk**	*1%*	*	-	-	**5%no**	**4%no**	*	-	*3%*	*6%*	*3%*
Damaged mail	**52**	-	52	36	15	19	9	14	5	2	*	3	28	19	4	3	43	9	42
	4%	-	*4%*	*5%*	*2%*	**9%hij**	**5%i**	**5%i**	*2%*	*1%*	*	*3%*	**7%no**	**4%n**	*1%*	*1%*	*3%*	*6%*	*3%*
Delayed mail	**72**	-	72	45	26	25	11	20	6	6	3	-	36	27	9	3	59	12	68
	5%	-	*5%*	*6%*	*4%*	**12%hijk**	*6%*	**7%ik**	*3%*	*2%*	*3%*	-	**9%no**	**5%n**	*2%*	*1%*	*5%*	*9%*	*5%*
Mis-delivered mail	**66**	-	66	54	12	24	9	23	5	2	-	3	33	28	5	3	60	6	47
	5%	-	*5%*	**7%d**	*2%*	**12%hijk**	**5%i**	**8%hij**	*2%*	*1%*	-	*3%*	**8%no**	**5%no**	*1%*	*1%*	*5%*	*4%*	*3%*
Mail that has been tampered with	**27**	-	27	23	5	9	4	14	-	-	*	-	13	14	*	*	16	11	25
	2%	-	*2%*	**3%d**	*1%*	**4%hi**	*2%*	**5%hi**	-	-	*	-	**3%no**	**3%n**	*	*	*1%*	**8%p**	*2%*
Other problems	**24**	-	24	19	5	3	5	8	1	4	*	3	7	9	8	3	21	3	30
	2%	-	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*	*2%*	*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
No - there have been no problems	**1218**	-	1218	640	574	145	163	235	198	258	122	99	307	433	478	220	1094	114	1327
	87%	-	*87%*	*83%*	**91%c**	*70%*	**84%e**	**81%e**	**91%eg**	**96%efg**	**97%efg**	**95%efg**	*77%*	**85%l**	**96%lm**	**96%lm**	**87%q**	*79%*	*89%*
NET Any problem experienced	**188**	-	188	133	55	61	31	54	21	12	4	6	92	74	21	10	157	31	169
	13%	-	*13%*	**17%d**	*9%*	**30%fghijk**	**16%ijk**	**19%hijk**	*9%*	*4%*	*3%*	*5%*	**23%mno**	**15%no**	*4%*	*4%*	*13%*	**21%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1496**	478	451	274	293	929	567	804	673	137	163	356	396	330	915	138	1275
Weighted Base	**1406**	393	434	314	266	827	579	901	487	122*	144	336	359	354	838	122*	1214
Effective Base	**816**	218	254	169	178	472	343	468	358	80	100	202	209	178	509	80	693
Lost mail	**43**	19	3	14	8	22	22	38	6	4	2	8	5	24	15	4	38
	3%	**5%b**	*1%*	**4%b**	*3%*	*3%*	*4%*	**4%h**	*1%*	*3%*	*1%*	*2%*	*1%*	**7%jkln**	*2%*	*3%*	*3%*
Damaged mail	**52**	26	11	10	4	37	14	49	2	2	2	11	14	20	27	2	48
	4%	**7%bd**	*3%*	*3%*	*2%*	*5%*	*2%*	**5%h**	*1%*	*2%*	*2%*	*3%*	*4%*	*6%*	*3%*	*2%*	*4%*
Delayed mail	**72**	27	22	14	8	50	22	62	10	5	6	13	23	22	43	5	65
	5%	*7%*	*5%*	*5%*	*3%*	*6%*	*4%*	**7%h**	*2%*	*4%*	*4%*	*4%*	*6%*	*6%*	*5%*	*4%*	*5%*
Mis-delivered mail	**66**	41	7	14	4	48	18	63	2	3	2	7	12	38	21	3	59
	5%	**10%bcd**	*2%*	*4%*	*2%*	*6%*	*3%*	**7%h**	*1%*	*3%*	*1%*	*2%*	*3%*	**11%ijkln**	*3%*	*3%*	*5%*
Mail that has been tampered with	**27**	9	6	8	4	15	12	23	4	4	2	6	6	9	14	4	23
	2%	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
Other problems	**24**	11	3	1	8	14	9	17	7	4	1	2	4	10	7	4	17
	2%	*3%*	*1%*	*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*1%*
No - there have been no problems	**1218**	314	385	274	245	699	519	739	462	106	133	304	308	285	745	106	1051
	87%	*80%*	**89%a**	*87%*	**92%a**	*85%*	**90%e**	*82%*	**95%g**	*87%*	**93%m**	**91%m**	*86%*	*81%*	**89%m**	*87%*	*87%*
NET Any problem experienced	**188**	78	49	40	21	127	61	162	25	15	11	32	51	69	94	15	163
	13%	**20%bd**	*11%*	*13%*	*8%*	**15%f**	*10%*	**18%h**	*5%*	*13%*	*7%*	*9%*	*14%*	**19%jkn**	*11%*	*13%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1496**	931	565	257	704	343	275	174	80	66	74	68	76	88	78	85	89	48	295
Weighted Base	**1406**	1198	208	73*	1151	137	77	41*	66*	127*	116*	96*	105*	152*	171*	190*	128*	19**	118
Effective Base	**816**	675	146	63	595	142	120	94	74	60	67	62	67	78	69	78	81	18	124
Lost mail	**43**	40	3	2	36	3	3	1	2	12	1	2	6	2	11	-	1	1	2
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	**10%jmopr**	*1%*	*2%*	**6%o**	*1%*	**6%o**	-	*1%*	*3%*	*2%*
Damaged mail	**52**	51	1	1	44	3	3	1	3	6	3	-	4	3	14	9	3	1	2
	4%	**4%b**	*	*1%*	*4%*	*2%*	*4%*	*3%*	**5%k**	*4%*	*3%*	-	*4%*	*2%*	**8%k**	*5%*	*2%*	*4%*	*2%*
Delayed mail	**72**	66	6	3	61	5	3	2	3	5	10	12	5	2	15	7	3	1	4
	5%	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	**8%m**	**13%mopr**	*4%*	*1%*	**9%m**	*4%*	*2%*	*4%*	*4%*
Mis-delivered mail	**66**	58	8	6	59	2	4	1	1	12	3	4	4	-	24	6	5	-	2
	5%	*5%*	*4%*	*8%*	*5%*	*2%*	*5%*	*3%*	*1%*	**9%mr**	*3%*	**4%m**	*4%*	-	**14%hjmopr**	*3%*	*4%*	-	*2%*
Mail that has been tampered with	**27**	26	2	*	23	2	1	1	1	5	2	-	4	-	10	2	-	-	2
	2%	*2%*	*1%*	*	*2%*	*2%*	*1%*	*2%*	*1%*	*4%*	*2%*	-	*4%*	-	**6%m**	*1%*	-	-	*2%*
Other problems	**24**	22	2	1	19	2	1	2	3	6	5	1	2	1	2	-	-	*	2
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**5%d**	**5%mop**	*4%*	**4%o**	*1%*	*2%*	*	*1%*	-	-	*	*2%*
No - there have been no problems	**1218**	1026	193	65	990	125	68	36	58	100	95	80	88	149	129	171	119	18	107
	87%	*86%*	**93%a**	*90%*	*86%*	*91%*	*88%*	*87%*	*88%*	*79%*	*82%*	*84%*	*84%*	**98%hijklnr**	*75%*	**90%n**	**93%ln**	*95%*	**90%ln**
NET Any problem experienced	**188**	172	15	7	161	12	9	5	8	27	21	16	17	3	42	19	10	1	11
	13%	**14%b**	*7%*	*10%*	*14%*	*9%*	*12%*	*13%*	**12%m**	**21%mpr**	**18%m**	**16%m**	**16%m**	*2%*	**25%mopr**	*10%*	*7%*	*5%*	**10%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1496**	566	600	173	115	39	1166	154	641	584	175	67	25	1225	92
Weighted Base	**1406**	526	571	173	88*	44**	1097	132*	588	544	182	65*	24**	1133	88*
Effective Base	**816**	300	327	100	67	25	627	90	336	313	111	41	12	650	53
Lost mail	**43**	22	14	3	2	3	36	4	19	17	3	4	-	36	4
	3%	*4%*	*2%*	*2%*	*2%*	*6%*	*3%*	*3%*	*3%*	*3%*	*2%*	*6%*	-	*3%*	*5%*
Damaged mail	**52**	24	12	11	1	3	36	4	20	18	7	5	2	38	7
	4%	*5%*	*2%*	**7%b**	*1%*	*7%*	*3%*	*3%*	*3%*	*3%*	*4%*	*7%*	*10%*	*3%*	*8%*
Delayed mail	**72**	30	29	9	3	1	58	4	37	25	6	3	*	62	3
	5%	*6%*	*5%*	*5%*	*4%*	*3%*	*5%*	*3%*	*6%*	*5%*	*4%*	*5%*	*1%*	*5%*	*4%*
Mis-delivered mail	**66**	39	12	8	2	5	51	7	32	21	10	-	3	53	3
	5%	**7%b**	*2%*	*4%*	*2%*	*12%*	*5%*	*5%*	*5%*	*4%*	*5%*	-	*12%*	*5%*	*3%*
Mail that has been tampered with	**27**	14	7	4	*	2	21	2	13	9	2	1	2	22	3
	2%	*3%*	*1%*	*2%*	*	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*10%*	*2%*	*3%*
Other problems	**24**	9	5	7	2	1	14	3	8	9	4	*	3	17	3
	2%	*2%*	*1%*	**4%b**	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*	*13%*	*2%*	*4%*
No - there have been no problems	**1218**	457	503	142	78	34	961	112	520	465	159	56	15	985	71
	87%	*87%*	*88%*	*82%*	*89%*	*77%*	*88%*	*85%*	*88%*	*85%*	*88%*	*86%*	*65%*	*87%*	*80%*
NET Any problem experienced	**188**	69	68	31	10	10	136	20	68	80	23	9	8	147	18
	13%	*13%*	*12%*	*18%*	*11%*	*23%*	*12%*	*15%*	*12%*	*15%*	*12%*	*14%*	*35%*	*13%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1496	120	1353	23	484	931	81	1469	13	12	-	1494	2
Weighted Base	1406	120*	1270	16**	429	893	84*	1384	11**	10**	-**	1405	1**
Effective Base	816	70	733	12	265	502	49	800	9	7	-	815	2
Lost mail	43	11	29	3	29	8	6	39	-	4	-	43	-
	3%	10%b	2%	16%	7%e	1%	7%e	3%	-	39%	-	3%	-
Damaged mail	52	8	44	1	41	7	4	49	1	2	-	52	-
	4%	6%	3%	3%	10%e	1%	4%e	4%	8%	17%	-	4%	-
Delayed mail	72	16	55	1	37	29	6	70	-	2	-	72	-
	5%	13%b	4%	7%	9%e	3%	7%	5%	-	17%	-	5%	-
Mis-delivered mail	66	21	44	1	45	18	4	62	-	4	-	66	-
	5%	18%b	3%	6%	10%e	2%	4%	4%	-	38%	-	5%	-
Mail that has been tampered with	27	10	17	-	22	2	3	23	4	1	-	27	*
	2%	9%b	1%	-	5%e	*	4%e	2%	32%	6%	-	2%	30%
Other problems	24	2	19	3	15	7	2	23	-	1	-	24	-
	2%	1%	1%	19%	4%e	1%	2%	2%	-	10%	-	2%	-
No - there have been no problems	1218	85	1121	12	325	824	69	1208	6	3	-	1218	1
	87%	71%	88%a	74%	76%	92%df	82%	87%	60%	27%	-	87%	70%
NET Any problem experienced	188	35	148	4	104	69	15	176	4	8	-	188	*
	13%	29%b	12%	26%	24%e	8%	18%e	13%	40%	73%	-	13%	30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1496**	390	382	356	368	126	133	131	137	124	121	134	109	113	119	120	129
Weighted Base	**1406**	355	363	339	349	108*	119*	128*	141*	122*	101*	136*	97*	105*	108*	128*	113*
Effective Base	**816**	218	211	183	205	65	75	79	81	69	61	72	57	54	63	70	73
Lost mail	**43**	3	12	7	21	1	1	1	2	1	9	1	2	4	11	6	4
	3%	*1%*	*3%*	*2%*	**6%a**	*1%*	*1%*	*1%*	*1%*	*1%*	**9%efghik**	*1%*	*2%*	*4%*	**10%efghik**	*5%*	*3%*
Damaged mail	**52**	10	9	8	25	3	*	6	2	3	4	1	4	3	8	8	10
	4%	*3%*	*3%*	*2%*	**7%abc**	*3%*	*	*5%*	*1%*	*3%*	*4%*	*	*4%*	*3%*	**7%fk**	**6%f**	**9%fhk**
Delayed mail	**72**	11	23	18	20	4	4	3	10	6	6	5	3	9	8	6	6
	5%	*3%*	*6%*	*5%*	*6%*	*4%*	*4%*	*2%*	*7%*	*5%*	*6%*	*4%*	*3%*	*9%*	*8%*	*5%*	*5%*
Mis-delivered mail	**66**	3	10	29	23	*	*	3	5	3	3	6	13	10	6	10	8
	5%	*1%*	*3%*	**9%ab**	**7%a**	*	*	*2%*	*3%*	*2%*	*3%*	*4%*	**14%efghij**	**10%ef**	*5%*	**8%ef**	**7%ef**
Mail that has been tampered with	**27**	5	6	5	11	2	*	3	1	2	4	*	3	2	8	1	2
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*	*2%*	*1%*	*1%*	*4%*	*	*4%*	*2%*	**7%fhk**	*1%*	*2%*
Other problems	**24**	3	8	4	9	1	*	2	-	3	5	1	1	2	4	1	4
	2%	*1%*	*2%*	*1%*	*3%*	*1%*	*	*2%*	-	*3%*	**5%h**	*1%*	*1%*	*2%*	*4%*	*1%*	*3%*
No - there have been no problems	**1218**	327	311	292	288	97	114	117	126	109	77	124	81	87	93	108	87
	87%	**92%bcd**	*86%*	*86%*	*82%*	**90%jp**	**96%jlmnop**	**91%jp**	**89%jp**	*89%*	*76%*	**91%jp**	*83%*	*83%*	*86%*	*84%*	*77%*
NET Any problem experienced	**188**	27	52	47	61	11	5	11	15	13	24	12	17	18	15	20	26
	13%	*8%*	**14%a**	**14%a**	**18%a**	*10%*	*4%*	*9%*	*11%*	*11%*	**24%efghk**	*9%*	**17%f**	**17%f**	**14%f**	**16%f**	**23%efghk**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3694	-	3694	1593	2092	363	387	648	513	831	571	381	750	1161	1783	952	3496	177	3694
Weighted Base	3447	-**	3447	1454	1982	344	370	618	496	716	497	406	714	1114	1619	903	3146	278	3694
Effective Base	1930	-	1930	844	1081	210	214	373	264	416	236	229	424	635	874	461	1797	127	3694
Lost mail	192	-	192	84	108	28	25	40	27	44	20	8	53	67	72	29	168	21	202
	6%	-	*6%*	*6%*	*5%*	**8%k**	**7%k**	**6%k**	*5%*	**6%k**	*4%*	*2%*	**7%no**	**6%o**	*4%*	*3%*	*5%*	*8%*	*5%*
Damaged mail	271	-	271	105	167	52	31	62	32	48	31	17	83	94	95	47	233	32	281
	8%	-	*8%*	*7%*	*8%*	**15%fhijk**	*8%*	**10%k**	*6%*	*7%*	*6%*	*4%*	**12%no**	**8%o**	*6%*	*5%*	*7%*	*12%*	*8%*
Delayed mail	386	-	386	162	224	82	56	71	63	53	38	24	138	134	115	61	328	53	453
	11%	-	*11%*	*11%*	*11%*	**24%fghijk**	**15%ijk**	**11%k**	**13%ik**	*7%*	*8%*	*6%*	**19%mno**	**12%no**	*7%*	*7%*	*10%*	**19%p**	*12%*
Mis-delivered mail	144	-	144	62	83	19	20	29	35	22	10	10	39	64	41	19	113	32	152
	4%	-	*4%*	*4%*	*4%*	**6%j**	**5%j**	*5%*	**7%ijk**	*3%*	*2%*	*2%*	**6%no**	**6%no**	*3%*	*2%*	*4%*	**11%p**	*4%*
Mail that has been tampered with	87	-	87	51	35	17	13	27	15	12	-	4	30	41	16	4	75	9	77
	3%	-	*3%*	**3%d**	*2%*	**5%ijk**	**3%j**	**4%ijk**	**3%j**	**2%j**	-	*1%*	**4%no**	**4%no**	*1%*	*	*2%*	*3%*	*2%*
Other problems	128	-	128	57	71	11	11	38	10	30	17	12	21	47	59	28	120	7	141
	4%	-	*4%*	*4%*	*4%*	*3%*	*3%*	**6%h**	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*
No - there have been no problems	2627	-	2627	1127	1491	198	264	456	368	574	411	355	462	824	1341	767	2423	188	2803
	76%	-	*76%*	*78%*	*75%*	*57%*	**71%e**	**74%e**	**74%e**	**80%efg**	**83%efgh**	**88%efghi**	*65%*	**74%l**	**83%lm**	**85%lm**	**77%q**	*68%*	*76%*
NET Any problem experienced	820	-	820	327	492	147	106	162	128	142	85	51	253	290	278	136	723	90	891
	24%	-	*24%*	*22%*	*25%*	**43%fghijk**	**29%ijk**	**26%ijk**	**26%jk**	**20%k**	*17%*	*12%*	**35%mno**	**26%no**	*17%*	*15%*	*23%*	**32%p**	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3694	919	1206	706	863	2125	1569	1748	1896	417	495	993	925	569	2413	423	3052
Weighted Base	3447	638	1255	735	819	1893	1554	1926	1475	391	487	994	794	528	2274	397	2851
Effective Base	1930	370	667	392	509	1035	896	976	949	235	279	525	464	281	1266	238	1575
Lost mail	192	34	63	50	46	97	95	122	68	20	16	66	46	29	127	20	163
	6%	*5%*	*5%*	*7%*	*6%*	*5%*	*6%*	*6%*	*5%*	*5%*	*3%*	**7%j**	*6%*	*6%*	*6%*	*5%*	*6%*
Damaged mail	271	54	82	69	65	137	135	175	94	36	32	77	57	43	166	36	217
	8%	*8%*	*7%*	*9%*	*8%*	*7%*	*9%*	**9%h**	*6%*	*9%*	*6%*	*8%*	*7%*	*8%*	*7%*	*9%*	*8%*
Delayed mail	386	76	136	93	81	212	174	235	144	32	44	105	112	61	260	32	327
	11%	*12%*	*11%*	*13%*	*10%*	*11%*	*11%*	*12%*	*10%*	*8%*	*9%*	*11%*	**14%ij**	*12%*	*11%*	*8%*	*11%*
Mis-delivered mail	144	40	42	28	36	81	63	98	46	19	17	38	26	37	81	19	118
	4%	**6%b**	*3%*	*4%*	*4%*	*4%*	*4%*	**5%h**	*3%*	*5%*	*3%*	*4%*	*3%*	**7%klm**	*4%*	*5%*	*4%*
Mail that has been tampered with	87	35	16	24	13	50	37	66	21	11	11	23	16	22	50	11	72
	3%	**5%bd**	*1%*	**3%b**	*2%*	*3%*	*2%*	**3%h**	*1%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*
Other problems	128	29	42	25	31	71	56	79	47	9	20	31	29	27	81	9	111
	4%	*5%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*2%*	*4%*	*3%*	*4%*	*5%*	*4%*	*2%*	*4%*
No - there have been no problems	2627	473	977	553	624	1450	1177	1408	1183	306	386	764	598	392	1747	312	2171
	76%	*74%*	*78%*	*75%*	*76%*	*77%*	*76%*	*73%*	**80%g**	*78%*	*79%*	*77%*	*75%*	*74%*	*77%*	*79%*	*76%*
NET Any problem experienced	820	165	278	182	195	443	377	517	292	85	101	229	196	136	526	85	680
	24%	*26%*	*22%*	*25%*	*24%*	*23%*	*24%*	**27%h**	*20%*	*22%*	*21%*	*23%*	*25%*	*26%*	*23%*	*21%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 284

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3694	2235	1459	624	1687	853	691	463	177	164	189	175	213	204	146	201	218	139	714
Weighted Base	3447	2899	548	177	2820	336	188	102	146	319	298	246	320	354	332	468	337	52*	283
Effective Base	1930	1565	382	142	1408	337	279	249	162	148	163	155	174	184	131	183	192	58	280
Lost mail	192	164	28	9	162	14	13	3	12	14	14	13	23	16	26	34	10	2	12
	6%	6%	5%	5%	6%	4%	7%g	3%	8%p	4%	5%	5%	7%	4%	8%	7%	3%	4%	4%
Damaged mail	271	237	35	10	232	15	19	5	11	21	29	17	45	15	25	56	12	1	14
	8%	8%	6%	6%	8%e	4%	10%eg	5%	8%	6%	10%mp	7%	14%ikmpqr	4%	8%	12%mpqr	4%	2%	5%
Delayed mail	386	328	58	25	302	48	26	10	24	21	45	19	25	23	53	58	35	5	43
	11%	11%	11%	14%	11%	14%	14%	10%	17%iklm	7%	15%iklm	8%	8%	6%	16%iklm	12%	10%	10%	15%iklm
Mis-delivered mail	144	125	19	4	125	8	9	2	8	11	9	15	21	8	28	16	10	*	8
	4%	4%	4%	3%	4%q	2%	5%q	2%	6%	3%	3%	6%	7%m	2%	8%mpr	3%	3%	1%	3%
Mail that has been tampered with	87	75	12	4	80	4	2	1	7	8	15	7	10	2	11	17	2	1	3
	3%	3%	2%	2%	3%	1%	1%	1%	5%mpr	2%	5%mpr	3%	3%	1%	3%	4%m	1%	1%	1%
Other problems	128	103	25	3	108	5	10	5	9	8	25	7	6	8	13	33	-	1	4
	4%	4%	5%	2%	4%e	1%	5%e	5%e	6%lmpr	2%p	8%iklmpr	3%p	2%	2%p	4%p	7%lmpr	-	1%	1%
No - there have been no problems	2627	2196	431	136	2139	266	138	83	104	260	216	190	227	303	238	323	276	45	221
	76%	76%	79%	77%	76%	79%	73%	81%f	71%	81%hlo	72%	77%	71%	86%hjklnor	72%	69%	82%hjlno	87%hjlno	78%o
NET Any problem experienced	820	703	117	41	681	70	50	19	42	60	83	55	93	50	94	144	61	7	63
	24%	24%	21%	23%	24%	21%	27%g	19%	29%lmpq	19%	28%mpq	23%m	29%lmpq	14%	28%mpq	31%imprq	18%	13%	22%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3694**	1447	1465	420	261	83	2912	344	1539	1467	454	160	49	3006	209
Weighted Base	**3447**	1355	1346	429	217	79*	2701	297	1380	1359	472	167*	44**	2738	211
Effective Base	**1930**	750	758	229	140	46	1507	186	785	748	257	99	27	1532	125
Lost mail	**192**	57	87	22	18	7	144	25	75	85	21	11	1	159	12
	6%	*4%*	*6%*	*5%*	**8%a**	*9%*	*5%*	**8%a**	*5%*	*6%*	*4%*	*7%*	*2%*	*6%*	*6%*
Damaged mail	**271**	74	128	33	31	4	203	35	101	122	37	8	4	223	12
	8%	*5%*	**10%a**	*8%*	**14%acf**	*5%*	*8%*	**12%af**	*7%*	*9%*	*8%*	*5%*	*9%*	*8%*	*6%*
Delayed mail	**386**	127	172	42	38	1	299	39	154	150	46	27	7	304	34
	11%	*9%*	**13%ae**	*10%*	**17%acef**	*2%*	**11%e**	**13%e**	*11%*	*11%*	*10%*	*16%*	*15%*	*11%*	*16%*
Mis-delivered mail	**144**	54	61	14	13	1	116	14	60	64	16	3	*	125	3
	4%	*4%*	*5%*	*3%*	*6%*	*1%*	*4%*	*5%*	*4%*	*5%*	*3%*	*2%*	*1%*	*5%*	*2%*
Mail that has been tampered with	**87**	35	34	11	8	-	69	8	33	37	10	8	-	70	8
	3%	*3%*	*3%*	*3%*	*4%*	-	*3%*	*3%*	*2%*	*3%*	*2%*	*5%*	-	*3%*	*4%*
Other problems	**128**	51	52	14	10	1	103	11	44	65	10	8	*	109	9
	4%	*4%*	*4%*	*3%*	*5%*	*1%*	*4%*	*4%*	*3%*	*5%*	*2%*	*5%*	*	*4%*	*4%*
No - there have been no problems	**2627**	1075	1000	326	143	67	2076	210	1061	1011	381	118	33	2072	151
	76%	**79%bdg**	**74%d**	**76%d**	*66%*	**85%d**	**77%d**	*71%*	*77%*	*74%*	**81%ikn**	*71%*	*76%*	*76%*	*72%*
NET Any problem experienced	**820**	280	346	103	74	12	626	86	318	348	91	49	11	666	60
	24%	*21%*	**26%a**	*24%*	**34%abcef**	*15%*	*23%*	**29%a**	*23%*	**26%j**	*19%*	**29%j**	*24%*	*24%*	**28%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3694**	263	3373	58	1161	2367	166	3650	13	18	5	3681	8
Weighted Base	**3447**	225	3177	44**	1027	2266	154*	3409	14**	12**	5**	3435	7**
Effective Base	**1930**	139	1765	27	607	1243	82	1907	8	8	3	1923	5
Lost mail	**192**	19	170	4	54	132	6	188	2	2	*	192	-
	6%	*8%*	*5%*	*8%*	*5%*	*6%*	*4%*	*6%*	*11%*	*16%*	*2%*	*6%*	-
Damaged mail	**271**	32	236	4	94	167	11	269	2	*	-	271	-
	8%	**14%b**	*7%*	*8%*	*9%*	*7%*	*7%*	*8%*	*16%*	*1%*	-	*8%*	-
Delayed mail	**386**	28	349	8	127	240	19	378	2	2	4	382	1
	11%	*13%*	*11%*	*19%*	*12%*	*11%*	*13%*	*11%*	*15%*	*14%*	*72%*	*11%*	*11%*
Mis-delivered mail	**144**	14	130	1	57	82	6	136	3	5	-	144	-
	4%	*6%*	*4%*	*2%*	*6%*	*4%*	*4%*	*4%*	*25%*	*39%*	-	*4%*	-
Mail that has been tampered with	**87**	16	72	-	42	37	9	77	6	5	-	87	-
	3%	**7%b**	*2%*	-	**4%e**	*2%*	**6%e**	*2%*	*39%*	*39%*	-	*3%*	-
Other problems	**128**	10	115	2	44	80	3	128	-	*	-	128	-
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	-	*	-	*4%*	-
No - there have been no problems	**2627**	159	2440	28	750	1766	111	2608	6	5	1	2619	6
	76%	*70%*	*77%*	*64%*	*73%*	**78%d**	*72%*	*77%*	*43%*	*44%*	*27%*	*76%*	*89%*
NET Any problem experienced	**820**	66	738	16	277	501	43	801	8	7	4	816	1
	24%	*30%*	*23%*	*36%*	**27%e**	*22%*	*28%*	*23%*	*57%*	*56%*	*73%*	*24%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**3694**	937	952	922	883	322	314	301	335	311	306	323	302	297	290	303	290
Weighted Base	**3447**	902	878	853	814	287	325	290	321	277	279	310	269	275	256	306	251
Effective Base	**1930**	492	499	453	491	158	179	155	178	170	153	160	146	147	152	174	166
Lost mail	**192**	63	46	26	58	23	19	21	18	17	11	10	8	8	13	28	17
	6%	*7%c*	*5%*	*3%*	*7%c*	*8%*	*6%*	*7%*	*6%*	*6%*	*4%*	*3%*	*3%*	*3%*	*5%*	*9%klm*	*7%*
Damaged mail	**271**	74	72	65	61	33	22	19	34	15	23	25	16	23	16	24	22
	8%	*8%*	*8%*	*8%*	*7%*	*11%*	*7%*	*7%*	*11%*	*5%*	*8%*	*8%*	*6%*	*8%*	*6%*	*8%*	*9%*
Delayed mail	**386**	126	85	79	96	45	39	43	40	19	25	26	24	29	33	35	29
	11%	*14%bc*	*10%*	*9%*	*12%*	*16%ik*	*12%*	*15%l*	*13%*	*7%*	*9%*	*8%*	*9%*	*11%*	*13%*	*11%*	*11%*
Mis-delivered mail	**144**	34	38	24	49	7	20	7	15	14	8	10	5	9	20	17	13
	4%	*4%*	*4%*	*3%*	*6%c*	*2%*	*6%*	*2%*	*5%*	*5%*	*3%*	*3%*	*2%*	*3%*	*8%egl*	*6%*	*5%*
Mail that has been tampered with	**87**	12	23	20	32	3	4	4	8	5	10	3	9	9	7	14	11
	3%	*1%*	*3%*	*2%*	*4%a*	*1%*	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*	*3%*	*3%*	*3%*	*5%k*	*4%k*
Other problems	**128**	30	26	29	43	13	11	6	6	7	13	9	5	14	13	21	8
	4%	*3%*	*3%*	*3%*	*5%*	*5%*	*3%*	*2%*	*2%*	*3%*	*5%*	*3%*	*2%*	*5%*	*5%*	*7%ghl*	*3%*
No - there have been no problems	**2627**	678	668	689	592	203	257	219	236	218	214	250	227	212	186	221	185
	76%	*75%*	*76%*	*81%ad*	*73%*	*71%*	*79%*	*75%*	*73%*	*79%*	*77%*	*81%e*	*84%ehnop*	*77%*	*73%*	*72%*	*74%*
NET Any problem experienced	**820**	224	210	164	221	84	68	72	85	59	65	60	42	62	70	85	66
	24%	*25%c*	*24%*	*19%*	*27%c*	*29%kl*	*21%*	*25%*	*27%l*	*21%*	*23%*	*19%*	*16%*	*23%*	*27%l*	*28%l*	*26%l*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**302**	-	302	195	107	17	38	75	55	65	37	15	55	130	117	52	286	14	302
Weighted Base	**291**	-**	291	198	93*	16**	48**	77*	54**	55*	21**	19**	64*	131*	95*	40**	268	20**	302
Effective Base	**165**	-	165	111	54	11	26	43	29	33	13	11	37	72	56	24	153	10	302
Lost mail	**17**	-	17	9	7	2	5	9	-	1	-	-	7	9	1	-	14	2	10
	6%	-	*6%*	*5%*	*8%*	*11%*	*10%*	*12%*	-	*1%*	-	-	**11%n**	*7%*	*1%*	-	*5%*	*13%*	*3%*
Damaged mail	**17**	-	17	11	7	8	2	7	-	*	-	1	10	7	1	1	14	3	14
	6%	-	*6%*	*5%*	*7%*	*47%*	*4%*	*8%*	-	*	-	*7%*	**15%n**	*5%*	*1%*	*3%*	*5%*	*16%*	*5%*
Delayed mail	**16**	-	16	14	2	-	4	9	3	-	-	-	4	11	-	-	14	1	7
	5%	-	*5%*	*7%*	*2%*	-	*9%*	*11%*	*5%*	-	-	-	*7%*	**9%n**	-	-	*5%*	*6%*	*2%*
Mis-delivered mail	**14**	-	14	11	3	2	-	9	3	-	-	-	2	12	-	-	13	1	11
	5%	-	*5%*	*6%*	*3%*	*13%*	-	*11%*	*5%*	-	-	-	*3%*	**9%n**	-	-	*5%*	*4%*	*4%*
Mail that has been tampered with	**9**	-	9	9	-	-	2	6	-	-	-	-	2	6	-	-	9	-	5
	3%	-	*3%*	*4%*	-	-	*5%*	*8%*	-	-	-	-	*4%*	*5%*	-	-	*3%*	-	*2%*
Other problems	**7**	-	7	5	2	2	*	2	3	*	-	-	3	4	*	-	6	2	6
	2%	-	*2%*	*3%*	*2%*	*15%*	*	*2%*	*5%*	*	-	-	*4%*	*3%*	*	-	*2%*	*8%*	*2%*
No - there have been no problems	**242**	-	242	158	83	6	38	53	51	54	21	17	44	104	93	39	225	14	265
	83%	-	*83%*	*80%*	*89%*	*40%*	*78%*	*69%*	*95%*	**99%q**	*100%*	*93%*	*68%*	*80%*	**98%lm**	*97%*	*84%*	*69%*	*88%*
NET Any problem experienced	**49**	-	49	39	10	10	11	24	3	1	-	1	20	27	2	1	43	6	37
	17%	-	*17%*	*20%*	*11%*	*60%*	*22%*	**31%l**	*5%*	*1%*	-	*7%*	**32%n**	**20%n**	*2%*	*3%*	*16%*	*31%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	302	101	91	61	49	192	110	189	108	25	36	78	77	73	191	25	267
Weighted Base	291	76*	97*	75*	43**	172*	119*	205	81*	21**	30**	79*	76*	76*	184	21**	263
Effective Base	165	43	56	38	29	99	66	108	56	14	18	44	43	40	106	14	146
Lost mail	17	9	-	7	1	9	7	15	2	2	-	3	2	9	5	2	14
	6%	*12%b*	*-*	*9%b*	*2%*	*5%*	*6%*	*7%*	*2%*	*11%*	*-*	*4%*	*3%*	*13%n*	*3%*	*11%*	*5%*
Damaged mail	17	9	2	2	4	11	6	13	3	3	2	-	3	10	4	3	14
	6%	*12%*	*2%*	*3%*	*9%*	*6%*	*5%*	*6%*	*4%*	*15%*	*6%*	*-*	*3%*	*13%kn*	*2%*	*15%*	*5%*
Delayed mail	16	7	1	8	-	8	8	16	-	2	-	-	-	14	-	2	14
	5%	*9%*	*1%*	*11%b*	*-*	*4%*	*7%*	*8%h*	*-*	*8%*	*-*	*-*	*-*	*18%kln*	*-*	*8%*	*5%*
Mis-delivered mail	14	5	-	8	1	5	9	13	1	-	1	3	*	9	4	-	13
	5%	*6%*	*-*	*10%b*	*2%*	*3%*	*7%*	*6%*	*1%*	*-*	*2%*	*4%*	*1%*	*12%ln*	*2%*	*-*	*5%*
Mail that has been tampered with	9	3	-	5	-	3	5	9	-	-	1	5	-	3	6	-	9
	3%	*5%*	*-*	*7%*	*-*	*2%*	*4%*	*4%*	*-*	*-*	*2%*	*7%*	*-*	*4%*	*3%*	*-*	*3%*
Other problems	7	2	1	3	2	3	4	5	1	2	-	-	*	5	*	2	5
	2%	*2%*	*1%*	*4%*	*4%*	*2%*	*4%*	*2%*	*1%*	*11%*	*-*	*-*	*	*6%n*	*	*11%*	*2%*
No - there have been no problems	242	52	92	60	38	144	98	162	76	15	27	74	71	46	172	15	221
	83%	*69%*	*95%ac*	*79%*	*87%*	*84%*	*82%*	*79%*	*94%g*	*70%*	*93%*	*93%m*	*93%m*	*61%*	*93%m*	*70%*	*84%*
NET Any problem experienced	49	24	4	16	5	28	21	43	5	6	2	5	5	30	12	6	42
	17%	*31%b*	*5%*	*21%b*	*13%*	*16%*	*18%*	*21%h*	*6%*	*30%*	*7%*	*7%*	*7%*	*39%kln*	*7%*	*30%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**302**	176	126	64	144	56	66	36	15	13	10	16	16	19	17	19	19	7	49
Weighted Base	**291**	236	55*	26**	246	20**	16**	9**	14**	25**	15**	21**	27**	36**	38**	41**	27**	3**	17**
Effective Base	**165**	131	34	17	125	28	27	22	14	12	9	14	14	18	16	18	17	4	24
Lost mail	**17**	12	5	5	16	-	1	*	1	-	1	2	-	1	6	4	-	-	-
	6%	*5%*	*9%*	*19%*	*6%*	*-*	*4%*	*1%*	*6%*	*-*	*7%*	*10%*	*-*	*4%*	*16%*	*11%*	*-*	*-*	*-*
Damaged mail	**17**	16	1	*	15	2	*	1	-	-	2	1	2	1	7	2	-	-	2
	6%	*7%*	*2%*	*1%*	*6%*	*10%*	*1%*	*9%*	*-*	*-*	*13%*	*5%*	*7%*	*3%*	*18%*	*4%*	*-*	*-*	*11%*
Delayed mail	**16**	14	2	2	16	-	-	-	-	-	1	2	2	3	8	-	-	-	-
	5%	*6%*	*4%*	*8%*	*6%*	*-*	*-*	*-*	*-*	*-*	*7%*	*10%*	*7%*	*8%*	*20%*	*-*	*-*	*-*	*-*
Mis-delivered mail	**14**	8	6	5	12	*	1	1	-	2	-	2	-	4	2	3	-	-	*
	5%	*3%*	*11%*	*20%*	*5%*	*1%*	*5%*	*10%*	*-*	*6%*	*-*	*10%*	*-*	*10%*	*4%*	*7%*	*-*	*-*	*1%*
Mail that has been tampered with	**9**	6	3	3	8	-	1	-	-	2	-	-	2	-	-	3	1	-	-
	3%	*2%*	*5%*	*11%*	*3%*	*-*	*3%*	*-*	*-*	*9%*	*-*	*-*	*7%*	*-*	*-*	*7%*	*4%*	*-*	*-*
Other problems	**7**	7	*	*	6	1	-	*	-	-	-	-	-	3	3	-	-	-	1
	2%	*3%*	*	*1%*	*2%*	*5%*	*-*	*2%*	*-*	*-*	*-*	*-*	*-*	*8%*	*8%*	*-*	*-*	*-*	*5%*
No - there have been no problems	**242**	193	49	20	202	17	14	8	13	21	11	18	26	30	20	37	26	3	14
	83%	*82%*	*88%*	*79%*	*82%*	*86%*	*90%*	*88%*	*94%*	*84%*	*72%*	*86%*	*93%*	*83%*	*53%*	*89%*	*96%*	*100%*	*84%*
NET Any problem experienced	**49**	43	6	5	44	3	2	1	1	4	4	3	2	6	18	4	1	-	3
	17%	*18%*	*12%*	*21%*	*18%*	*14%*	*10%*	*12%*	*6%*	*16%*	*28%*	*14%*	*7%*	*17%*	*47%*	*11%*	*4%*	*-*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**302**	130	115	32	18	6	245	24	141	103	33	18	5	244	23
Weighted Base	**291**	120*	111*	34**	19**	6**	231	24**	133*	96*	37**	17**	6**	229	23**
Effective Base	**165**	69	64	16	13	4	133	17	76	52	22	11	3	128	14
Lost mail	**17**	7	6	3	-	-	14	-	4	6	5	-	3	9	3
	6%	*6%*	*6%*	*8%*	-	-	*6%*	-	*3%*	*6%*	*13%*	-	*44%*	*4%*	*12%*
Damaged mail	**17**	6	7	3	-	-	13	-	8	3	5	*	-	11	*
	6%	*5%*	*6%*	*8%*	-	-	*6%*	-	*6%*	*3%*	*13%*	*3%*	-	*5%*	*2%*
Delayed mail	**16**	14	-	-	1	-	14	1	10	5	1	-	-	14	-
	5%	**12%b**	-	-	*6%*	-	**6%b**	*5%*	*7%*	*5%*	*3%*	-	-	*6%*	-
Mis-delivered mail	**14**	8	3	3	-	-	11	-	8	2	-	-	3	10	3
	5%	*7%*	*2%*	*8%*	-	-	*5%*	-	*6%*	*2%*	-	-	*44%*	*4%*	*12%*
Mail that has been tampered with	**9**	2	4	3	-	-	6	-	5	1	-	-	3	6	3
	3%	*1%*	*4%*	*8%*	-	-	*3%*	-	*4%*	*1%*	-	-	*44%*	*3%*	*12%*
Other problems	**7**	5	-	*	1	-	5	1	3	2	1	*	-	5	*
	2%	*4%*	-	*	*5%*	-	*2%*	*4%*	*2%*	*2%*	*2%*	*1%*	-	*2%*	*
No - there have been no problems	**242**	94	97	28	17	6	191	22	110	82	30	16	4	192	20
	83%	*78%*	*87%*	*84%*	*89%*	*100%*	*83%*	*92%*	*83%*	*85%*	*82%*	*97%*	*56%*	*84%*	*85%*
NET Any problem experienced	**49**	26	14	6	2	-	40	2	23	14	7	1	3	37	3
	17%	*22%*	*13%*	*16%*	*11%*	-	*17%*	*8%*	*17%*	*15%*	*18%*	*3%*	*44%*	*16%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**302**	38	259	5	113	173	16	297	1	2	-	300	2
Weighted Base	**291**	41**	248	2**	106*	166*	19**	286	***	1**	-**	288	3**
Effective Base	**165**	22	141	3	59	97	10	162	1	1	-	163	2
Lost mail	**17**	6	11	-	7	10	-	17	-	-	-	17	-
	6%	*14%*	*4%*	-	*6%*	*6%*	-	*6%*	-	-	-	*6%*	-
Damaged mail	**17**	3	14	-	10	5	2	16	-	-	-	16	2
	6%	*7%*	*6%*	-	*10%*	*3%*	*10%*	*6%*	-	-	-	*6%*	*52%*
Delayed mail	**16**	7	9	-	8	4	3	16	-	-	-	16	-
	5%	*17%*	*4%*	-	*8%*	*3%*	*16%*	*5%*	-	-	-	*5%*	-
Mis-delivered mail	**14**	5	8	1	9	5	-	14	-	-	-	14	-
	5%	*13%*	*3%*	*23%*	*9%*	*3%*	-	*5%*	-	-	-	*5%*	-
Mail that has been tampered with	**9**	-	8	1	5	4	-	9	-	-	-	9	-
	3%	-	*3%*	*23%*	*4%*	*2%*	-	*3%*	-	-	-	*3%*	-
Other problems	**7**	-	7	-	3	*	4	6	-	-	-	6	2
	2%	-	*3%*	-	*3%*	*	*22%*	*2%*	-	-	-	*2%*	*52%*
No - there have been no problems	**242**	27	213	2	81	149	11	239	*	1	-	240	1
	83%	*66%*	*86%*	*77%*	*77%*	**90%d**	*60%*	*83%*	*100%*	*100%*	-	*83%*	*48%*
NET Any problem experienced	**49**	14	35	1	25	17	8	48	-	-	-	48	2
	17%	*34%*	*14%*	*23%*	**23%e**	*10%*	*40%*	*17%*	-	-	-	*17%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**302**	94	67	72	69	31	37	26	31	18	18	26	23	23	32	14	23
Weighted Base	**291**	79*	60*	83*	69*	19**	32**	27**	25**	19**	16**	26**	29**	28**	35**	12**	21**
Effective Base	**165**	50	36	40	41	15	21	15	16	10	11	13	14	14	19	9	12
Lost mail	**17**	1	1	10	5	-	-	1	-	-	1	1	6	3	4	1	-
	6%	*1%*	*1%*	*11%*	*8%*	-	-	*4%*	-	-	*5%*	*2%*	*21%*	*10%*	*11%*	*11%*	-
Damaged mail	**17**	1	5	7	5	-	1	-	-	2	3	2	*	5	5	-	-
	6%	*2%*	*8%*	*8%*	*7%*	-	*4%*	-	-	*8%*	*20%*	*7%*	*1%*	*17%*	*13%*	-	-
Delayed mail	**16**	1	-	8	7	-	1	-	-	-	-	-	3	5	4	-	3
	5%	*1%*	-	*10%*	*9%*	-	*3%*	-	-	-	-	-	*11%*	*17%*	*11%*	-	*13%*
Mis-delivered mail	**14**	1	-	3	10	-	-	1	-	-	-	-	3	*	5	2	3
	5%	*1%*	-	*4%*	**14%ab**	-	-	*3%*	-	-	-	-	*10%*	*1%*	*13%*	*13%*	*16%*
Mail that has been tampered with	**9**	-	2	5	2	-	-	-	-	-	2	-	3	2	-	-	2
	3%	-	*4%*	*6%*	*2%*	-	-	-	-	-	*15%*	-	*10%*	*6%*	-	-	*8%*
Other problems	**7**	*	2	-	5	*	-	-	-	2	-	-	-	-	3	-	3
	2%	*	*3%*	-	*8%*	*1%*	-	-	-	*8%*	-	-	-	-	*7%*	-	*13%*
No - there have been no problems	**242**	75	52	66	49	19	30	25	25	17	10	23	23	20	23	9	17
	83%	**94%cd**	*87%*	*80%*	*71%*	*99%*	*92%*	*93%*	*100%*	*92%*	*60%*	*90%*	*79%*	*71%*	*65%*	*76%*	*79%*
NET Any problem experienced	**49**	5	8	17	20	*	2	2	-	2	6	3	6	8	12	3	4
	17%	*6%*	*13%*	**20%a**	**29%a**	*1%*	*8%*	*7%*	-	*8%*	*40%*	*10%*	*21%*	*29%*	*35%*	*24%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2787**	-	2787	1271	1510	270	337	538	406	634	399	203	607	944	1236	602	2630	141	2787
Weighted Base	**2455**	-**	2455	1127	1321	262	311	503	383	505	295	196	573	886	996	491	2201	238	2787
Effective Base	**1407**	-	1407	665	739	156	183	307	201	297	158	109	339	505	563	267	1298	107	2787
Lost mail	**32**	-	32	18	13	10	1	12	3	4	1	1	10	15	6	2	27	4	45
	1%	-	*1%*	*2%*	*1%*	**4%hij**	*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*2%*
Damaged mail	**66**	-	66	30	36	17	5	21	8	5	9	2	22	28	16	11	56	9	78
	3%	-	*3%*	*3%*	*3%*	**6%hijk**	*2%*	**4%l**	*2%*	*1%*	*3%*	*1%*	**4%n**	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*
Delayed mail	**109**	-	109	49	60	31	14	28	17	13	5	1	45	45	19	6	85	24	146
	4%	-	*4%*	*4%*	*5%*	**12%fghijk**	**5%k**	**6%jk**	*4%*	*3%*	*2%*	*	**8%no**	**5%no**	*2%*	*1%*	*4%*	**10%p**	*5%*
Mis-delivered mail	**60**	-	60	30	30	16	9	13	6	6	5	4	25	19	16	10	48	12	77
	2%	-	*2%*	*3%*	*2%*	**6%hij**	*3%*	*3%*	*2%*	*1%*	*2%*	*2%*	**4%n**	*2%*	*2%*	*2%*	*2%*	*5%*	*3%*
Mail that has been tampered with	**35**	-	35	22	13	8	5	18	*	2	1	-	13	18	3	1	28	7	34
	1%	-	*1%*	*2%*	*1%*	**3%hl**	*2%*	**4%hijk**	*	*	*	-	**2%no**	**2%no**	*	*	*1%*	*3%*	*1%*
Other problems	**48**	-	48	26	22	6	8	15	6	8	3	2	13	21	13	5	42	5	56
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
No - there have been no problems	**2200**	-	2200	1004	1189	202	278	435	349	476	272	188	480	784	936	460	1988	197	2468
	90%	-	*90%*	*89%*	*90%*	*77%*	**89%e**	**86%e**	**91%e**	**94%efg**	**92%e**	**96%efg**	*84%*	**88%l**	**94%lm**	**94%lm**	**90%q**	*83%*	*89%*
NET Any problem experienced	**255**	-	255	124	132	60	33	68	34	29	23	8	94	102	60	31	213	41	319
	10%	-	*10%*	*11%*	*10%*	**23%fghijk**	**11%lk**	**14%lk**	*9%*	*6%*	*8%*	*4%*	**16%mno**	**12%no**	*6%*	*6%*	*10%*	**17%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2787	744	876	541	626	1620	1167	1423	1326	293	328	747	711	493	1786	298	2335
Weighted Base	2455	520	846	518	572	1365	1090	1517	906	243	279	693	608	458	1580	247	2077
Effective Base	1407	291	468	300	350	760	649	782	633	156	181	384	347	246	909	159	1176
Lost mail	32	12	7	5	8	18	13	19	10	5	4	7	7	9	17	5	26
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%
Damaged mail	66	18	16	12	21	34	32	44	21	11	6	21	16	9	43	11	52
	3%	3%	2%	2%	4%	2%	3%	3%	2%	4%	2%	3%	3%	2%	3%	4%	3%
Delayed mail	109	37	21	25	26	58	51	74	31	14	8	23	28	27	60	14	89
	4%	7%b	2%	5%	5%	4%	5%	5%	3%	6%	3%	3%	5%	6%	4%	6%	4%
Mis-delivered mail	60	24	8	18	10	32	28	35	24	11	6	16	9	16	31	11	47
	2%	5%bd	1%	3%b	2%	2%	3%	2%	3%	4%l	2%	2%	1%	4%	2%	4%	2%
Mail that has been tampered with	35	10	4	12	8	14	21	24	9	7	3	9	5	11	17	7	28
	1%	2%b	*	2%b	1%	1%	2%	2%	1%	3%	1%	1%	1%	2%	1%	3%	1%
Other problems	48	15	16	7	9	31	16	28	18	5	7	11	7	14	26	5	40
	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	3%	2%	1%	3%	2%	2%	2%
No - there have been no problems	2200	438	785	466	511	1223	977	1351	823	213	252	630	544	401	1426	217	1865
	90%	84%	93%a	90%a	89%	90%	90%	89%	91%	88%	90%	91%	90%	88%	90%	88%	90%
NET Any problem experienced	255	82	61	52	61	143	113	167	83	30	27	63	63	57	153	30	212
	10%	16%bc	7%	10%	11%	10%	10%	11%	9%	12%	10%	9%	10%	12%	10%	12%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2787	1613	1174	508	1174	676	551	386	118	115	116	116	144	139	130	141	155	83	593
Weighted Base	2455	2054	401	134	1977	246	151	81	99	224	183	162	219	236	294	325	234	28*	218
Effective Base	1407	1131	291	104	991	286	232	228	109	104	103	103	117	128	119	128	141	31	256
Lost mail	32	28	4	2	22	4	3	2	-	2	-	1	5	-	8	4	3	1	3
	1%	1%	1%	1%	1%	2%	2%	3%	-	1%	-	1%	2%	-	3%	1%	1%	4%jm	1%
Damaged mail	66	57	9	3	54	5	3	3	-	5	2	3	12	2	9	12	10	1	4
	3%	3%	2%	2%	3%	2%	2%	4%	-	2%	1%	2%	5%hm	1%	3%	4%	4%	4%h	2%
Delayed mail	109	86	22	8	80	15	6	7	2	11	8	3	11	7	26	7	6	4	11
	4%	4%	6%	6%	4%	6%	4%	9%df	2%	5%	4%	2%	5%	3%	9%hkop	2%	3%	15%hjklmopr	5%
Mis-delivered mail	60	48	12	4	52	3	3	2	1	9	6	9	8	2	11	4	3	*	2
	2%	2%	3%	3%	3%	1%	2%	3%	1%	4%	3%	5%mor	4%	1%	4%	1%	1%	1%	1%
Mail that has been tampered with	35	24	11	7	30	3	1	1	-	5	4	-	1	3	10	4	3	1	2
	1%	1%	3%a	5%a	2%	1%	1%	1%	-	2%	2%	-	*	1%	3%	1%	1%	2%	1%
Other problems	48	34	13	1	41	3	3	1	1	4	10	1	1	2	8	9	5	*	3
	2%	2%	3%	1%	2%	1%	2%	1%	1%	2%	6%lmr	1%	*	1%	3%	3%	2%	2%	1%
No - there have been no problems	2200	1851	349	118	1774	219	138	69	96	203	159	148	194	225	251	289	210	23	196
	90%	90%	87%	88%	90%	89%	91%	86%	97%jlnopqr	90%	87%	91%	88%	95%jnq	85%	89%	90%	83%	90%
NET Any problem experienced	255	203	53	17	204	27	13	12	3	22	24	14	26	12	43	36	24	5	22
	10%	10%	13%	12%	10%	11%	9%	14%	3%	10%	13%hm	9%	12%h	5%	15%hm	11%h	10%h	17%hm	10%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2787	1067	1108	313	218	69	2175	287	1163	1094	353	125	37	2257	162
Weighted Base	2455	903	979	318	178	64*	1883	243	974	963	353	122*	31**	1937	153*
Effective Base	1407	524	555	171	113	40	1079	153	572	535	200	75	17	1106	92
Lost mail	32	11	14	2	1	1	26	2	15	10	4	1	*	25	1
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Damaged mail	66	28	23	5	9	*	50	9	39	19	4	1	*	59	1
	3%	*3%*	*2%*	*2%*	*5%*	*	*3%*	*4%*	**4%l**	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
Delayed mail	109	40	43	15	7	2	83	9	44	37	17	6	3	80	10
	4%	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	*11%*	*4%*	*6%*
Mis-delivered mail	60	29	23	4	2	3	52	4	33	14	7	5	-	47	5
	2%	*3%*	*2%*	*1%*	*1%*	*4%*	*3%*	*2%*	**3%l**	*2%*	*2%*	*4%*	-	*2%*	*4%*
Mail that has been tampered with	35	13	15	4	1	-	28	1	12	8	9	*	3	20	4
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*3%*	*	*11%*	*1%*	*2%*
Other problems	48	12	22	8	2	2	34	4	13	17	8	7	*	31	8
	2%	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	**6%hlm**	*2%*	*2%*	**5%hlm**
No - there have been no problems	2200	808	872	289	161	60	1680	221	860	876	319	107	27	1736	133
	90%	*89%*	*89%*	*91%*	*90%*	*94%*	*89%*	*91%*	*88%*	*91%*	*90%*	*87%*	*87%*	*90%*	*87%*
NET Any problem experienced	255	95	107	29	18	4	203	22	114	87	34	15	4	200	19
	10%	*11%*	*11%*	*9%*	*10%*	*6%*	*11%*	*9%*	*12%*	*9%*	*10%*	*13%*	*13%*	*10%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2787	202	2544	41	848	1807	132	2756	11	11	3	2778	6
Weighted Base	2455	166	2262	27**	698	1648	109*	2439	7**	4**	1**	2450	4**
Effective Base	1407	105	1285	18	420	921	68	1394	6	5	1	1403	3
Lost mail	32	8	24	-	19	8	5	29	1	-	-	30	2
	1%	**5%b**	*1%*	-	**3%e**	*	**4%e**	*1%*	*15%*	-	-	*1%*	*42%*
Damaged mail	66	13	53	1	34	29	3	64	-	1	-	64	2
	3%	**8%b**	*2%*	*2%*	**5%e**	*2%*	*3%*	*3%*	-	*14%*	-	*3%*	*42%*
Delayed mail	109	19	88	1	53	52	4	104	2	1	*	107	2
	4%	**12%b**	*4%*	*5%*	**8%e**	*3%*	*4%*	*4%*	*32%*	*28%*	*5%*	*4%*	*42%*
Mis-delivered mail	60	12	46	2	32	24	3	59	1	*	-	60	-
	2%	**7%b**	*2%*	*6%*	**5%e**	*1%*	*3%*	*2%*	*12%*	*12%*	-	*2%*	-
Mail that has been tampered with	35	8	27	*	20	11	4	33	-	*	-	33	2
	1%	**5%b**	*1%*	*	**3%e**	*1%*	**3%e**	*1%*	-	*2%*	-	*1%*	*48%*
Other problems	48	4	43	2	19	25	4	46	-	*	-	46	2
	2%	*2%*	*2%*	*6%*	*3%*	*2%*	*3%*	*2%*	-	*2%*	-	*2%*	*42%*
No - there have been no problems	2200	133	2044	23	580	1524	95	2191	3	2	1	2197	2
	90%	*80%*	**90%a**	*84%*	*83%*	**93%d**	*87%*	*90%*	*42%*	*58%*	*95%*	*90%*	*52%*
NET Any problem experienced	255	33	218	4	118	123	14	248	4	2	*	254	2
	10%	**20%b**	*10%*	*16%*	**17%e**	*7%*	*13%*	*10%*	*58%*	*42%*	*5%*	*10%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 286

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2787**	708	695	702	682	247	234	227	251	231	213	236	237	229	219	241	222
Weighted Base	**2455**	620	604	621	610	214	224	182	227	200	177	222	196	203	194	239	178
Effective Base	**1407**	361	352	336	359	117	130	116	128	118	105	119	113	105	111	130	121
Lost mail	**32**	7	8	6	11	3	3	1	4	3	*	1	3	2	5	3	3
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*	*1%*	*1%*	*2%*	*1%*	*2%*
Damaged mail	**66**	8	19	18	21	1	2	5	12	4	3	3	5	11	10	4	6
	3%	*1%*	*3%*	*3%*	*3%*	*	*1%*	*3%*	**5%e**	*2%*	*2%*	*1%*	*2%*	**5%e**	**5%e**	*2%*	*4%*
Delayed mail	**109**	27	21	24	36	11	12	5	11	7	3	9	9	6	10	20	6
	4%	*4%*	*3%*	*4%*	*6%*	*5%*	*5%*	*3%*	*5%*	*3%*	*2%*	*4%*	*4%*	*3%*	*5%*	**8%j**	*3%*
Mis-delivered mail	**60**	21	12	13	14	6	9	6	8	3	1	6	3	5	3	2	8
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*5%*
Mail that has been tampered with	**35**	6	7	16	6	3	1	1	1	3	2	5	8	3	2	2	2
	1%	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*	*1%*	*1%*
Other problems	**48**	5	11	9	22	1	3	1	1	4	7	5	2	2	9	5	8
	2%	*1%*	*2%*	*1%*	**4%a**	*1%*	*1%*	*1%*	*	*2%*	**4%h**	*2%*	*1%*	*1%*	**5%h**	*2%*	**5%eh**
No - there have been no problems	**2200**	568	546	563	522	196	202	170	198	187	162	200	181	182	165	205	152
	90%	**92%d**	**90%d**	**91%d**	*86%*	*92%*	*90%*	*93%*	*87%*	**93%np**	*91%*	*90%*	*92%*	*90%*	*85%*	*86%*	*85%*
NET Any problem experienced	**255**	52	57	58	88	18	22	13	29	13	15	22	15	21	29	33	26
	10%	*8%*	*10%*	*9%*	**14%abc**	*8%*	*10%*	*7%*	*13%*	*7%*	*9%*	*10%*	*8%*	*10%*	**15%l**	*14%*	**15%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2575	-	2575	1262	1310	165	226	459	414	646	416	249	391	873	1311	665	2463	97	2575
Weighted Base	2270	-**	2270	1123	1144	145*	197	407	386	552	334	249	342	793	1135	583	2112	149*	2575
Effective Base	1297	-	1297	659	636	94	120	260	201	318	169	144	214	456	629	312	1226	68	2575
Lost mail	25	-	25	13	11	5	*	4	4	7	4	*	6	8	11	4	22	3	33
	1%	-	1%	1%	1%	4%k	*	1%	1%	1%	1%	*	2%	1%	1%	1%	1%	2%	1%
Damaged mail	48	-	48	28	19	8	5	14	3	9	7	2	13	17	18	9	42	6	61
	2%	-	2%	3%	2%	6%hik	3%	3%	1%	2%	2%	1%	4%n	2%	2%	2%	2%	4%	2%
Delayed mail	100	-	100	50	49	9	10	29	6	25	17	3	20	35	46	20	94	5	113
	4%	-	4%	4%	4%	7%hk	5%	7%hk	2%	5%	5%	1%	6%	4%	4%	4%	4%	3%	4%
Mis-delivered mail	21	-	21	15	6	*	4	4	2	8	2	1	4	6	11	3	20	1	34
	1%	-	1%	1%	1%	*	2%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	23	-	23	14	9	6	6	6	-	4	1	-	11	6	6	1	18	5	28
	1%	-	1%	1%	1%	4%hijk	3%hk	1%	-	1%	*	-	3%mno	1%	*	*	1%	3%p	1%
Other problems	33	-	33	20	11	6	2	8	6	4	3	3	9	14	10	6	25	8	27
	1%	-	1%	2%	1%	4%l	1%	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	5%p	1%
No - there have been no problems	2081	-	2081	1028	1052	119	173	356	372	510	309	243	291	728	1062	552	1946	127	2359
	92%	-	92%	92%	92%	82%	87%	88%	96%efg	92%eg	93%e	97%efgi	85%	92%l	94%l	95%l	92%q	85%	92%
NET Any problem experienced	189	-	189	95	92	26	25	51	14	42	25	6	51	65	73	31	165	22	216
	8%	-	8%	8%	8%	18%hijk	13%hk	12%hik	4%	8%k	7%	3%	15%mno	8%	6%	5%	8%	15%p	8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2575	682	817	509	567	1499	1076	1275	1261	253	328	689	684	441	1701	258	2189
Weighted Base	2270	477	777	496	520	1254	1016	1328	907	224	307	638	569	402	1513	227	1948
Effective Base	1297	260	427	287	326	688	612	677	628	136	181	360	332	213	872	138	1101
Lost mail	25	7	8	6	4	15	10	19	5	*	1	3	15	5	19	*	24
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*	3%k	1%	1%	*	1%
Damaged mail	48	14	15	9	11	29	20	32	14	3	6	14	5	13	25	3	39
	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%l	2%	2%	2%
Delayed mail	100	26	27	25	22	53	47	78	19	3	7	33	33	21	73	3	94
	4%	6%	3%	5%	4%	4%	5%	6%h	2%	2%	2%	5%	6%l	5%	5%	2%	5%
Mis-delivered mail	21	5	5	6	5	10	11	12	6	2	2	6	5	7	12	2	19
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Mail that has been tampered with	23	10	1	9	2	12	12	20	3	3	2	5	5	8	12	3	19
	1%	2%b	*	2%b	*	1%	1%	1%h	*	1%	1%	1%	1%	2%	1%	1%	1%
Other problems	33	10	7	5	11	16	16	26	7	*	6	3	10	7	19	*	25
	1%	2%	1%	1%	2%	1%	2%	2%	1%	*	2%	*	2%	2%	1%	*	1%
No - there have been no problems	2081	431	727	446	477	1158	923	1188	865	212	286	584	514	365	1384	215	1782
	92%	90%	94%	90%	92%	92%	91%	89%	95%g	95%	93%	92%	90%	91%	91%	95%	91%
NET Any problem experienced	189	46	50	50	43	96	93	141	42	12	21	54	54	37	129	12	167
	8%	10%	6%	10%	8%	8%	9%	11%h	5%	5%	7%	8%	10%	9%	9%	5%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2575	1491	1084	466	1084	628	489	374	120	101	124	110	118	141	91	134	145	105	523
Weighted Base	2270	1880	390	135	1811	242	131	86	100	197*	191	153*	185*	243	225*	299	218	38*	205
Effective Base	1297	1031	279	111	902	276	192	207	111	92	110	98	93	127	81	122	131	47	229
Lost mail	25	23	2	1	21	1	1	1	1	-	5	2	2	-	5	4	1	*	1
	1%	1%	*	1%	1%	1%	1%	1%	1%	-	3%m	1%	1%	-	2%	1%	1%	*	1%
Damaged mail	48	44	4	3	35	8	2	3	1	8	5	4	3	1	5	7	1	*	8
	2%	2%	1%	3%	2%	3%	2%	3%	1%	4%	3%	3%	2%	*	2%	2%	1%	1%	4%mp
Delayed mail	100	83	17	8	80	13	4	4	6	6	7	2	14	7	12	15	12	2	11
	4%	4%	4%	6%	4%	5%	3%	5%	6%	3%	4%	1%	8%k	3%	5%	5%	6%	6%	5%
Mis-delivered mail	21	16	5	2	16	2	2	1	1	-	7	1	-	2	2	2	2	1	1
	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	3%	1%	-	1%	1%	1%	1%	3%l	1%
Mail that has been tampered with	23	19	4	*	19	3	1	*	-	2	7	-	5	-	3	2	-	*	3
	1%	1%	1%	*	1%	1%	1%	1%	-	1%	3%mp	-	3%	-	1%	1%	-	*	1%
Other problems	33	26	6	2	31	1	1	*	-	6	6	-	3	2	8	5	2	*	*
	1%	1%	2%	2%	2%	*	1%	1%	-	3%	3%r	-	1%	1%	4%	2%	1%	*	*
No - there have been no problems	2081	1725	357	120	1657	223	123	78	93	175	170	144	163	233	201	275	203	35	189
	92%	92%	92%	89%	91%	92%	94%	91%	93%	89%	89%	95%	88%	96%l	89%	92%	93%	92%	92%
NET Any problem experienced	189	156	33	15	154	19	8	8	7	22	21	8	22	11	24	24	16	3	16
	8%	8%	8%	11%	9%	8%	6%	9%	7%	11%	11%	5%	12%m	4%	11%	8%	7%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2575	1054	1011	298	162	43	2065	205	1104	1020	318	96	29	2124	125
Weighted Base	2270	898	908	292	125*	43**	1806	168	938	908	306	88*	25**	1845	113*
Effective Base	1297	513	510	161	85	27	1023	112	533	512	177	55	15	1046	70
Lost mail	25	10	9	2	4	-	19	4	10	8	5	2	-	18	2
	1%	*1%*	*1%*	*1%*	*3%*	-	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*1%*
Damaged mail	48	14	18	4	7	5	32	12	20	15	7	5	1	35	6
	2%	*2%*	*2%*	*1%*	**6%abf**	*13%*	*2%*	**7%abcf**	*2%*	*2%*	*2%*	**6%i**	*5%*	*2%*	**6%im**
Delayed mail	100	30	45	16	6	3	76	8	27	56	9	3	5	83	8
	4%	*3%*	*5%*	*5%*	*4%*	*6%*	*4%*	*5%*	*3%*	**6%h**	*3%*	*4%*	*21%*	*4%*	**7%h**
Mis-delivered mail	21	8	6	5	2	1	13	3	10	6	3	2	1	15	3
	1%	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*2%*
Mail that has been tampered with	23	9	9	3	1	*	19	1	8	11	2	*	2	18	3
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*10%*	*1%*	*2%*
Other problems	33	6	12	7	3	4	18	7	13	11	8	1	-	24	1
	1%	*1%*	*1%*	*2%*	*2%*	*10%*	*1%*	**4%abf**	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
No - there have been no problems	2081	845	825	266	108	34	1669	142	871	826	282	80	15	1697	96
	92%	**94%bdg**	**91%g**	*91%*	*86%*	*79%*	**92%dg**	*84%*	**93%n**	*91%*	*92%*	*91%*	*62%*	**92%n**	*85%*
NET Any problem experienced	189	53	83	26	17	9	136	26	66	82	23	8	10	148	17
	8%	*6%*	**9%a**	*9%*	**14%af**	*21%*	*8%*	**16%abf**	*7%*	*9%*	*8%*	*9%*	*38%*	*8%*	**15%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2575**	192	2343	40	817	1640	118	2549	9	12	2	2570	3
Weighted Base	**2270**	154	2085	31**	699	1467	104*	2255	7**	7**	***	2269	1**
Effective Base	**1297**	101	1179	19	413	833	53	1286	6	4	2	1296	2
Lost mail	**25**	1	23	-	9	16	*	23	1	1	-	25	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*18%*	*11%*	-	*1%*	-
Damaged mail	**48**	4	44	*	18	29	1	48	1	*	-	48	-
	2%	*3%*	*2%*	*	*3%*	*2%*	*1%*	*2%*	*13%*	*1%*	-	*2%*	-
Delayed mail	**100**	12	83	5	35	56	10	98	2	-	-	100	-
	4%	*8%*	*4%*	*17%*	*5%*	*4%*	**10%e**	*4%*	*31%*	-	-	*4%*	-
Mis-delivered mail	**21**	4	17	-	9	11	1	18	2	*	-	21	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*32%*	*6%*	-	*1%*	-
Mail that has been tampered with	**23**	4	20	-	15	5	2	23	-	-	-	23	-
	1%	*2%*	*1%*	-	**2%e**	*	*2%*	*1%*	-	-	-	*1%*	-
Other problems	**33**	4	28	1	18	14	1	33	-	-	-	33	-
	1%	*3%*	*1%*	*2%*	**3%e**	*1%*	*1%*	*1%*	-	-	-	*1%*	-
No - there have been no problems	**2081**	134	1922	25	623	1366	92	2071	4	6	*	2080	1
	92%	*87%*	*92%*	*82%*	*89%*	**93%d**	*88%*	*92%*	*55%*	*82%*	*100%*	*92%*	*100%*
NET Any problem experienced	**189**	20	164	5	76	101	12	185	3	1	-	189	-
	8%	*13%*	*8%*	*18%*	**11%e**	*7%*	*12%*	*8%*	*45%*	*18%*	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2575**	647	665	651	612	229	212	206	239	227	199	244	203	204	205	219	188
Weighted Base	**2270**	593	573	581	523	189	199	206	219	189	165*	242	167*	172	177	202	143
Effective Base	**1297**	326	334	317	323	103	117	107	123	116	96	123	95	100	108	115	102
Lost mail	**25**	8	6	6	5	*	2	6	1	3	2	4	2	*	*	3	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*	*	*1%*	*1%*
Damaged mail	**48**	13	18	6	12	*	6	7	6	7	4	1	1	4	1	9	2
	2%	*2%*	*3%*	*1%*	*2%*	*	*3%*	*3%*	*3%*	**4%ek**	*3%*	*	*1%*	*2%*	*1%*	**4%ek**	*2%*
Delayed mail	**100**	31	27	28	14	14	3	14	11	8	9	8	7	12	3	8	3
	4%	*5%*	*5%*	*5%*	*3%*	**8%f**	*1%*	**7%f**	*5%*	*4%*	*5%*	*3%*	*4%*	**7%f**	*2%*	*4%*	*2%*
Mis-delivered mail	**21**	4	2	9	6	1	*	3	*	2	*	3	1	5	1	1	4
	1%	*1%*	*	*2%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*
Mail that has been tampered with	**23**	8	3	7	5	3	*	5	2	2	-	*	3	4	2	2	1
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	-	*	*2%*	*2%*	*1%*	*1%*	*1%*
Other problems	**33**	9	8	5	10	*	6	3	*	8	-	-	1	5	*	10	*
	1%	*1%*	*1%*	*1%*	*2%*	*	*3%*	*1%*	*	**4%ehjkn**	-	-	*	*3%*	*	**5%ehjkn**	*
No - there have been no problems	**2081**	540	522	534	486	171	187	182	202	171	149	227	155	152	170	181	135
	92%	*91%*	*91%*	*92%*	*93%*	*91%*	*94%*	*88%*	*92%*	*91%*	*90%*	*94%*	*93%*	*89%*	**96%g**	*89%*	*95%*
NET Any problem experienced	**189**	54	51	47	37	18	12	24	18	18	16	15	12	19	7	21	8
	8%	*9%*	*9%*	*8%*	*7%*	*9%*	*6%*	**12%n**	*8%*	*9%*	*10%*	*6%*	*7%*	*11%*	*4%*	*11%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**574**	-	574	349	225	33	49	133	95	151	73	40	82	228	264	113	532	36	574
Weighted Base	**525**	-**	525	329	196	31**	47**	126*	101*	134*	51**	35**	78*	227	220	86*	468	53**	574
Effective Base	**297**	-	297	188	109	22	26	82	48	77	24	25	47	127	124	47	269	25	574
Lost mail	**13**	-	13	12	1	3	3	7	-	-	-	-	6	7	-	-	13	-	11
	2%	-	*2%*	*4%*	*	*9%*	*7%*	**5%i**	-	-	-	-	**8%no**	*3%*	-	-	*3%*	-	*2%*
Damaged mail	**12**	-	12	9	4	5	3	4	-	*	-	-	8	4	*	-	11	1	10
	2%	-	*2%*	*3%*	*2%*	*15%*	*7%*	*3%*	-	*	-	-	**10%mno**	*2%*	*	-	*2%*	*3%*	*2%*
Delayed mail	**16**	-	16	12	3	5	2	6	-	2	*	-	7	6	2	*	15	*	16
	3%	-	*3%*	*4%*	*2%*	*15%*	*5%*	*5%*	-	*2%*	*	-	**9%no**	*3%*	*1%*	*	*3%*	*	*3%*
Mis-delivered mail	**11**	-	11	11	*	3	5	3	*	-	-	-	8	3	-	-	11	-	9
	2%	-	*2%*	*3%*	*	*10%*	*10%*	*3%*	*	-	-	-	**10%mno**	*1%*	-	-	*2%*	-	*2%*
Mail that has been tampered with	**5**	-	5	5	-	-	-	2	3	*	-	-	-	5	*	-	5	-	4
	1%	-	*1%*	*2%*	-	-	-	*2%*	*3%*	*	-	-	-	*2%*	*	-	*1%*	-	*1%*
Other problems	**14**	-	14	11	2	6	-	4	-	3	-	-	6	4	3	-	11	2	10
	3%	-	*3%*	*3%*	*1%*	*19%*	-	*4%*	-	*2%*	-	-	**8%n**	*2%*	*1%*	-	*2%*	*5%*	*2%*
No - there have been no problems	**479**	-	479	294	186	18	40	108	98	130	51	35	58	206	216	86	426	49	532
	91%	-	*91%*	*89%*	*95%*	*57%*	*85%*	*86%*	**97%g**	**97%g**	*100%*	*100%*	*74%*	**91%l**	**98%lm**	**100%lm**	*91%*	*92%*	*93%*
NET Any problem experienced	**46**	-	46	36	10	13	7	18	3	4	*	-	20	21	4	*	42	4	42
	9%	-	*9%*	*11%*	*5%*	*43%*	*15%*	**14%hi**	*3%*	*3%*	*	-	**26%mno**	**9%no**	*2%*	*	*9%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**574**	181	176	108	109	357	217	329	236	43	60	148	151	141	359	43	508
Weighted Base	**525**	147*	176	108*	94*	323	202	354	165	39**	45*	142*	136*	140*	323	39**	469
Effective Base	**297**	74	107	59	60	179	119	179	124	24	31	77	80	74	187	24	263
Lost mail	**13**	4	6	2	2	9	3	13	-	-	-	-	2	9	2	-	11
	2%	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	**4%h**	-	-	-	-	*1%*	**7%kn**	*1%*	-	*2%*
Damaged mail	**12**	5	5	1	-	11	1	10	2	3	*	2	2	5	4	3	9
	2%	*4%*	*3%*	*1%*	-	*3%*	*1%*	*3%*	*1%*	*8%*	*	*1%*	*2%*	*4%*	*1%*	*8%*	*2%*
Delayed mail	**16**	6	4	1	4	11	5	14	2	3	*	1	3	9	4	3	13
	3%	*4%*	*2%*	*1%*	*4%*	*3%*	*2%*	*4%*	*1%*	*7%*	*	*1%*	*2%*	**6%n**	*1%*	*7%*	*3%*
Mis-delivered mail	**11**	7	4	*	-	11	*	11	*	2	*	-	1	7	1	2	8
	2%	*5%*	*3%*	*	-	**3%f**	*	*3%*	*	*4%*	*	-	*1%*	**5%n**	*	*4%*	*2%*
Mail that has been tampered with	**5**	1	2	3	-	2	3	5	-	-	-	-	-	5	-	-	5
	1%	*1%*	*1%*	*3%*	-	*1%*	*1%*	*1%*	-	-	-	-	-	**4%n**	-	-	*1%*
Other problems	**14**	4	4	3	3	8	6	10	3	5	-	3	3	2	5	5	7
	3%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*12%*	-	*2%*	*2%*	*1%*	*2%*	*12%*	*2%*
No - there have been no problems	**479**	133	161	98	86	295	185	314	159	33	45	137	125	118	307	33	431
	91%	*91%*	*91%*	*91%*	*92%*	*91%*	*92%*	*89%*	**96%g**	*85%*	**99%m**	**96%m**	*92%*	*84%*	**95%m**	*85%*	*92%*
NET Any problem experienced	**46**	14	15	10	7	29	17	40	6	6	*	5	10	22	16	6	38
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*8%*	**11%h**	*4%*	*15%*	*1%*	*4%*	*8%*	**16%jkn**	*5%*	*15%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**574**	337	237	112	257	142	118	57	33	26	23	23	30	38	33	26	25	21	121
Weighted Base	**525**	449	76*	33**	426	53*	33*	13*	27**	51**	33**	29**	50**	71*	75**	57**	33**	9**	45*
Effective Base	**297**	243	59	27	213	62	47	38	30	24	21	21	21	35	30	24	23	8	54
Lost mail	**13**	13	*	-	10	1	1	*	1	2	-	-	2	1	5	-	-	1	1
	2%	*3%*	*	-	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*	-	-	*3%*	*2%*	*7%*	-	-	*7%*	*1%*
Damaged mail	**12**	12	*	*	10	1	1	-	1	2	-	-	2	1	3	-	2	1	-
	2%	*3%*	*	*	*2%*	*1%*	*3%*	-	*4%*	*3%*	-	-	*3%*	*2%*	*4%*	-	*5%*	*7%*	-
Delayed mail	**16**	15	1	*	13	2	-	*	1	2	1	-	2	1	3	2	-	1	1
	3%	*3%*	*1%*	*	*3%*	*3%*	-	*3%*	*4%*	*5%*	*4%*	-	*3%*	*2%*	*4%*	*4%*	-	*9%*	*2%*
Mis-delivered mail	**11**	11	*	*	10	1	-	-	1	-	2	-	3	-	5	-	-	-	1
	2%	*2%*	*	*1%*	*2%*	*2%*	-	-	*2%*	-	*6%*	-	*6%*	-	*6%*	-	-	-	*2%*
Mail that has been tampered with	**5**	5	*	-	4	1	-	*	-	-	-	-	-	3	2	-	-	1	-
	1%	*1%*	*	-	*1%*	*1%*	-	*1%*	-	-	-	-	-	*4%*	*2%*	-	-	*7%*	-
Other problems	**14**	13	*	*	13	*	-	*	-	2	5	-	6	-	-	-	-	*	*
	3%	*3%*	*	*	*3%*	*	-	*1%*	-	*5%*	*15%*	-	*12%*	-	-	-	-	*1%*	*
No - there have been no problems	**479**	404	75	33	386	51	30	13	23	43	28	29	44	66	67	54	32	8	43
	91%	*90%*	*98%*	*98%*	*91%*	*95%*	*93%*	*95%*	*86%*	*85%*	*85%*	*100%*	*88%*	*92%*	*89%*	*96%*	*95%*	*90%*	*96%*
NET Any problem experienced	**46**	44	1	1	40	3	2	1	4	8	5	-	6	6	8	2	2	1	2
	9%	*10%*	*2%*	*2%*	*9%*	*5%*	*7%*	*5%*	*14%*	*15%*	*15%*	-	*12%*	*8%*	*11%*	*4%*	*5%*	*10%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	574	243	224	54	37	15	467	52	257	217	63	27	8	474	35
Weighted Base	525	229	209	49**	25**	12**	438	37*	237	195*	67*	20**	3**	433	22**
Effective Base	297	136	107	27	22	9	242	30	144	99	38	15	2	242	16
Lost mail	13	10	*	-	2	1	10	3	5	6	2	-	-	11	-
	2%	4%b	*	-	6%	9%	2%	7%b	2%	3%	2%	-	-	3%	-
Damaged mail	12	7	5	1	-	-	12	-	6	5	1	-	-	12	-
	2%	3%	2%	1%	-	-	3%	-	3%	3%	1%	-	-	3%	-
Delayed mail	16	12	3	1	*	-	14	*	9	6	1	-	*	14	*
	3%	5%	1%	3%	*	-	3%	*	4%	3%	2%	-	4%	3%	1%
Mis-delivered mail	11	11	1	*	-	-	11	-	2	7	2	-	-	10	-
	2%	5%b	*	*	-	-	3%	-	1%	4%	2%	-	-	2%	-
Mail that has been tampered with	5	5	*	-	-	-	5	-	5	*	-	-	-	5	-
	1%	2%	*	-	-	-	1%	-	2%	*	-	-	-	1%	-
Other problems	14	8	3	3	-	-	11	-	6	5	3	-	-	11	-
	3%	3%	1%	6%	-	-	2%	-	2%	2%	4%	-	-	2%	-
No - there have been no problems	479	201	198	45	23	11	399	34	215	175	64	20	3	391	22
	91%	88%	95%	92%	93%	91%	91%	93%	91%	90%	95%	100%	96%	90%	99%
NET Any problem experienced	46	28	11	4	2	1	39	3	22	20	3	-	*	42	*
	9%	12%	5%	8%	7%	9%	9%	7%	9%	10%	5%	-	4%	10%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**574**	42	529	3	175	375	24	566	3	3	-	572	2
Weighted Base	**525**	37**	486	2**	154*	355	16**	517	5**	1**	-**	523	2**
Effective Base	**297**	24	272	1	91	194	14	293	2	1	-	296	2
Lost mail	**13**	5	8	-	9	3	1	11	2	-	-	13	-
	2%	*13%*	*2%*	-	**6%e**	*1%*	*4%*	*2%*	*31%*	-	-	*2%*	-
Damaged mail	**12**	2	10	-	6	5	1	12	1	-	-	12	-
	2%	*6%*	*2%*	-	*4%*	*1%*	*9%*	*2%*	*10%*	-	-	*2%*	-
Delayed mail	**16**	10	5	-	9	6	-	16	-	-	-	16	-
	3%	*28%*	*1%*	-	*6%*	*2%*	-	*3%*	-	-	-	*3%*	-
Mis-delivered mail	**11**	5	6	-	6	5	1	10	2	*	-	11	-
	2%	*14%*	*1%*	-	*4%*	*1%*	*4%*	*2%*	*31%*	*8%*	-	*2%*	-
Mail that has been tampered with	**5**	2	3	-	5	*	-	5	-	-	-	5	-
	1%	*6%*	*1%*	-	**3%e**	*	-	*1%*	-	-	-	*1%*	-
Other problems	**14**	4	10	-	9	4	-	12	2	-	-	14	-
	3%	*10%*	*2%*	-	**6%e**	*1%*	-	*2%*	*31%*	-	-	*3%*	-
No - there have been no problems	**479**	24	454	2	126	340	14	473	3	1	-	477	2
	91%	*65%*	*93%*	*100%*	*82%*	**96%d**	*87%*	*92%*	*59%*	*92%*	-	*91%*	*100%*
NET Any problem experienced	**46**	13	33	-	28	16	2	43	2	*	-	46	-
	9%	*35%*	*7%*	-	**18%e**	*4%*	*13%*	*8%*	*41%*	*8%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**574**	150	142	151	131	54	53	43	52	53	37	56	45	50	42	44	45
Weighted Base	**525**	155*	130*	123*	116*	45**	62*	48**	51*	49**	29**	44**	35**	45**	38**	42**	36**
Effective Base	**297**	78	79	71	73	19	34	25	32	28	19	23	20	27	23	25	24
Lost mail	**13**	-	2	-	10	-	-	-	-	2	1	-	-	-	6	-	4
	2%	-	*2%*	-	***9%ac***	-	-	-	-	*3%*	*3%*	-	-	-	*17%*	-	*11%*
Damaged mail	**12**	2	2	3	5	-	2	*	-	2	-	-	3	-	1	3	2
	2%	*1%*	*2%*	*3%*	*5%*	-	*3%*	*	-	*4%*	-	-	*9%*	-	*2%*	*7%*	*4%*
Delayed mail	**16**	5	2	3	6	2	1	1	-	2	-	*	*	3	4	-	1
	3%	*3%*	*2%*	*2%*	*5%*	*5%*	*2%*	*3%*	-	*5%*	-	*	*1%*	*6%*	*11%*	-	*4%*
Mis-delivered mail	**11**	-	3	5	3	-	-	-	-	3	-	*	3	2	2	-	1
	2%	-	*2%*	*4%*	*2%*	-	-	-	-	*7%*	-	*	*9%*	*4%*	*6%*	-	*2%*
Mail that has been tampered with	**5**	-	-	*	5	-	-	-	-	-	-	-	-	*	2	-	3
	1%	-	-	*	*4%*	-	-	-	-	-	-	-	-	*	*6%*	-	*8%*
Other problems	**14**	1	6	5	2	*	*	1	-	6	-	3	-	2	2	*	-
	3%	*1%*	*4%*	*4%*	*2%*	*	*	*3%*	-	*11%*	-	*6%*	-	*4%*	*4%*	*	-
No - there have been no problems	**479**	149	122	112	96	42	60	47	51	42	29	41	31	40	30	39	27
	91%	***96%d***	***94%d***	*91%*	*83%*	*94%*	*96%*	*97%*	*100%*	*86%*	*97%*	*93%*	*90%*	*90%*	*78%*	*92%*	*75%*
NET Any problem experienced	**46**	6	8	11	20	3	3	1	-	7	1	3	4	5	8	3	9
	9%	*4%*	*6%*	*9%*	***17%ab***	*6%*	*4%*	*3%*	-	*14%*	*3%*	*7%*	*10%*	*10%*	*22%*	*8%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	263	-	263	163	99	22	31	57	42	60	37	14	53	99	111	51	241	19	263
Weighted Base	260	-**	260	167*	91*	26**	30**	66*	44**	56*	23**	15**	57*	110*	93*	37**	225	31**	263
Effective Base	145	-	145	92	52	14	19	36	22	31	14	10	33	58	55	23	127	16	263
Lost mail	6	-	6	2	4	1	-	3	1	1	-	-	1	4	1	-	6	-	6
	2%	-	*2%*	*1%*	*4%*	*5%*	-	*4%*	*3%*	*1%*	-	-	*2%*	*4%*	*1%*	-	*3%*	-	*2%*
Damaged mail	2	-	2	2	-	-	*	2	-	-	-	-	*	2	-	-	2	-	3
	1%	-	*1%*	*1%*	-	-	*	*4%*	-	-	-	-	*	*2%*	-	-	*1%*	-	*1%*
Delayed mail	17	-	17	13	4	7	2	7	1	-	-	-	8	9	-	-	15	2	11
	6%	-	*6%*	*8%*	*4%*	*25%*	*5%*	*11%*	*3%*	-	-	-	**15%n**	**8%n**	-	-	*7%*	*5%*	*4%*
Mis-delivered mail	12	-	12	8	4	5	*	6	1	-	-	-	5	7	-	-	9	3	10
	5%	-	*5%*	*5%*	*4%*	*20%*	*	*8%*	*3%*	-	-	-	**9%n**	*6%*	-	-	*4%*	*10%*	*4%*
Mail that has been tampered with	11	-	11	10	*	6	2	3	-	-	-	-	8	3	-	-	8	2	9
	4%	-	*4%*	*6%*	*	*21%*	*8%*	*4%*	-	-	-	-	**14%mn**	*2%*	-	-	*4%*	*7%*	*3%*
Other problems	5	-	5	2	4	2	3	1	-	-	-	-	4	1	-	-	4	1	6
	2%	-	*2%*	*1%*	*4%*	*6%*	*9%*	*2%*	-	-	-	-	**8%n**	*1%*	-	-	*2%*	*5%*	*2%*
No - there have been no problems	228	-	228	146	81	15	25	52	43	55	23	15	40	96	92	37	198	27	235
	88%	-	*88%*	*87%*	*89%*	*58%*	*83%*	*80%*	*97%*	**99%q**	*100%*	*100%*	*71%*	*87%*	**99%lm**	*100%*	*88%*	*87%*	*89%*
NET Any problem experienced	31	-	31	21	10	11	5	13	1	1	-	-	16	15	1	-	27	4	28
	12%	-	*12%*	*13%*	*11%*	*42%*	*17%*	**20%l**	*3%*	*1%*	-	-	**29%n**	**13%n**	*1%*	-	*12%*	*13%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	263	86	72	54	51	158	105	154	104	27	34	57	76	50	167	27	224
Weighted Base	260	71*	87*	60*	41**	159*	101*	183*	70*	28**	25**	63*	76*	59**	163*	28**	223
Effective Base	145	41	45	32	28	86	59	93	51	18	17	35	40	30	91	18	122
Lost mail	6	1	-	3	2	1	5	5	-	2	-	-	1	3	1	2	4
	2%	1%	-	6%	5%	*	5%	3%	-	7%	-	-	2%	5%	1%	7%	2%
Damaged mail	2	2	1	-	*	2	*	2	*	-	-	*	-	2	*	-	2
	1%	2%	1%	-	*	1%	*	1%	*	-	-	*	-	4%	*	-	1%
Delayed mail	17	11	1	5	-	12	5	15	2	3	-	-	4	9	4	3	13
	6%	16%b	1%	8%	-	7%	5%	8%	3%	12%	-	-	6%	16%	3%	12%	6%
Mis-delivered mail	12	6	1	5	-	7	5	9	3	3	*	1	1	6	3	3	9
	5%	8%	2%	8%	-	5%	5%	5%	4%	12%	2%	2%	2%	9%	2%	12%	4%
Mail that has been tampered with	11	8	3	-	*	10	*	8	2	1	-	1	1	7	2	1	10
	4%	11%	3%	-	*	7%	*	5%	3%	3%	-	2%	1%	12%	1%	3%	4%
Other problems	5	4	2	-	*	5	*	4	2	*	*	2	3	1	4	*	5
	2%	5%	2%	-	*	3%	*	2%	2%	*	1%	2%	4%	2%	3%	*	2%
No - there have been no problems	228	50	84	55	39	134	94	157	65	22	24	61	68	44	153	22	198
	88%	70%	96%a	92%a	95%	85%	93%	86%	93%	78%	97%	98%	89%	74%	94%	78%	89%
NET Any problem experienced	31	21	3	5	2	24	7	26	5	6	1	2	8	15	10	6	25
	12%	30%bc	4%	8%	5%	15%	7%	14%	7%	22%	3%	2%	11%	26%	6%	22%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**263**	153	110	52	128	65	46	24	15	15	5	15	9	23	13	18	15	11	54
Weighted Base	**260**	211	48*	24**	219	26*	11**	4**	12**	30**	8**	19**	14**	44**	31**	40**	21**	5**	21**
Effective Base	**145**	114	32	16	109	34	20	19	14	14	5	13	8	22	12	17	14	6	28
Lost mail	**6**	2	3	3	5	-	1	*	2	1	-	2	-	-	-	-	-	-	-
	2%	*1%*	*7%a*	*14%*	*2%*	-	*6%*	*3%*	*15%*	*4%*	-	*11%*	-	-	-	-	-	-	-
Damaged mail	**2**	2	*	*	2	-	-	*	1	-	-	-	2	-	-	-	-	-	-
	1%	*1%*	*	*	*1%*	-	-	*2%*	*5%*	-	-	-	*13%*	-	-	-	-	-	-
Delayed mail	**17**	14	2	2	17	-	-	-	3	2	-	2	2	1	3	5	-	-	-
	6%	*7%*	*5%*	*9%*	*8%*	-	-	-	*23%*	*5%*	-	*11%*	*12%*	*3%*	*9%*	*12%*	-	-	-
Mis-delivered mail	**12**	10	2	2	12	*	*	-	2	-	-	2	3	-	1	2	1	-	*
	5%	*5%*	*4%*	*9%*	*5%*	*	*4%*	-	*15%*	-	-	*11%*	*25%*	-	*5%*	*4%*	*5%*	-	*
Mail that has been tampered with	**11**	10	*	-	10	1	-	*	2	3	-	-	-	-	1	3	-	-	1
	4%	*5%*	*	-	*4%*	*3%*	-	*3%*	*17%*	*10%*	-	-	-	-	*5%*	*8%*	-	-	*4%*
Other problems	**5**	5	*	*	4	1	-	*	-	-	-	-	-	3	1	-	-	-	1
	2%	*2%*	*	*	*2%*	*4%*	-	*6%*	-	-	-	-	-	*6%*	*5%*	-	-	-	*5%*
No - there have been no problems	**228**	184	44	20	191	24	10	3	8	26	8	17	10	40	26	35	20	5	19
	88%	*87%*	*92%*	*86%*	*87%*	*92%*	*90%*	*91%*	*65%*	*85%*	*100%*	*89%*	*75%*	*91%*	*86%*	*88%*	*95%*	*100%*	*91%*
NET Any problem experienced	**31**	27	4	3	28	2	1	*	4	4	-	2	3	4	4	5	1	-	2
	12%	*13%*	*8%*	*14%*	*13%*	*8%*	*10%*	*9%*	*35%*	*15%*	-	*11%*	*25%*	*9%*	*14%*	*12%*	*5%*	-	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	263	111	94	35	16	7	205	23	126	87	35	11	3	213	14
Weighted Base	260	103*	103*	34**	10**	10**	206	20**	126*	83*	41**	8**	1**	210	9**
Effective Base	145	59	56	19	9	5	114	12	71	47	21	5	1	118	7
Lost mail	6	4	1	-	1	-	5	1	3	2	-	-	-	6	-
	2%	4%	1%	-	13%	-	2%	6%	3%	3%	-	-	-	3%	-
Damaged mail	2	2	1	-	*	-	2	*	2	*	-	-	-	2	-
	1%	2%	1%	-	1%	-	1%	*	2%	*	-	-	-	1%	-
Delayed mail	17	9	5	-	-	3	14	3	11	1	5	-	-	12	-
	6%	9%	5%	-	-	29%	7%	15%	9%	1%	11%	-	-	6%	-
Mis-delivered mail	12	7	3	2	*	-	10	*	8	2	2	*	-	10	*
	5%	7%	3%	6%	1%	-	5%	*	6%	3%	4%	6%	-	5%	5%
Mail that has been tampered with	11	5	1	1	1	3	5	4	2	4	4	-	-	7	-
	4%	4%	1%	4%	9%	29%	3%	20%	2%	5%	10%	-	-	3%	-
Other problems	5	-	4	2	*	-	4	*	-	2	3	-	-	2	-
	2%	-	3%	5%	1%	-	2%	*	-	3%	7%	-	-	1%	-
No - there have been no problems	228	89	93	32	7	7	182	15	112	75	33	7	1	187	9
	88%	87%	90%	94%	76%	71%	88%	73%	89%	90%	80%	94%	100%	89%	95%
NET Any problem experienced	31	13	10	2	2	3	24	5	14	8	8	*	-	22	*
	12%	13%	10%	6%	24%	29%	12%	27%	11%	10%	20%	6%	-	11%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	263	26	233	4	96	155	12	261	2	-	-	263	-
Weighted Base	260	28**	229	3**	98*	154*	7**	258	1**	-**	-**	260	-**
Effective Base	145	16	128	2	51	89	6	144	1	-	-	145	-
Lost mail	6	2	4	-	6	-	-	5	1	-	-	6	-
	2%	7%	2%	-	6%e	-	-	2%	88%	-	-	2%	-
Damaged mail	2	1	2	-	2	*	-	2	-	-	-	2	-
	1%	2%	1%	-	2%	*	-	1%	-	-	-	1%	-
Delayed mail	17	6	11	-	10	7	-	15	1	-	-	17	-
	6%	21%	5%	-	10%	4%	-	6%	88%	-	-	6%	-
Mis-delivered mail	12	4	8	-	7	5	-	11	1	-	-	12	-
	5%	13%	4%	-	7%	3%	-	4%	88%	-	-	5%	-
Mail that has been tampered with	11	5	6	-	8	1	1	11	-	-	-	11	-
	4%	16%	3%	-	8%e	1%	12%	4%	-	-	-	4%	-
Other problems	5	-	5	-	*	5	-	5	*	-	-	5	-
	2%	-	2%	-	*	3%	-	2%	12%	-	-	2%	-
No - there have been no problems	228	20	206	3	81	141	7	228	-	-	-	228	-
	88%	71%	90%	100%	82%	92%	88%	88%	-	-	-	88%	-
NET Any problem experienced	31	8	23	-	18	13	1	30	1	-	-	31	-
	12%	29%	10%	-	18%	8%	12%	12%	100%	-	-	12%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**263**	62	70	65	66	15	28	19	22	34	14	23	27	15	25	20	21
Weighted Base	**260**	62*	66*	68*	64*	11**	27**	24**	24**	29**	13**	25**	27**	16**	28**	19**	16**
Effective Base	**145**	35	39	35	36	9	15	12	14	17	8	12	14	9	17	10	9
Lost mail	**6**	-	1	1	4	-	-	-	1	-	-	1	-	-	2	-	2
	2%	-	*2%*	*1%*	*6%*	-	-	-	*5%*	-	-	*3%*	-	-	*8%*	-	*11%*
Damaged mail	**2**	*	-	2	1	-	*	-	-	-	-	-	-	2	-	-	1
	1%	*	-	*3%*	*1%*	-	*	-	-	-	-	-	-	*11%*	-	-	*4%*
Delayed mail	**17**	-	4	*	12	-	-	-	-	4	-	-	*	-	4	4	3
	6%	-	*6%*	*1%*	**19%ac**	-	-	-	-	*15%*	-	-	*1%*	-	*15%*	*23%*	*21%*
Mis-delivered mail	**12**	*	3	2	7	*	-	-	*	3	-	-	-	2	4	-	2
	5%	*1%*	*5%*	*3%*	*10%*	*4%*	-	-	*	*11%*	-	-	-	*11%*	*15%*	-	*15%*
Mail that has been tampered with	**11**	-	2	-	8	-	-	-	-	1	1	-	-	-	3	3	3
	4%	-	*3%*	-	**13%ac**	-	-	-	-	*5%*	*6%*	-	-	-	*9%*	*16%*	*17%*
Other problems	**5**	*	1	1	3	-	*	-	-	1	-	1	-	-	3	*	-
	2%	*	*2%*	*1%*	*5%*	-	*	-	-	*5%*	-	*4%*	-	-	*9%*	*1%*	-
No - there have been no problems	**228**	62	58	64	44	11	27	24	23	24	12	23	26	14	19	15	11
	88%	**99%d**	*88%*	**95%d**	*70%*	*96%*	*100%*	*100%*	*94%*	*80%*	*94%*	*94%*	*99%*	*89%*	*66%*	*76%*	*69%*
NET Any problem experienced	**31**	1	8	4	19	*	*	-	1	6	1	2	*	2	10	5	5
	12%	*1%*	*12%*	*5%*	**30%ac**	*4%*	*	-	*6%*	*20%*	*6%*	*6%*	*1%*	*11%*	*34%*	*24%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1445	-	1445	745	699	153	161	281	221	335	196	98	314	502	629	294	1339	95	1445
Weighted Base	1351	-**	1351	696	653	155*	157*	287	212	287	149*	103*	312	499	539	252	1196	144*	1445
Effective Base	775	-	775	409	366	91	94	171	116	167	78	61	185	285	306	139	705	67	1445
Lost mail	31	-	31	19	11	12	2	7	5	4	1	-	14	12	5	1	24	6	27
	2%	-	2%	3%	2%	8%fijk	1%	3%	2%	1%	1%	-	4%no	2%	1%	*	2%	4%	2%
Damaged mail	34	-	34	25	10	6	1	17	5	1	1	3	8	22	5	4	22	12	31
	3%	-	3%	4%	1%	4%l	1%	6%l	2%	*	1%	3%	2%	4%n	1%	2%	2%	8%p	2%
Delayed mail	46	-	46	24	22	12	4	23	4	3	*	-	16	26	3	*	36	9	55
	3%	-	3%	3%	3%	8%hijk	3%	8%hijk	2%	1%	*	-	5%no	5%no	1%	*	3%	6%	4%
Mis-delivered mail	21	-	21	13	8	7	-	11	2	*	1	*	7	13	1	1	13	8	17
	2%	-	2%	2%	1%	4%fi	-	4%i	1%	*	1%	*	2%n	3%n	*	1%	1%	6%p	1%
Mail that has been tampered with	16	-	16	9	7	4	3	6	2	-	-	-	8	8	-	-	9	7	10
	1%	-	1%	1%	1%	3%l	2%	2%	1%	-	-	-	3%n	2%n	-	-	1%	5%p	1%
Other problems	17	-	17	9	8	2	1	*	1	6	5	1	3	2	12	6	16	1	22
	1%	-	1%	1%	1%	1%	1%	*	1%	2%	3%g	1%	1%	*	2%m	2%m	1%	*	2%
No - there have been no problems	1229	-	1229	628	599	121	146	245	196	277	144	99	268	442	519	243	1096	122	1322
	91%	-	91%	90%	92%	78%	93%e	85%	92%e	96%eg	97%eg	96%eg	86%	88%	96%lm	96%lm	92%	85%	91%
NET Any problem experienced	122	-	122	68	54	34	11	42	16	10	5	4	44	58	20	9	100	22	123
	9%	-	9%	10%	8%	22%fhijk	7%	15%ijk	8%	4%	3%	4%	14%no	12%no	4%	4%	8%	15%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1445	430	448	284	283	878	567	772	653	121	161	366	394	293	921	122	1238
Weighted Base	1351	318	458	310	264	776	574	845	494	118*	149*	372	358	270	879	118*	1168
Effective Base	775	183	255	166	176	438	337	435	349	76	92	200	210	148	501	76	659
Lost mail	31	10	5	10	6	15	16	23	8	6	1	2	9	12	13	6	24
	2%	3%	1%	3%	2%	2%	3%	3%	2%	5%kn	1%	1%	3%	4%kn	1%	5%	2%
Damaged mail	34	12	11	8	3	23	11	28	6	3	7	3	16	3	26	3	29
	3%	4%	2%	3%	1%	3%	2%	3%	1%	3%	5%k	1%	5%k	1%	3%	3%	3%
Delayed mail	46	10	11	16	9	21	25	37	9	5	2	15	13	10	30	5	39
	3%	3%	2%	5%	3%	3%	4%	4%	2%	4%	1%	4%	4%	4%	3%	4%	3%
Mis-delivered mail	21	8	5	6	3	13	8	14	6	*	2	5	8	5	14	*	21
	2%	3%	1%	2%	1%	2%	1%	2%	1%	*	1%	1%	2%	2%	2%	*	2%
Mail that has been tampered with	16	7	5	2	1	12	4	14	2	-	3	4	3	4	10	-	14
	1%	2%	1%	1%	1%	2%	1%	2%	*	-	2%	1%	1%	1%	1%	-	1%
Other problems	17	3	2	3	8	5	12	4	13	8	2	2	2	*	7	8	7
	1%	1%	1%	1%	3%b	1%	2%	*	3%g	7%klmn	2%	1%	1%	*	1%	7%p	1%
No - there have been no problems	1229	281	425	281	242	706	523	753	465	100	138	352	319	243	809	101	1069
	91%	88%	93%	91%	92%	91%	91%	89%	94%g	85%	93%	95%il	89%	90%	92%l	85%	92%
NET Any problem experienced	122	38	33	29	22	71	51	92	29	18	11	20	39	27	70	18	98
	9%	12%	7%	9%	8%	9%	9%	11%h	6%	15%kn	7%	5%	11%k	10%	8%	15%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1445**	899	546	243	646	361	263	175	62	66	60	61	74	77	73	79	94	50	311
Weighted Base	**1351**	1160	191	67*	1079	154	79	39	51*	123*	94*	82*	116*	131*	163*	177*	142*	21**	133
Effective Base	**775**	641	144	54	549	144	112	119	57	60	54	55	58	71	67	72	86	21	123
Lost mail	**31**	30	1	*	27	-	3	1	-	4	1	2	5	2	8	4	-	-	-
	2%	*3%*	*	*	*3%*	-	**3%e**	**2%e**	-	*3%*	*1%*	*3%*	*5%*	*2%*	**5%r**	*2%*	-	-	-
Damaged mail	**34**	33	1	*	30	1	3	*	2	4	-	5	3	1	12	-	3	-	1
	3%	*3%*	*	*1%*	*3%*	*1%*	*3%*	*1%*	**4%o**	*3%*	-	**6%o**	*3%*	*1%*	**7%or**	-	*2%*	-	*1%*
Delayed mail	**46**	39	7	4	37	3	3	2	1	7	1	2	1	4	5	9	7	*	3
	3%	*3%*	*4%*	*5%*	*3%*	*2%*	*4%*	*5%*	*3%*	*6%*	*1%*	*3%*	*1%*	*3%*	*3%*	*5%*	*5%*	*	*2%*
Mis-delivered mail	**21**	18	3	*	18	1	2	*	-	4	-	2	-	1	11	-	-	-	1
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*	-	*3%*	-	*3%*	-	*1%*	**7%opr**	-	-	-	*1%*
Mail that has been tampered with	**16**	12	3	-	15	*	-	*	-	6	-	-	5	-	4	-	-	-	*
	1%	*1%*	*2%*	-	*1%*	*	-	*	-	*5%*	-	-	*5%*	-	*3%*	-	-	-	*
Other problems	**17**	16	1	*	11	4	2	*	-	1	3	-	-	2	-	3	1	1	3
	1%	*1%*	*	*1%*	*1%*	*2%*	*2%*	*1%*	-	*1%*	*3%*	-	-	*2%*	-	*2%*	*1%*	*4%*	*2%*
No - there have been no problems	**1229**	1052	177	63	977	146	71	35	48	107	90	72	103	123	139	163	131	20	125
	91%	*91%*	*93%*	*93%*	*91%*	*95%*	*90%*	*91%*	*93%*	*87%*	*96%*	*89%*	*89%*	*95%*	*86%*	*92%*	*92%*	*96%*	*94%*
NET Any problem experienced	**122**	108	14	5	102	8	8	3	4	16	4	9	13	7	23	15	11	1	7
	9%	*9%*	*7%*	*7%*	*9%*	*5%*	*10%*	*9%*	*7%*	*13%*	*4%*	*11%*	*11%*	*5%*	*14%*	*8%*	*8%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1445**	534	581	161	128	36	1115	164	593	574	178	68	26	1167	94
Weighted Base	**1351**	475	579	155*	97*	39**	1054	136*	530	555	179	65*	17**	1085	82*
Effective Base	**775**	292	310	88	69	21	599	89	325	294	104	40	12	616	52
Lost mail	**31**	8	15	3	3	2	23	5	10	16	5	-	-	26	-
	2%	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	-	-	*2%*	-
Damaged mail	**34**	16	7	8	3	*	23	3	13	11	8	1	2	24	2
	3%	*3%*	*1%*	**5%b**	*3%*	*	*2%*	*2%*	*2%*	*2%*	*4%*	*1%*	*11%*	*2%*	*3%*
Delayed mail	**46**	16	21	9	*	*	36	1	17	20	5	1	4	36	5
	3%	*3%*	*4%*	*6%*	*	*	*3%*	*	*3%*	*4%*	*3%*	*2%*	*21%*	*3%*	*6%*
Mis-delivered mail	**21**	5	6	7	2	2	11	4	3	11	2	4	1	14	5
	2%	*1%*	*1%*	**4%abf**	*2%*	*5%*	*1%*	*3%*	*1%*	*2%*	*1%*	**6%hm**	*9%*	*1%*	**7%hjm**
Mail that has been tampered with	**16**	12	3	-	*	-	16	*	10	4	2	-	-	14	-
	1%	**3%b**	*1%*	-	*	-	*1%*	*	*2%*	*1%*	*1%*	-	-	*1%*	-
Other problems	**17**	8	5	4	1	-	12	1	7	8	2	*	*	14	1
	1%	*2%*	*1%*	*3%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*
No - there have been no problems	**1229**	432	534	130	91	35	967	126	488	506	162	59	11	993	70
	91%	*91%*	**92%c**	*84%*	*93%*	*91%*	**92%c**	*92%*	*92%*	*91%*	*90%*	*91%*	*62%*	*92%*	*85%*
NET Any problem experienced	**122**	43	44	24	7	4	87	10	43	49	17	6	7	92	12
	9%	*9%*	*8%*	**16%bf**	*7%*	*9%*	*8%*	*8%*	*8%*	*9%*	*10%*	*9%*	*38%*	*8%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1445	99	1327	19	428	944	73	1427	6	6	2	1439	4
Weighted Base	1351	85*	1249	16**	387	891	72*	1338	6**	2**	1**	1347	2**
Effective Base	775	57	710	9	239	497	41	766	5	4	1	773	2
Lost mail	31	5	26	-	16	13	2	29	2	-	-	31	-
	2%	*6%*	*2%*	-	**4%e**	*1%*	*3%*	*2%*	*27%*	-	-	*2%*	-
Damaged mail	34	2	32	-	19	15	*	32	2	-	*	34	-
	3%	*3%*	*3%*	-	**5%e**	*2%*	*1%*	*2%*	*35%*	-	*6%*	*3%*	-
Delayed mail	46	7	39	*	30	14	2	45	1	-	*	46	-
	3%	**8%b**	*3%*	*2%*	**8%e**	*2%*	*3%*	*3%*	*17%*	-	*6%*	*3%*	-
Mis-delivered mail	21	-	21	-	9	8	5	20	-	-	-	20	1
	2%	-	*2%*	-	*2%*	*1%*	**6%e**	*1%*	-	-	-	*1%*	*65%*
Mail that has been tampered with	16	2	14	-	9	6	-	14	2	-	-	16	-
	1%	*2%*	*1%*	-	*2%*	*1%*	-	*1%*	*25%*	-	-	*1%*	-
Other problems	17	1	16	-	12	5	-	17	-	-	-	17	-
	1%	*1%*	*1%*	-	**3%e**	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	1229	70	1144	16	324	839	65	1223	1	2	1	1227	1
	91%	*82%*	**92%a**	*98%*	*84%*	**94%d**	*90%*	*91%*	*21%*	*100%*	*94%*	*91%*	*35%*
NET Any problem experienced	122	16	106	*	63	52	7	115	5	-	*	120	1
	9%	**18%b**	*8%*	*2%*	**16%e**	*6%*	*10%*	*9%*	*79%*	-	*6%*	*9%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1445**	350	385	345	365	112	115	123	142	131	112	135	112	98	121	124	120
Weighted Base	**1351**	340	378	309	324	98*	125*	117*	144*	130*	103*	134*	88*	86*	100*	116*	108*
Effective Base	**775**	190	212	170	205	48	70	74	80	73	59	68	54	49	65	70	70
Lost mail	**31**	6	6	5	14	1	4	2	1	3	2	2	3	1	2	4	8
	2%	*2%*	*2%*	*2%*	*4%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*3%*	**7%h**
Damaged mail	**34**	4	6	10	15	-	*	3	1	2	3	3	6	1	3	3	9
	3%	*1%*	*2%*	*3%*	**5%a**	-	*	*3%*	*1%*	*1%*	*3%*	*2%*	**7%f**	*1%*	*3%*	*3%*	**8%efhi**
Delayed mail	**46**	13	7	13	13	5	6	3	2	4	1	4	8	1	4	6	4
	3%	*4%*	*2%*	*4%*	*4%*	*5%*	*5%*	*2%*	*2%*	*3%*	*1%*	*3%*	**9%hj**	*1%*	*4%*	*5%*	*3%*
Mis-delivered mail	**21**	4	3	4	11	-	-	4	1	-	1	1	2	-	3	2	7
	2%	*1%*	*1%*	*1%*	**3%b**	-	-	*3%*	*1%*	-	*1%*	*1%*	*3%*	-	*3%*	*1%*	**6%fi**
Mail that has been tampered with	**16**	*	6	7	2	-	-	*	3	3	-	-	5	2	*	-	2
	1%	*	*2%*	**2%a**	*1%*	-	-	*	*2%*	*3%*	-	-	**6%fgko**	*2%*	*	-	*1%*
Other problems	**17**	4	3	4	6	1	1	2	-	3	-	3	*	1	3	-	2
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*3%*	-	*2%*	*	*1%*	*3%*	-	*2%*
No - there have been no problems	**1229**	312	353	284	278	93	113	106	140	117	96	127	76	81	88	107	83
	91%	*92%*	**94%d**	*92%*	*86%*	**95%p**	**91%p**	**90%p**	**97%lnp**	**90%p**	**93%p**	**94%p**	*86%*	**95%p**	*88%*	**92%p**	*77%*
NET Any problem experienced	**122**	27	24	24	46	5	11	11	4	13	7	7	12	5	12	9	25
	9%	*8%*	*6%*	*8%*	**14%b**	*5%*	*9%*	*10%*	*3%*	*10%*	*7%*	*6%*	**14%h**	*5%*	**12%h**	*8%*	**23%efghijkmo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	506	-	506	299	207	34	54	97	79	119	73	50	88	176	242	123	470	35	506
Weighted Base	548	-**	548	328	220	42**	65*	115*	86*	123*	58*	58*	107*	202	239	116*	483	65**	506
Effective Base	296	-	296	181	115	22	38	64	44	64	31	34	59	108	129	65	270	28	506
Lost mail	19	-	19	17	3	8	3	8	1	-	-	-	11	8	-	-	16	4	13
	4%	-	*4%*	*5%*	*1%*	*20%*	*4%*	**7%i**	*1%*	-	-	-	**10%no**	**4%n**	-	-	*3%*	*6%*	*3%*
Damaged mail	17	-	17	9	8	6	7	3	1	-	-	-	13	4	-	-	15	2	12
	3%	-	*3%*	*3%*	*4%*	*15%*	**11%l**	*3%*	*1%*	-	-	-	**12%mno**	*2%*	-	-	*3%*	*4%*	*2%*
Delayed mail	31	-	31	18	13	7	16	7	-	1	-	-	23	7	1	-	26	5	26
	6%	-	*6%*	*6%*	*6%*	*17%*	**25%ghijk**	*6%*	-	*1%*	-	-	**22%mno**	*3%*	*1%*	-	*5%*	*8%*	*5%*
Mis-delivered mail	16	-	16	11	5	3	2	7	-	-	4	-	5	7	4	4	11	5	12
	3%	-	*3%*	*3%*	*2%*	*8%*	*3%*	**6%l**	-	-	**6%l**	-	*5%*	*4%*	*2%*	*3%*	*2%*	*8%*	*2%*
Mail that has been tampered with	15	-	15	12	3	7	3	5	-	-	-	-	10	5	-	-	10	6	9
	3%	-	*3%*	*4%*	*1%*	*17%*	*5%*	*4%*	-	-	-	-	**10%mno**	*2%*	-	-	*2%*	*9%*	*2%*
Other problems	8	-	8	6	2	5	-	4	-	-	-	-	5	4	-	-	4	4	7
	1%	-	*1%*	*2%*	*1%*	*11%*	-	*3%*	-	-	-	-	**4%n**	*2%*	-	-	*1%*	*6%*	*1%*
No - there have been no problems	489	-	489	291	198	25	48	97	84	122	54	58	73	182	235	113	443	46	459
	89%	-	*89%*	*89%*	*90%*	*60%*	*74%*	*84%*	**98%fg**	**99%fg**	**94%f**	**100%fg**	*68%*	**90%l**	**98%lm**	**97%l**	*92%*	*71%*	*91%*
NET Any problem experienced	59	-	59	37	22	17	17	18	2	1	4	-	34	20	5	4	40	19	47
	11%	-	*11%*	*11%*	*10%*	*40%*	**26%hijk**	**16%hik**	*2%*	*1%*	*6%*	-	**32%mno**	**10%n**	*2%*	*3%*	*8%*	*29%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	506	140	166	110	90	306	200	264	237	48	73	124	139	98	336	49	440
Weighted Base	548	144*	200	114*	89*	345	203	351	188	49**	76*	139*	150*	114*	365	49**	480
Effective Base	296	75	102	66	55	177	121	169	135	29	45	73	76	60	194	29	256
Lost mail	19	12	1	2	5	13	7	16	2	3	3	1	5	6	9	3	15
	4%	*8%b*	*1%*	*1%*	*5%*	*4%*	*3%*	*4%*	*1%*	*6%*	*4%*	*1%*	*3%*	*5%*	*2%*	*6%*	*3%*
Damaged mail	17	10	1	2	4	11	6	15	1	5	2	-	4	6	6	5	12
	3%	*7%b*	*1%*	*2%*	*5%*	*3%*	*3%*	*4%*	*1%*	*10%*	*3%*	-	*3%*	*5%k*	*2%*	*10%*	*3%*
Delayed mail	31	15	7	6	4	22	10	26	5	4	4	2	4	15	10	4	24
	6%	*10%*	*3%*	*5%*	*4%*	*6%*	*5%*	*7%*	*3%*	*7%*	*5%*	*2%*	*2%*	*13%klm*	*3%*	*7%*	*5%*
Mis-delivered mail	16	10	4	2	-	14	2	12	4	2	4	-	1	7	6	2	12
	3%	*7%*	*2%*	*2%*	-	*4%*	*1%*	*3%*	*2%*	*4%*	*5%k*	-	*1%*	*6%k*	*2%*	*4%*	*3%*
Mail that has been tampered with	15	5	4	3	3	9	6	14	-	3	2	1	4	3	7	3	11
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%h*	-	*6%*	*2%*	*1%*	*3%*	*3%*	*2%*	*6%*	*2%*
Other problems	8	4	-	2	3	4	5	7	*	3	-	1	-	2	1	3	3
	1%	*2%*	-	*2%*	*3%*	*1%*	*2%*	*2%*	*	*7%*	-	*1%*	-	*1%*	*	*7%*	*1%*
No - there have been no problems	489	118	185	105	82	302	187	303	180	42	66	135	137	94	339	42	433
	89%	*82%*	*92%a*	*92%*	*92%*	*88%*	*92%*	*86%*	*95%g*	*86%*	*87%*	*97%jm*	*92%*	*82%*	*93%m*	*86%*	*90%*
NET Any problem experienced	59	27	16	10	7	42	17	48	9	7	10	4	12	20	26	7	47
	11%	*18%b*	*8%*	*8%*	*8%*	*12%*	*8%*	*14%h*	*5%*	*14%*	*13%k*	*3%*	*8%*	*18%kn*	*7%*	*14%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**506**	328	178	77	278	106	96	26	22	32	27	29	28	40	31	35	34	9	97
Weighted Base	**548**	474	75*	29**	473	39*	30**	6**	19**	65**	42**	37**	44**	68*	69**	80*	49*	2**	37*
Effective Base	**296**	248	50	22	236	47	30	19	20	29	24	27	23	36	28	32	30	3	44
Lost mail	**19**	18	2	2	18	1	1	-	-	-	-	1	2	-	9	1	5	-	1
	4%	*4%*	*2%*	*6%*	*4%*	*2%*	*3%*	-	-	-	-	*3%*	*4%*	-	*13%*	*1%*	**11%m**	-	*2%*
Damaged mail	**17**	17	*	*	16	1	-	-	1	-	2	1	2	-	4	1	5	-	1
	3%	*4%*	*	*	*3%*	*2%*	-	-	*4%*	-	*5%*	*3%*	*4%*	-	*6%*	*1%*	**11%m**	-	*2%*
Delayed mail	**31**	29	2	2	29	2	*	*	2	4	4	4	3	3	7	1	1	*	2
	6%	*6%*	*3%*	*6%*	*6%*	*4%*	*1%*	*6%*	*8%*	*6%*	*9%*	*11%*	*7%*	*4%*	*11%*	*1%*	*2%*	*5%*	*4%*
Mis-delivered mail	**16**	14	2	2	15	-	1	-	-	2	1	-	2	-	5	4	1	-	-
	3%	*3%*	*2%*	*6%*	*3%*	-	*3%*	-	-	*4%*	*3%*	-	*4%*	-	*7%*	*4%*	*2%*	-	-
Mail that has been tampered with	**15**	11	4	2	15	-	-	-	1	2	-	2	4	-	5	-	1	-	-
	3%	*2%*	*6%*	*6%*	*3%*	-	-	-	*6%*	*4%*	-	*4%*	*10%*	-	*7%*	-	*2%*	-	-
Other problems	**8**	7	1	-	8	-	*	-	1	-	2	-	2	-	3	-	-	-	-
	1%	*1%*	*2%*	-	*2%*	-	*1%*	-	*6%*	-	*4%*	-	*4%*	-	*5%*	-	-	-	-
No - there have been no problems	**489**	420	70	27	420	36	28	6	16	62	35	31	38	65	54	76	43	2	34
	89%	*89%*	*93%*	*93%*	*89%*	*92%*	*94%*	*94%*	*82%*	*94%*	*83%*	*85%*	*86%*	*96%*	*78%*	*94%*	*89%*	*95%*	*92%*
NET Any problem experienced	**59**	54	5	2	54	3	2	*	4	4	7	5	6	3	15	5	5	*	3
	11%	*11%*	*7%*	*7%*	*11%*	*8%*	*6%*	*6%*	*18%*	*6%*	*17%*	*15%*	*14%*	*4%*	*22%*	*6%*	*11%*	*5%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	506	221	184	61	26	12	405	38	219	182	70	24	8	401	32
Weighted Base	548	241	199	66*	27**	12**	441	40**	251	186	77*	27**	4**	436	31**
Effective Base	296	132	104	33	18	9	236	27	131	101	42	17	4	232	20
Lost mail	19	13	3	-	2	-	16	2	10	6	2	-	-	15	-
	4%	*5%*	*2%*	-	*7%*	-	*4%*	*5%*	*4%*	*3%*	*3%*	-	-	*4%*	-
Damaged mail	17	15	-	-	1	-	15	1	8	5	3	-	-	13	-
	3%	**6%b**	-	-	*4%*	-	*3%*	*3%*	*3%*	*3%*	*4%*	-	-	*3%*	-
Delayed mail	31	23	4	3	1	-	27	1	16	4	9	2	*	21	2
	6%	**9%b**	*2%*	*5%*	*4%*	-	*6%*	*3%*	*7%*	*2%*	**11%l**	*7%*	*3%*	*5%*	*7%*
Mis-delivered mail	16	8	7	-	-	-	16	-	7	4	5	-	-	11	-
	3%	*3%*	*4%*	-	-	-	*4%*	-	*3%*	*2%*	*7%*	-	-	*2%*	-
Mail that has been tampered with	15	7	6	1	-	-	13	-	5	2	7	-	-	7	-
	3%	*3%*	*3%*	*2%*	-	-	*3%*	-	*2%*	*1%*	**9%him**	-	-	*2%*	-
Other problems	8	5	*	1	-	-	5	-	5	-	1	-	-	5	-
	1%	*2%*	*	*2%*	-	-	*1%*	-	*2%*	-	*2%*	-	-	*1%*	-
No - there have been no problems	489	209	181	61	26	12	390	38	226	172	61	25	4	398	29
	89%	*87%*	*91%*	*94%*	*93%*	*100%*	*88%*	*95%*	**90%j**	**93%j**	*78%*	*93%*	*97%*	**91%j**	*93%*
NET Any problem experienced	59	32	19	4	2	-	51	2	25	14	17	2	*	38	2
	11%	*13%*	*9%*	*6%*	*7%*	-	*12%*	*5%*	*10%*	*7%*	**22%him**	*7%*	*3%*	*9%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	506	55	447	4	172	309	25	500	3	2	-	505	1
Weighted Base	548	58*	489	1**	173*	353	23**	540	5**	1**	-**	547	2**
Effective Base	296	33	262	3	94	188	15	292	2	2	-	295	1
Lost mail	19	7	13	-	13	4	2	17	-	1	-	18	2
	4%	12%b	3%	-	8%e	1%	10%	3%	-	74%	-	3%	100%
Damaged mail	17	6	12	-	9	7	2	13	3	-	-	16	2
	3%	10%b	2%	-	5%	2%	7%	2%	54%	-	-	3%	100%
Delayed mail	31	13	18	-	14	15	2	27	5	-	-	31	-
	6%	22%b	4%	-	8%	4%	9%	5%	84%	-	-	6%	-
Mis-delivered mail	16	10	5	1	9	7	-	16	-	-	-	16	-
	3%	17%b	1%	48%	5%	2%	-	3%	-	-	-	3%	-
Mail that has been tampered with	15	7	9	-	6	8	2	14	-	-	-	14	2
	3%	12%b	2%	-	3%	2%	7%	3%	-	-	-	3%	100%
Other problems	8	5	3	-	4	3	2	7	-	-	-	7	2
	1%	9%b	1%	-	2%	1%	7%	1%	-	-	-	1%	100%
No - there have been no problems	489	39	450	1	147	324	18	488	1	*	-	489	-
	89%	67%	92%a	52%	85%	92%	81%	90%	16%	26%	-	90%	-
NET Any problem experienced	59	19	39	1	26	29	4	52	5	1	-	57	2
	11%	33%b	8%	48%	15%	8%	19%	10%	84%	74%	-	10%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**506**	116	134	127	129	51	32	33	55	47	32	50	43	34	47	48	34
Weighted Base	**548**	109*	153*	149*	137*	46**	29**	34**	69*	59**	25**	59**	51**	40**	46**	63**	27**
Effective Base	**296**	69	81	73	75	29	18	22	35	30	17	29	23	21	28	30	19
Lost mail	**19**	3	5	6	5	1	2	-	1	4	-	3	3	-	2	-	3
	4%	*3%*	*3%*	*4%*	*4%*	*2%*	*7%*	-	*2%*	*7%*	-	*5%*	*6%*	-	*5%*	-	*10%*
Damaged mail	**17**	3	4	6	4	2	1	-	-	3	1	3	3	-	1	2	1
	3%	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	-	-	*5%*	*3%*	*5%*	*6%*	-	*3%*	*3%*	*4%*
Delayed mail	**31**	5	8	7	11	2	2	2	3	4	1	-	3	4	2	4	5
	6%	*5%*	*5%*	*5%*	*8%*	*4%*	*7%*	*4%*	*4%*	*7%*	*4%*	-	*6%*	*11%*	*4%*	*6%*	*19%*
Mis-delivered mail	**16**	*	2	6	8	-	*	-	-	2	-	*	4	2	2	3	3
	3%	*	*1%*	*4%*	**6%a**	-	*	-	-	*3%*	-	*	*7%*	*6%*	*4%*	*5%*	*12%*
Mail that has been tampered with	**15**	2	5	5	4	2	-	-	2	3	-	-	3	2	-	1	3
	3%	*1%*	*3%*	*3%*	*3%*	*3%*	-	-	*2%*	*5%*	-	-	*5%*	*6%*	-	*2%*	*10%*
Other problems	**8**	*	5	-	3	-	*	-	-	3	2	-	-	-	2	1	-
	1%	*	*3%*	-	*2%*	-	*	-	-	*5%*	*8%*	-	-	-	*4%*	*2%*	-
No - there have been no problems	**489**	101	140	129	119	42	27	33	66	53	21	56	38	35	43	55	20
	89%	*93%*	*92%*	*87%*	*87%*	*91%*	*92%*	*96%*	*96%*	*89%*	*84%*	*95%*	*76%*	*89%*	*93%*	*87%*	*75%*
NET Any problem experienced	**59**	8	13	20	18	4	2	2	3	6	4	3	12	4	3	8	7
	11%	*7%*	*8%*	*13%*	*13%*	*9%*	*8%*	*4%*	*4%*	*11%*	*16%*	*5%*	*24%*	*11%*	*7%*	*13%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	233	-	233	146	87	16	29	66	41	52	23	6	45	107	81	29	207	23	233
Weighted Base	229	-**	229	146*	82*	17**	32**	71*	53**	41**	11**	5**	48**	124*	57*	16**	190	34**	233
Effective Base	132	-	132	84	49	8	21	42	24	27	11	4	28	66	40	14	117	15	233
Lost mail	9	-	9	7	2	2	1	6	-	-	*	-	3	6	*	*	8	1	8
	4%	-	*4%*	*5%*	*2%*	*11%*	*3%*	*9%*	-	-	*1%*	-	*6%*	*5%*	*	*	*4%*	*3%*	*3%*
Damaged mail	9	-	9	6	3	1	1	5	2	-	1	-	1	7	1	1	7	2	9
	4%	-	*4%*	*4%*	*4%*	*5%*	*2%*	*7%*	*4%*	-	*7%*	-	*3%*	*6%*	*1%*	*4%*	*3%*	*7%*	*4%*
Delayed mail	12	-	12	9	3	1	2	7	*	2	*	*	2	8	2	*	10	2	17
	5%	-	*5%*	*6%*	*4%*	*4%*	*6%*	*11%*	*	*5%*	*1%*	*1%*	*5%*	*6%*	*4%*	*1%*	*5%*	*5%*	*7%*
Mis-delivered mail	10	-	10	10	-	2	1	8	-	-	-	-	3	8	-	-	8	2	8
	5%	-	*5%*	*7%*	-	*10%*	*3%*	*11%*	-	-	-	-	*6%*	*6%*	-	-	*4%*	*6%*	*3%*
Mail that has been tampered with	6	-	6	6	-	-	-	6	-	-	-	-	-	6	-	-	6	*	5
	3%	-	*3%*	*4%*	-	-	-	*9%*	-	-	-	-	-	*5%*	-	-	*3%*	*1%*	*2%*
Other problems	5	-	5	5	-	-	-	3	-	1	-	-	-	3	1	-	5	*	5
	2%	-	*2%*	*3%*	-	-	-	*5%*	-	*3%*	-	-	-	*3%*	*2%*	-	*3%*	*	*2%*
No - there have been no problems	192	-	192	117	74	12	27	49	51	39	10	5	39	99	54	15	160	27	196
	84%	-	*84%*	*80%*	*90%*	*70%*	*86%*	*69%*	*96%*	*95%*	*92%*	*99%*	*81%*	*80%*	**95%m**	*94%*	*84%*	*79%*	*84%*
NET Any problem experienced	37	-	37	29	8	5	4	22	2	2	1	*	9	24	3	1	30	7	37
	16%	-	*16%*	*20%*	*10%*	*30%*	*14%*	*31%*	*4%*	*5%*	*8%*	*1%*	*19%*	**20%n**	*5%*	*6%*	*16%*	*21%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	233	55	75	52	51	130	103	146	86	21	21	48	68	63	137	21	202
Weighted Base	229	50**	69*	65*	45*	119*	110*	174*	54*	16**	19**	55*	68*	59*	141*	16**	201
Effective Base	132	29	39	34	31	69	64	90	49	10	14	30	38	33	81	10	115
Lost mail	9	3	2	3	1	5	4	9	*	-	-	3	2	5	5	-	9
	4%	*7%*	*2%*	*4%*	*3%*	*4%*	*4%*	*5%*	*	-	-	*6%*	*2%*	*8%*	*3%*	-	*5%*
Damaged mail	9	4	-	2	2	4	5	6	3	*	-	*	5	3	5	*	8
	4%	*9%*	-	*3%*	*5%*	*4%*	*4%*	*3%*	*6%*	*1%*	-	*	*7%*	*5%*	*3%*	*1%*	*4%*
Delayed mail	12	6	*	2	4	6	6	9	3	1	1	1	4	5	5	1	11
	5%	*13%*	*	*3%*	*8%*	*5%*	*5%*	*5%*	*5%*	*8%*	*3%*	*2%*	*6%*	*9%*	*4%*	*8%*	*5%*
Mis-delivered mail	10	6	-	4	*	6	4	9	2	-	2	*	1	6	3	-	8
	5%	*12%*	-	*6%*	*	*5%*	*4%*	*5%*	*3%*	-	*9%*	*	*2%*	*10%*	*2%*	-	*4%*
Mail that has been tampered with	6	3	-	3	*	3	3	6	*	-	2	3	-	2	5	-	6
	3%	*6%*	-	*4%*	*1%*	*3%*	*3%*	*3%*	*1%*	-	*8%*	*6%*	-	*3%*	*3%*	-	*3%*
Other problems	5	2	2	*	1	3	1	4	1	1	2	*	2	-	4	1	4
	2%	*3%*	*3%*	*	*3%*	*3%*	*1%*	*2%*	*2%*	*8%*	*8%*	*	*3%*	-	*3%*	*8%*	*2%*
No - there have been no problems	192	34	66	55	37	100	92	144	46	14	15	51	55	47	120	14	168
	84%	*69%*	*95%*	*84%*	*84%*	*84%*	*84%*	*83%*	*86%*	*91%*	*80%*	*92%*	*81%*	*80%*	*85%*	*91%*	*84%*
NET Any problem experienced	37	15	4	11	7	19	18	29	8	1	4	4	13	12	21	1	33
	16%	*31%*	*5%*	*16%*	*16%*	*16%*	*16%*	*17%*	*14%*	*9%*	*20%*	*8%*	*19%*	*20%*	*15%*	*9%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**233**	139	94	40	126	48	48	11	18	15	14	11	18	15	16	8	11	2	46
Weighted Base	**229**	187	42**	18**	197	20**	7**	4**	14**	27**	22**	15**	23**	28**	36**	17**	16**	***	20**
Effective Base	**132**	106	27	10	105	20	22	6	17	14	12	10	16	13	14	7	10	2	20
Lost mail	**9**	6	3	3	9	*	*	-	-	2	3	-	1	-	-	3	-	-	*
	4%	*3%*	*7%*	*16%*	*4%*	*2%*	*1%*	-	-	*6%*	*14%*	-	*6%*	-	-	*17%*	-	-	*2%*
Damaged mail	**9**	7	2	*	8	*	1	1	-	2	-	-	-	1	3	-	2	-	*
	4%	*4%*	*4%*	*1%*	*4%*	*	*8%*	*20%*	-	*6%*	-	-	-	*3%*	*9%*	-	*13%*	-	*
Delayed mail	**12**	11	1	*	10	2	*	*	1	5	1	-	1	-	-	-	2	-	2
	5%	*6%*	*1%*	*2%*	*5%*	*10%*	*4%*	*3%*	*10%*	*17%*	*6%*	-	*3%*	-	-	-	*11%*	-	*10%*
Mis-delivered mail	**10**	10	*	*	10	1	-	-	-	3	5	-	2	-	-	-	-	-	1
	5%	*6%*	*	*	*5%*	*3%*	-	-	-	*11%*	*23%*	-	*7%*	-	-	-	-	-	*3%*
Mail that has been tampered with	**6**	3	3	3	6	*	-	-	-	3	-	-	-	-	-	3	-	-	*
	3%	*2%*	*7%*	*16%*	*3%*	*2%*	-	-	-	*11%*	-	-	-	-	-	*17%*	-	-	*2%*
Other problems	**5**	5	*	*	5	*	*	-	-	2	3	-	-	-	-	-	-	-	*
	2%	*2%*	*	*	*2%*	*	*2%*	-	-	*6%*	*14%*	-	-	-	-	-	-	-	*
No - there have been no problems	**192**	155	36	14	165	18	6	3	13	20	12	15	19	27	33	14	12	*	18
	84%	*83%*	*88%*	*81%*	*83%*	*89%*	*85%*	*78%*	*90%*	*72%*	*58%*	*100%*	*84%*	*97%*	*91%*	*83%*	*76%*	*100%*	*88%*
NET Any problem experienced	**37**	32	5	3	33	2	1	1	1	8	9	-	4	1	3	3	4	-	2
	16%	*17%*	*12%*	*19%*	*17%*	*11%*	*15%*	*22%*	*10%*	*28%*	*42%*	-	*16%*	*3%*	*9%*	*17%*	*24%*	-	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**233**	77	93	35	20	7	170	27	90	95	31	12	4	185	16
Weighted Base	**229**	74*	86*	41**	21**	6**	161*	27**	93*	90*	30**	10**	4**	184	14**
Effective Base	**132**	42	53	21	14	3	95	17	51	55	18	8	2	105	9
Lost mail	**9**	5	*	3	1	*	5	1	1	4	1	-	3	5	3
	4%	*7%*	*	*7%*	*5%*	*6%*	*3%*	*5%*	*2%*	*4%*	*4%*	-	*71%*	*3%*	*21%*
Damaged mail	**9**	4	4	1	-	-	8	-	3	3	-	1	-	7	1
	4%	*5%*	*4%*	*4%*	-	-	*5%*	-	*4%*	*4%*	-	*15%*	-	*4%*	*11%*
Delayed mail	**12**	8	2	1	1	-	10	1	3	8	1	*	-	11	*
	5%	*10%*	*3%*	*3%*	*3%*	-	*6%*	*2%*	*3%*	*8%*	*4%*	*1%*	-	*6%*	*1%*
Mis-delivered mail	**10**	8	3	-	-	-	10	-	3	5	2	-	-	9	-
	5%	*10%*	*3%*	-	-	-	*6%*	-	*4%*	*6%*	*5%*	-	-	*5%*	-
Mail that has been tampered with	**6**	2	2	3	-	-	3	-	*	3	-	-	3	3	3
	3%	*3%*	*2%*	*7%*	-	-	*2%*	-	*	*3%*	-	-	*71%*	*2%*	*21%*
Other problems	**5**	*	3	1	-	-	4	-	*	3	1	-	-	4	-
	2%	*	*4%*	*3%*	-	-	*2%*	-	*	*4%*	*4%*	-	-	*2%*	-
No - there have been no problems	**192**	58	74	35	19	6	132	25	83	73	26	8	1	156	9
	84%	*77%*	*86%*	*86%*	*92%*	*94%*	*82%*	*92%*	*89%*	*80%*	*87%*	*84%*	*29%*	*85%*	*68%*
NET Any problem experienced	**37**	17	12	6	2	*	29	2	10	18	4	2	3	28	4
	16%	*23%*	*14%*	*14%*	*8%*	*6%*	*18%*	*8%*	*11%*	*20%*	*13%*	*16%*	*71%*	*15%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**233**	22	208	3	73	151	9	230	1	1	-	232	1
Weighted Base	**229**	24**	201	4**	67*	153*	8**	226	1**	1**	-**	227	1**
Effective Base	**132**	16	115	2	43	85	6	130	1	1	-	131	1
Lost mail	**9**	2	7	*	2	7	-	9	-	-	-	9	-
	4%	*8%*	*4%*	*2%*	*4%*	*5%*	-	*4%*	-	-	-	*4%*	-
Damaged mail	**9**	2	7	-	4	3	1	8	-	-	-	8	1
	4%	*9%*	*3%*	-	*6%*	*2%*	*17%*	*3%*	-	-	-	*3%*	*100%*
Delayed mail	**12**	4	8	-	9	3	-	11	1	-	-	12	-
	5%	*18%*	*4%*	-	**14%e**	*2%*	-	*5%*	*100%*	-	-	*5%*	-
Mis-delivered mail	**10**	7	3	-	6	3	2	10	-	-	-	10	-
	5%	*29%*	*2%*	-	*9%*	*2%*	*19%*	*5%*	-	-	-	*5%*	-
Mail that has been tampered with	**6**	2	5	-	3	3	-	6	-	-	-	6	-
	3%	*6%*	*2%*	-	*5%*	*2%*	-	*3%*	-	-	-	*3%*	-
Other problems	**5**	-	5	-	3	2	-	5	-	-	-	5	-
	2%	-	*2%*	-	*4%*	*1%*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**192**	14	175	4	50	137	5	191	-	1	-	192	-
	84%	*57%*	*87%*	*98%*	*74%*	**89%d**	*63%*	*85%*	-	*100%*	-	*84%*	-
NET Any problem experienced	**37**	11	26	*	17	16	3	35	1	-	-	35	1
	16%	*43%*	*13%*	*2%*	**26%e**	*11%*	*37%*	*15%*	*100%*	-	-	*16%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**233**	55	50	59	69	16	21	18	18	18	14	25	18	16	25	22	22
Weighted Base	**229**	56*	51**	52**	70*	10**	25**	21**	16**	22**	13**	16**	19**	17**	23**	23**	23**
Effective Base	**132**	34	30	30	39	7	14	13	10	12	8	11	9	10	17	12	12
Lost mail	**9**	1	*	5	3	-	1	-	-	-	*	*	3	2	1	-	2
	4%	*2%*	*	*10%*	*4%*	-	*4%*	-	-	-	*	*	*15%*	*14%*	*6%*	-	*7%*
Damaged mail	**9**	1	2	2	4	-	-	1	-	1	2	-	-	2	2	2	1
	4%	*2%*	*4%*	*4%*	*5%*	-	-	*4%*	-	*3%*	*12%*	-	-	*12%*	*7%*	*7%*	*2%*
Delayed mail	**12**	2	2	2	6	1	-	1	1	-	1	*	2	-	2	-	4
	5%	*3%*	*4%*	*4%*	*9%*	*7%*	-	*6%*	*6%*	-	*8%*	*1%*	*9%*	-	*10%*	-	*16%*
Mis-delivered mail	**10**	1	2	2	5	-	-	1	-	-	2	-	-	2	2	2	2
	5%	*2%*	*4%*	*4%*	*8%*	-	-	*5%*	-	-	*15%*	-	-	*11%*	*7%*	*7%*	*9%*
Mail that has been tampered with	**6**	-	*	3	3	-	-	-	-	-	*	-	3	-	2	-	2
	3%	-	*	*5%*	*5%*	-	-	-	-	-	*	-	*15%*	-	*8%*	-	*7%*
Other problems	**5**	1	2	-	2	-	-	1	-	*	2	-	-	-	-	-	2
	2%	*2%*	*4%*	-	*2%*	-	-	*6%*	-	*1%*	*15%*	-	-	-	-	-	*7%*
No - there have been no problems	**192**	51	43	43	55	9	24	17	15	22	6	16	14	13	18	20	17
	84%	*91%*	*84%*	*82%*	*79%*	*93%*	*96%*	*85%*	*94%*	*96%*	*50%*	*98%*	*76%*	*74%*	*77%*	*86%*	*75%*
NET Any problem experienced	**37**	5	8	9	14	1	1	3	1	1	6	*	5	4	5	3	6
	16%	*9%*	*16%*	*18%*	*21%*	*7%*	*4%*	*15%*	*6%*	*4%*	*50%*	*2%*	*24%*	*26%*	*23%*	*14%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2498**	-	2498	1145	1347	165	263	471	380	578	401	240	428	851	1219	641	2385	95	2498
Weighted Base	**2201**	-**	2201	997	1194	160*	247	439	349	445	308	252	407	788	1005	560	2028	157*	2498
Effective Base	**1274**	-	1274	594	675	93	143	269	190	282	159	142	237	458	579	301	1193	74	2498
Lost mail	**40**	-	40	19	21	8	8	11	10	3	1	-	16	20	4	1	34	6	44
	2%	-	*2%*	*2%*	*2%*	**5%ijk**	**3%jk**	*2%*	**3%k**	*1%*	*	-	**4%no**	**3%no**	*	*	*2%*	*4%*	*2%*
Damaged mail	**94**	-	94	43	51	8	17	17	22	12	11	5	25	40	29	17	83	10	99
	4%	-	*4%*	*4%*	*4%*	*5%*	**7%l**	*4%*	*6%*	*3%*	*4%*	*2%*	**6%n**	*5%*	*3%*	*3%*	*4%*	*6%*	*4%*
Delayed mail	**134**	-	134	70	64	17	18	33	24	23	15	5	35	57	42	20	113	18	158
	6%	-	*6%*	*7%*	*5%*	**11%k**	**7%k**	**8%k**	**7%k**	*5%*	*5%*	*2%*	**9%no**	**7%no**	*4%*	*3%*	*6%*	**12%p**	*6%*
Mis-delivered mail	**63**	-	63	26	37	7	6	19	10	11	5	4	13	30	20	9	52	11	66
	3%	-	*3%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	**7%p**	*3%*
Mail that has been tampered with	**37**	-	37	24	12	6	7	14	3	3	2	3	13	17	7	4	33	4	32
	2%	-	*2%*	**2%d**	*1%*	**4%ij**	*3%*	**3%l**	*1%*	*1%*	*	*1%*	**3%no**	**2%n**	*1%*	*1%*	*2%*	*3%*	*1%*
Other problems	**71**	-	71	33	38	2	10	16	9	14	9	13	11	25	36	22	66	6	69
	3%	-	*3%*	*3%*	*3%*	*1%*	*4%*	*4%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*
No - there have been no problems	**1873**	-	1873	854	1012	125	203	359	293	393	272	228	328	652	893	500	1740	121	2159
	85%	-	*85%*	*86%*	*85%*	*78%*	*82%*	*82%*	*84%*	**88%eg**	**88%e**	**90%efg**	*81%*	*83%*	**89%lm**	**89%lm**	**86%q**	*77%*	*86%*
NET Any problem experienced	**328**	-	328	143	183	35	44	80	56	52	36	24	79	136	112	60	288	36	339
	15%	-	*15%*	*14%*	*15%*	**22%ijk**	**18%k**	**18%ik**	*16%*	*12%*	*12%*	*10%*	**19%no**	**17%no**	*11%*	*11%*	*14%*	**23%p**	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2498	663	810	458	567	1473	1025	1198	1267	263	329	643	675	404	1647	267	2101
Weighted Base	2201	444	781	448	528	1225	976	1239	933	238	313	587	575	339	1476	241	1848
Effective Base	1274	258	435	253	332	692	583	652	618	150	180	337	333	188	850	151	1057
Lost mail	40	6	13	13	8	19	21	28	12	4	4	11	10	9	24	4	34
	2%	1%	2%	3%	1%	2%	2%	2%	1%	1%	1%	2%	2%	3%	2%	1%	2%
Damaged mail	94	22	24	16	32	46	47	65	27	16	12	26	18	11	55	16	69
	4%	5%	3%	4%	6%b	4%	5%	5%h	3%	7%	4%	4%	3%	3%	4%	7%	4%
Delayed mail	134	30	52	19	32	82	52	101	31	9	13	35	48	22	97	9	120
	6%	7%	7%	4%	6%	7%	5%	8%h	3%	4%	4%	6%	8%	6%	7%	4%	6%
Mis-delivered mail	63	16	15	15	16	32	31	48	15	11	7	19	14	6	40	11	47
	3%	4%	2%	3%	3%	3%	3%	4%h	2%	4%	2%	3%	2%	2%	3%	4%	3%
Mail that has been tampered with	37	11	2	13	12	13	24	25	13	8	2	9	8	9	19	8	28
	2%	2%b	*	3%b	2%b	1%	3%e	2%	1%	3%	1%	2%	1%	3%	1%	3%	2%
Other problems	71	21	21	15	14	42	29	43	28	7	6	20	17	19	43	7	62
	3%	5%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	6%	3%	3%	3%
No - there have been no problems	1873	359	686	381	447	1044	829	1012	836	200	282	495	489	283	1266	204	1579
	85%	81%	88%a	85%	85%	85%	85%	82%	90%g	84%	90%	84%	85%	84%	86%	84%	85%
NET Any problem experienced	328	85	95	67	80	181	147	227	97	38	32	92	86	56	210	38	270
	15%	19%b	12%	15%	15%	15%	15%	18%h	10%	16%	10%	16%	15%	16%	14%	16%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2498	1430	1068	451	1078	597	502	321	117	112	115	117	128	128	87	127	147	76	521
Weighted Base	2201	1818	383	130	1772	222	139	68	97	217	174	166	187	221	203*	289	218	23*	199
Effective Base	1274	1012	274	102	909	215	200	202	108	103	102	103	104	117	79	118	134	31	187
Lost mail	40	34	6	2	35	4	1	*	1	2	9	5	8	3	3	3	1	1	3
	2%	2%	1%	2%	2%	2%	1%	*	1%	1%	5%p	3%	4%	2%	1%	1%	1%	3%	2%
Damaged mail	94	81	13	3	81	5	4	3	1	5	7	14	16	7	15	11	5	1	5
	4%	4%	3%	2%	5%	2%	3%	4%	1%	2%	4%	9%hipr	9%hipr	3%	7%h	4%	2%	2%	2%
Delayed mail	134	117	17	4	105	15	9	5	5	4	18	15	9	6	18	21	9	1	14
	6%	6%	4%	3%	6%	7%	7%	7%	5%	2%	11%lm	9%lm	5%	3%	9%l	7%	4%	4%	7%
Mis-delivered mail	63	58	5	2	55	4	3	1	1	6	5	4	6	-	14	16	4	1	3
	3%	3%	1%	1%	3%	2%	2%	2%	1%	3%	3%	3%	3%	-	7%m	5%m	2%	4%m	1%
Mail that has been tampered with	37	31	7	3	35	1	*	*	-	7	4	3	7	-	6	7	1	*	1
	2%	2%	2%	3%	2%	1%	*	*	-	3%	2%	2%	4%m	-	3%	2%	1%	1%	1%
Other problems	71	50	22	8	61	3	7	*	3	6	14	6	2	7	8	13	3	-	3
	3%	3%	6%a	6%	3%	1%	5%eg	1%	3%	3%	8%lpr	3%	1%	3%	4%	5%	1%	-	1%
No - there have been no problems	1873	1541	332	112	1495	197	121	60	89	187	136	137	152	202	163	234	196	21	176
	85%	85%	87%	86%	84%	89%	87%	89%	91%jlnq	86%	78%	82%	81%	91%jklnq	80%	81%	90%jo	90%	89%
NET Any problem experienced	328	277	51	18	277	25	18	7	9	30	38	29	35	19	40	56	22	2	23
	15%	15%	13%	14%	16%	11%	13%	11%	9%	14%	22%hmpr	18%m	19%hm	9%	20%hm	19%hmp	10%	10%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2498	994	990	276	173	56	1984	229	1050	984	310	107	36	2034	143
Weighted Base	2201	867	857	276	133*	56*	1724	189	893	863	303	100*	28**	1756	128*
Effective Base	1274	493	501	153	91	33	994	123	512	494	179	62	19	1006	80
Lost mail	40	8	20	2	9	1	28	10	16	13	8	2	1	29	3
	2%	1%	2%	1%	7%abcf	1%	2%	5%acf	2%	1%	3%	2%	4%	2%	3%
Damaged mail	94	29	43	12	7	3	72	9	43	40	8	*	3	83	3
	4%	3%	5%	5%	5%	5%	4%	5%	5%	5%	3%	*	10%	5%	2%
Delayed mail	134	45	62	18	8	1	107	9	52	61	19	1	-	113	1
	6%	5%	7%	6%	6%	1%	6%	5%	6%	7%n	6%	1%	-	6%n	1%
Mis-delivered mail	63	23	26	6	5	3	48	8	20	33	6	1	2	54	3
	3%	3%	3%	2%	4%	5%	3%	4%	2%	4%	2%	1%	8%	3%	2%
Mail that has been tampered with	37	8	17	11	2	-	24	2	11	15	7	1	3	26	4
	2%	1%	2%	4%af	1%	-	1%	1%	1%	2%	2%	1%	10%	1%	3%
Other problems	71	30	24	11	6	-	55	6	28	26	13	5	*	54	5
	3%	3%	3%	4%	4%	-	3%	3%	3%	3%	4%	5%	1%	3%	4%
No - there have been no problems	1873	753	721	231	108	49	1474	157	769	724	257	89	19	1494	108
	85%	87%	84%	84%	81%	88%	85%	83%	86%	84%	85%	89%	67%	85%	84%
NET Any problem experienced	328	114	136	45	25	7	250	32	123	139	45	11	9	262	20
	15%	13%	16%	16%	19%	12%	15%	17%	14%	16%	15%	11%	33%	15%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2498	186	2274	38	778	1615	105	2475	8	8	4	2491	3
Weighted Base	2201	152*	2026	23**	632	1474	95*	2187	2**	4**	5**	2194	2**
Effective Base	1274	95	1165	15	393	834	50	1264	3	6	3	1270	2
Lost mail	40	3	36	-	11	26	2	39	1	-	-	40	-
	2%	2%	2%	-	2%	2%	2%	2%	33%	-	-	2%	-
Damaged mail	94	10	84	-	41	51	2	92	-	*	1	92	-
	4%	6%	4%	-	6%e	3%	2%	4%	-	2%	23%	4%	-
Delayed mail	134	15	118	1	49	80	5	133	-	-	-	133	1
	6%	10%	6%	4%	8%	5%	5%	6%	-	-	-	6%	24%
Mis-delivered mail	63	7	56	-	18	41	4	62	1	-	-	63	-
	3%	5%	3%	-	3%	3%	4%	3%	46%	-	-	3%	-
Mail that has been tampered with	37	8	28	1	22	13	2	34	-	1	1	35	1
	2%	5%b	1%	5%	3%e	1%	2%	2%	-	23%	23%	2%	68%
Other problems	71	10	61	1	17	54	1	71	-	-	-	71	-
	3%	6%	3%	3%	3%	4%	1%	3%	-	-	-	3%	-
No - there have been no problems	1873	115	1737	21	519	1274	81	1865	*	3	4	1869	*
	85%	76%	86%a	91%	82%	86%d	85%	85%	21%	75%	77%	85%	8%
NET Any problem experienced	328	37	289	2	113	200	14	322	2	1	1	324	2
	15%	24%b	14%	9%	18%e	14%	15%	15%	79%	25%	23%	15%	92%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**2498**	646	642	623	587	229	202	215	240	206	196	212	200	211	191	205	191
Weighted Base	**2201**	581	582	523	514	192	194	195	227	183	172*	195	154*	174	156*	198	160
Effective Base	**1274**	332	334	300	309	107	114	111	126	109	99	105	94	102	96	112	102
Lost mail	**40**	11	12	7	9	4	4	3	8	2	2	2	*	5	*	4	5
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*	*3%*	*	*2%*	*3%*
Damaged mail	**94**	28	22	20	24	11	5	12	12	6	4	6	5	9	5	10	9
	4%	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*6%*	*5%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*	*5%*	*6%*
Delayed mail	**134**	33	34	29	38	10	9	14	17	7	11	9	7	13	15	11	13
	6%	*6%*	*6%*	*5%*	*7%*	*5%*	*5%*	*7%*	*7%*	*4%*	*6%*	*5%*	*4%*	*8%*	*9%*	*5%*	*8%*
Mis-delivered mail	**63**	17	17	14	16	12	4	1	11	-	5	4	3	7	6	4	6
	3%	*3%*	*3%*	*3%*	*3%*	**6%gj**	*2%*	*1%*	**5%gl**	-	*3%*	*2%*	*2%*	**4%l**	**4%l**	*2%*	**4%l**
Mail that has been tampered with	**37**	6	14	9	9	*	-	6	4	6	5	1	3	5	*	3	6
	2%	*1%*	*2%*	*2%*	*2%*	*	-	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*	*1%*	**4%f**
Other problems	**71**	9	15	27	21	2	3	3	1	6	8	7	1	19	7	8	6
	3%	*2%*	*3%*	**5%a**	*4%*	*1%*	*2%*	*2%*	*1%*	*3%*	**5%h**	*3%*	*1%*	**11%efghiklo**	*4%*	*4%*	*4%*
No - there have been no problems	**1873**	502	498	448	426	158	175	169	193	166	139	175	137	135	133	168	125
	85%	*86%*	*85%*	*86%*	*83%*	*82%*	**90%jmp**	*86%*	*85%*	**91%jmp**	*81%*	**90%mp**	**89%mp**	*78%*	*85%*	*85%*	*78%*
NET Any problem experienced	**328**	79	85	75	88	34	19	27	34	17	33	20	17	38	23	31	35
	15%	*14%*	*15%*	*14%*	*17%*	*18%*	*10%*	*14%*	*15%*	*9%*	**19%fi**	*10%*	*11%*	**22%fikl**	*15%*	*15%*	**22%fikl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1901**	-	1901	905	989	140	182	375	302	420	300	182	322	677	902	482	1804	85	1901
Weighted Base	**1970**	-**	1970	910	1051	156*	180	406	328	393	292	215	335	734	901	507	1814	144*	1901
Effective Base	**1077**	-	1077	518	555	94	109	235	164	228	140	116	202	396	481	255	1006	66	1901
Lost mail	**45**	-	45	16	29	6	4	15	8	8	2	2	10	23	12	3	40	4	50
	2%	-	*2%*	*2%*	*3%*	**4%j**	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*	**3%o**	**3%o**	*1%*	*1%*	*2%*	*3%*	*3%*
Damaged mail	**79**	-	79	34	45	8	6	23	9	21	8	5	14	32	33	13	76	3	75
	4%	-	*4%*	*4%*	*4%*	*5%*	*3%*	*6%*	*3%*	*5%*	*3%*	*2%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*
Delayed mail	**92**	-	92	53	39	26	12	31	4	8	10	1	39	34	19	11	80	8	98
	5%	-	*5%*	*6%*	*4%*	**17%fghijk**	**7%hik**	**8%hik**	*1%*	*2%*	*3%*	*	**12%mno**	**5%n**	*2%*	*2%*	*4%*	*5%*	*5%*
Mis-delivered mail	**45**	-	45	16	28	5	2	12	7	7	12	*	7	19	19	12	41	2	49
	2%	-	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*4%*	*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*
Mail that has been tampered with	**23**	-	23	17	6	7	3	11	-	2	-	-	10	11	2	-	18	4	23
	1%	-	*1%*	**2%d**	*1%*	**4%hijk**	*2%*	**3%hj**	-	*1%*	-	-	**3%no**	**2%no**	*	-	*1%*	*3%*	*1%*
Other problems	**38**	-	38	19	19	6	2	9	4	7	4	4	8	14	16	9	36	2	36
	2%	-	*2%*	*2%*	*2%*	*4%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
No - there have been no problems	**1736**	-	1736	808	919	118	154	343	305	351	257	208	272	648	815	465	1600	129	1665
	88%	-	*88%*	*89%*	*87%*	*76%*	*86%*	*85%*	**93%eg**	**89%e**	**88%e**	**97%efgij**	*81%*	**88%l**	**91%l**	**92%l**	*88%*	*89%*	*88%*
NET Any problem experienced	**234**	-	234	103	132	37	26	63	24	43	35	7	63	86	85	43	214	16	236
	12%	-	*12%*	*11%*	*13%*	**24%hijk**	**14%k**	**15%hk**	*7%*	**11%k**	**12%k**	*3%*	**19%mno**	*12%*	*9%*	*8%*	*12%*	*11%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1901	472	615	358	456	1087	814	920	958	193	247	511	494	313	1252	195	1599
Weighted Base	1970	378	709	403	479	1088	883	1122	823	199	283	548	489	317	1320	202	1665
Effective Base	1077	195	376	223	287	571	509	548	534	114	163	295	274	158	732	115	903
Lost mail	45	10	12	9	13	22	23	25	20	8	5	11	9	6	25	8	31
	2%	3%	2%	2%	3%	2%	3%	2%	2%	4%	2%	2%	2%	2%	2%	4%	2%
Damaged mail	79	24	25	13	16	50	29	47	32	6	7	23	14	17	44	6	63
	4%	6%	4%	3%	3%	5%	3%	4%	4%	3%	2%	4%	3%	5%	3%	3%	4%
Delayed mail	92	24	27	20	21	51	41	59	32	7	14	19	24	22	58	7	81
	5%	6%	4%	5%	4%	5%	5%	5%	4%	3%	5%	4%	5%	7%	4%	3%	5%
Mis-delivered mail	45	13	12	12	8	25	20	33	11	8	2	15	7	10	24	8	34
	2%	3%	2%	3%	2%	2%	2%	3%	1%	4%	1%	3%	1%	3%	2%	4%	2%
Mail that has been tampered with	23	11	4	5	4	14	9	17	7	1	2	4	6	8	11	1	19
	1%	3%b	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Other problems	38	16	10	5	7	26	12	26	11	4	5	7	8	11	20	4	31
	2%	4%b	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	3%	2%	2%	2%
No - there have been no problems	1736	313	642	354	426	955	780	974	739	168	254	483	450	267	1187	170	1478
	88%	83%	91%a	88%	89%	88%	88%	87%	90%	84%	90%	88%	92%lm	84%	90%m	84%	89%
NET Any problem experienced	234	65	67	49	53	132	102	149	84	32	29	65	39	50	133	32	187
	12%	17%b	9%	12%	11%	12%	12%	13%	10%	16%l	10%	12%	8%	16%ln	10%	16%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1901**	1259	642	238	979	390	294	238	91	94	102	104	125	121	92	119	131	45	345
Weighted Base	**1970**	1688	282	85*	1655	167	93	55	76*	185*	155*	148*	189*	212	210*	279	201	19**	148
Effective Base	**1077**	902	180	61	817	178	115	148	84	86	91	90	99	107	84	108	116	26	154
Lost mail	**45**	38	6	2	40	3	1	1	3	3	1	7	7	1	6	9	2	1	2
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	**4%m**	*2%*	*1%*	**5%m**	*3%*	*	*3%*	*3%*	*1%*	*3%*	*1%*
Damaged mail	**79**	64	15	9	68	7	3	1	3	6	8	9	6	10	1	16	7	1	6
	4%	*4%*	*5%*	**10%a**	*4%*	*4%*	*4%*	*1%*	*4%*	*3%*	**5%n**	**6%n**	*3%*	*5%*	*1%*	*6%*	*4%*	*4%*	*4%*
Delayed mail	**92**	76	16	8	79	8	3	2	5	6	11	9	3	4	13	17	10	*	7
	5%	*5%*	*6%*	*10%*	*5%*	*4%*	*4%*	*4%*	*6%*	*3%*	*7%*	*6%*	*2%*	*2%*	*6%*	*6%*	*5%*	*1%*	*5%*
Mis-delivered mail	**45**	41	3	3	37	5	1	2	2	-	2	3	10	1	-	7	11	*	5
	2%	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	-	*1%*	*2%*	**5%lmn**	*1%*	-	*3%*	**5%lmn**	*2%*	**3%ln**
Mail that has been tampered with	**23**	20	3	*	22	1	*	-	1	5	-	-	2	3	6	6	-	-	1
	1%	*1%*	*1%*	*	*1%*	*	*	-	*1%*	*3%*	-	-	*1%*	*1%*	*3%*	*2%*	-	-	*
Other problems	**38**	32	6	6	36	1	1	1	2	2	8	1	2	5	1	6	8	-	1
	2%	*2%*	*2%*	**7%a**	*2%*	*	*1%*	*1%*	*3%*	*1%*	**5%nr**	*1%*	*1%*	*3%*	*	*2%*	*4%*	-	*
No - there have been no problems	**1736**	1490	246	68	1453	149	84	50	65	166	129	122	166	199	189	245	172	18	131
	88%	**88%c**	*87%*	*79%*	*88%*	*89%*	*91%*	*90%*	*86%*	*90%*	*83%*	*83%*	*88%*	**94%jkp**	*90%*	*88%*	*85%*	*92%*	*89%*
NET Any problem experienced	**234**	198	36	17	202	18	9	6	11	19	26	26	23	14	21	33	30	2	16
	12%	*12%*	*13%*	**21%a**	*12%*	*11%*	*9%*	*10%*	*14%*	*10%*	**17%m**	**17%m**	*12%*	*6%*	*10%*	*12%*	**15%m**	*8%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1901**	771	731	240	107	45	1502	152	822	706	248	89	29	1528	118
Weighted Base	**1970**	797	767	262	90*	48**	1563	138*	832	736	280	89*	26**	1568	115*
Effective Base	**1077**	435	415	141	57	29	849	85	463	389	152	54	17	851	71
Lost mail	**45**	21	14	8	2	1	35	3	23	17	2	2	-	41	2
	2%	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	-	*3%*	*2%*
Damaged mail	**79**	32	33	11	4	-	65	4	44	23	6	6	-	66	6
	4%	*4%*	*4%*	*4%*	*4%*	-	*4%*	*3%*	*5%*	*3%*	*2%*	*7%*	-	*4%*	*5%*
Delayed mail	**92**	30	46	12	3	*	77	3	38	37	9	4	3	76	7
	5%	*4%*	*6%*	*4%*	*4%*	*	*5%*	*2%*	*5%*	*5%*	*3%*	*5%*	*11%*	*5%*	*6%*
Mis-delivered mail	**45**	18	23	2	2	-	40	2	22	17	4	1	-	39	1
	2%	*2%*	*3%*	*1%*	*2%*	-	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	-	*2%*	*1%*
Mail that has been tampered with	**23**	6	16	2	-	-	21	-	14	9	*	-	-	23	-
	1%	*1%*	*2%*	*1%*	-	-	*1%*	-	*2%*	*1%*	*	-	-	*1%*	-
Other problems	**38**	24	7	6	*	-	31	*	22	12	3	*	-	34	*
	2%	***3%b***	*1%*	*2%*	*	-	*2%*	*	*3%*	*2%*	*1%*	*	-	*2%*	*
No - there have been no problems	**1736**	710	661	234	79	48	1370	127	717	655	259	75	23	1372	98
	88%	*89%*	*86%*	*89%*	*88%*	*98%*	*88%*	*92%*	*86%*	*89%*	***92%h***	*84%*	*89%*	*87%*	*85%*
NET Any problem experienced	**234**	87	106	29	11	1	193	12	115	81	21	14	3	196	17
	12%	*11%*	*14%*	*11%*	*12%*	*2%*	*12%*	*8%*	***14%j***	*11%*	*8%*	*16%*	*11%*	*13%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1901**	138	1734	29	637	1178	86	1889	4	5	2	1898	1
Weighted Base	**1970**	129*	1816	25**	632	1255	83*	1960	5**	3**	1**	1968	1**
Effective Base	**1077**	79	984	16	362	669	48	1071	3	2	1	1076	1
Lost mail	**45**	8	37	*	24	20	*	43	2	-	-	45	-
	2%	***6%b***	*2%*	*2%*	***4%e***	*2%*	*	*2%*	*32%*	-	-	*2%*	-
Damaged mail	**79**	7	72	-	30	47	3	79	-	-	-	79	-
	4%	*6%*	*4%*	-	*5%*	*4%*	*3%*	*4%*	-	-	-	*4%*	-
Delayed mail	**92**	13	78	*	45	43	4	90	2	-	-	92	-
	5%	***10%b***	*4%*	*1%*	***7%e***	*3%*	*4%*	*5%*	*32%*	-	-	*5%*	-
Mis-delivered mail	**45**	8	37	-	15	28	1	43	1	*	-	44	1
	2%	***6%b***	*2%*	-	*2%*	*2%*	*2%*	*2%*	*18%*	*2%*	-	*2%*	*100%*
Mail that has been tampered with	**23**	4	20	-	14	8	2	23	-	-	-	23	-
	1%	*3%*	*1%*	-	***2%e***	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Other problems	**38**	4	34	-	12	26	-	38	-	-	-	38	-
	2%	*3%*	*2%*	-	*2%*	*2%*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**1736**	102	1609	25	535	1127	74	1729	2	3	1	1734	-
	88%	*79%*	***89%a***	*97%*	*85%*	***90%d***	*89%*	*88%*	*50%*	*98%*	*100%*	*88%*	-
NET Any problem experienced	**234**	27	207	1	97	128	9	231	2	*	-	234	1
	12%	***21%b***	*11%*	*3%*	***15%e***	*10%*	*11%*	*12%*	*50%*	*2%*	-	*12%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**1901**	455	467	488	491	160	140	155	166	155	146	169	159	160	151	182	158
Weighted Base	**1970**	515	477	498	480	187*	165*	164*	180*	141*	156*	167*	154*	176*	151*	190	140*
Effective Base	**1077**	274	264	260	281	87	95	95	96	82	86	88	83	90	85	107	90
Lost mail	**45**	12	14	9	10	2	5	5	8	5	1	3	2	4	6	*	3
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*3%*	***4%o***	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*	*2%*
Damaged mail	**79**	15	29	20	16	2	6	7	15	9	6	3	3	14	6	7	3
	4%	*3%*	*6%*	*4%*	*3%*	*1%*	*3%*	*4%*	***8%ek***	*6%*	*4%*	*2%*	*2%*	***8%e***	*4%*	*4%*	*2%*
Delayed mail	**92**	33	19	18	22	12	5	16	13	3	3	10	4	4	10	7	5
	5%	*6%*	*4%*	*4%*	*5%*	*6%*	*3%*	***10%fijm***	*7%*	*2%*	*2%*	*6%*	*3%*	*2%*	*7%*	*4%*	*3%*
Mis-delivered mail	**45**	20	9	6	9	8	5	7	5	1	4	1	3	2	5	3	1
	2%	***4%c***	*2%*	*1%*	*2%*	*4%*	*3%*	*4%*	*3%*	*	*2%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*
Mail that has been tampered with	**23**	6	7	3	8	2	*	4	7	*	*	2	-	1	2	*	5
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*	*3%*	*4%*	*	*	*1%*	-	*1%*	*2%*	*	*4%*
Other problems	**38**	6	4	11	17	2	2	2	3	1	*	4	*	7	6	5	5
	2%	*1%*	*1%*	*2%*	***3%b***	*1%*	*1%*	*1%*	*2%*	*1%*	*	*3%*	*	*4%*	*4%*	*3%*	*4%*
No - there have been no problems	**1736**	447	424	448	416	160	151	137	156	126	143	153	142	154	124	167	124
	88%	*87%*	*89%*	*90%*	*87%*	*86%*	*92%*	*84%*	*87%*	*89%*	*91%*	*91%*	*92%*	*87%*	*83%*	*88%*	*89%*
NET Any problem experienced	**234**	68	52	50	65	27	14	27	23	16	13	15	13	22	26	23	16
	12%	*13%*	*11%*	*10%*	*13%*	*14%*	*8%*	*16%*	*13%*	*11%*	*9%*	*9%*	*8%*	*13%*	*17%*	*12%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**22**	-	22	10	12	-	-	1	3	3	8	7	-	4	18	15	22	-	22
Weighted Base	**19***	-**	19**	5**	14**	-**	-**	***	3**	2**	5**	9**	-**	3**	16**	14**	19**	-**	22*
Effective Base	**11**	-	11	4	7	-	-	1	1	2	4	5	-	1	10	8	11	-	22
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	1	1	-	-	*	-	-	1	*	-	*	1	1	1	-	4
	6%	-	*6%*	*10%*	*5%*	-	-	*100%*	-	-	*21%*	*1%*	-	*3%*	*7%*	*8%*	*6%*	-	*18%*
Delayed mail	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1
	1%	-	*1%*	*4%*	-	-	-	-	-	-	*4%*	-	-	-	*1%*	*2%*	*1%*	-	*5%*
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	16%	-	*16%*	-	*22%*	-	-	-	*95%*	-	-	-	-	*91%*	-	-	*16%*	-	*5%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*1%*	-	-	-	-	*2%*	-	-	-	-	*2%*	-	-	*	-	*5%*
No - there have been no problems	**15**	-	15	4	10	-	-	-	*	2	4	9	-	*	15	12	15	-	15
	77%	-	*77%*	*85%*	*73%*	-	-	-	*3%*	*100%*	*75%*	*99%*	-	*3%*	*92%*	*90%*	*77%*	-	*68%*
NET Any problem experienced	**5**	-	5	1	4	-	-	*	3	-	1	*	-	3	1	1	5	-	7
	23%	-	*23%*	*15%*	*27%*	-	-	*100%*	*97%*	-	*25%*	*1%*	-	*97%*	*8%*	*10%*	*23%*	-	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**22**	6	8	3	5	14	8	5	17	3	4	6	6	3	16	3	19
Weighted Base	**19***	3**	11**	2**	3**	14**	5**	5**	14**	2**	6**	4**	5**	2**	15**	2**	17**
Effective Base	**11**	2	5	1	3	7	5	2	9	2	2	3	4	1	8	2	9
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	*	*	-	1	*	*	1	-	*	-	1	*	1	-	1
	6%	*25%*	*3%*	*6%*	-	*8%*	*2%*	*6%*	*6%*	-	*2%*	-	*14%*	*14%*	*6%*	-	*7%*
Delayed mail	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
	1%	*7%*	-	-	-	*1%*	-	-	*1%*	-	-	*6%*	-	-	*1%*	-	*1%*
Mis-delivered mail	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	16%	-	*28%*	-	-	*22%*	-	*60%*	-	-	*52%*	-	-	-	*21%*	-	*18%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*2%*	-	-	-	*1%*	-	*1%*	-	-	-	-	-	*3%*	-	-	*
No - there have been no problems	**15**	2	8	2	3	10	5	2	13	2	3	3	5	2	11	2	13
	77%	*66%*	*69%*	*94%*	*100%*	*69%*	*98%*	*32%*	*92%*	*100%*	*46%*	*94%*	*86%*	*83%*	*72%*	*100%*	*74%*
NET Any problem experienced	**5**	1	3	*	-	4	*	3	1	-	3	*	1	*	4	-	5
	23%	*34%*	*31%*	*6%*	-	*31%*	*2%*	*68%*	*8%*	-	*54%*	*6%*	*14%*	*17%*	*28%*	-	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**22**	9	13	4	9	3	6	4	-	1	1	-	-	1	1	1	4	2	1
Weighted Base	**19***	11**	9**	***	17**	***	1**	1**	-**	2**	2**	-**	-**	1**	3**	2**	7**	***	***
Effective Base	**11**	5	6	4	8	3	3	3	-	1	1	-	-	1	1	1	4	2	1
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	*	*	-	*	-	1	-	-	-	-	-	-	-	-	-	*	*
	6%	*9%*	*2%*	*53%*	-	*66%*	-	*75%*	-	-	-	-	-	-	-	-	-	*55%*	*100%*
Delayed mail	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	-	-	-	-	-	*15%*	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	16%	*28%*	-	-	*19%*	-	-	-	-	-	-	-	-	-	*100%*	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*1%*	-	-	-	*6%*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	7	8	*	13	*	1	*	-	2	2	-	-	1	-	2	7	*	-
	77%	*60%*	*97%*	*47%*	*81%*	*34%*	*94%*	*10%*	-	*100%*	*100%*	-	-	*100%*	-	*100%*	*100%*	*45%*	-
NET Any problem experienced	**5**	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	*	*
	23%	*40%*	*3%*	*53%*	*19%*	*66%*	*6%*	*90%*	-	-	-	-	-	-	*100%*	-	-	*55%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**22**	11	5	-	5	1	16	6	9	5	3	4	1	14	5
Weighted Base	**19***	12**	3**	-**	4**	***	15**	4**	10**	4**	2**	4**	***	14**	4**
Effective Base	**11**	6	2	-	3	1	8	3	5	3	1	2	1	7	3
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	*	1	-	-	-	1	-	1	*	-	*	-	1	*
	6%	*4%*	*29%*	-	-	-	*8%*	-	*8%*	*8%*	-	*2%*	-	*8%*	*2%*
Delayed mail	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	1%	-	*8%*	-	-	-	*1%*	-	*2%*	-	-	-	-	*1%*	-
Mis-delivered mail	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	16%	*25%*	-	-	-	-	*20%*	-	*31%*	-	-	-	-	*22%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*3%*	-	-	-	*1%*	-	*1%*	-	-	-	-	*1%*	-
No - there have been no problems	**15**	9	2	-	4	*	11	4	6	4	2	3	*	9	4
	77%	*72%*	*60%*	-	*100%*	*100%*	*70%*	*100%*	*58%*	*92%*	*100%*	*98%*	*100%*	*68%*	*98%*
NET Any problem experienced	**5**	4	1	-	-	-	5	-	4	*	-	*	-	4	*
	23%	*28%*	*40%*	-	-	-	*30%*	-	*42%*	*8%*	-	*2%*	-	*32%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**22**	8	14	-	15	7	-	22	-	-	-	22	-
Weighted Base	**19***	7**	13**	-**	16**	3**	-**	19**	-**	-**	-**	19**	-**
Effective Base	**11**	5	6	-	8	3	-	11	-	-	-	11	-
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	*	-	1	*	-	1	-	-	-	1	-
	6%	*12%*	*3%*	-	*5%*	*12%*	-	*6%*	-	-	-	*6%*	-
Delayed mail	*	-	*	-	*	-	-	*	-	-	-	*	-
	1%	-	*2%*	-	*1%*	-	-	*1%*	-	-	-	*1%*	-
Mis-delivered mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	16%	-	*24%*	-	*19%*	-	-	*16%*	-	-	-	*16%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*1%*	-	-	*2%*	-	*	-	-	-	*	-
No - there have been no problems	**15**	6	9	-	12	3	-	15	-	-	-	15	-
	77%	*88%*	*71%*	-	*74%*	*86%*	-	*77%*	-	-	-	*77%*	-
NET Any problem experienced	**5**	1	4	-	4	*	-	5	-	-	-	5	-
	23%	*12%*	*29%*	-	*26%*	*14%*	-	*23%*	-	-	-	*23%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**22**	5	7	5	5	1	3	1	1	4	2	2	1	2	1	1	3
Weighted Base	**19***	5**	8**	3**	4**	2**	3**	***	2**	6**	1**	***	***	3**	2**	***	2**
Effective Base	**11**	4	4	1	2	1	2	1	1	2	1	2	1	1	1	1	2
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	*	*	-	-	-	-	1	-	*	*	-	-	-	*
	6%	-	*9%*	*6%*	*9%*	-	-	-	-	*13%*	-	*48%*	*100%*	-	-	-	*18%*
Delayed mail	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-	-	*7%*	-	-	-	-	-	-	-	-	-	*7%*	-	-	-
Mis-delivered mail	**3**	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-
	16%	-	*40%*	-	-	-	-	-	-	*55%*	-	-	-	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	*2%*	-	-	-	-	-	-	-	-	-	-	-	*4%*
No - there have been no problems	**15**	5	4	3	3	2	3	*	2	2	1	*	-	3	2	*	1
	77%	*100%*	*51%*	*87%*	*89%*	*100%*	*100%*	*100%*	*100%*	*32%*	*100%*	*52%*	-	*93%*	*100%*	*100%*	*77%*
NET Any problem experienced	**5**	-	4	*	*	-	-	-	-	4	-	*	*	*	-	-	*
	23%	-	*49%*	*13%*	*11%*	-	-	-	-	*68%*	-	*48%*	*100%*	*7%*	-	-	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	719	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	30	-	30	27	3	-	8	19	3	1	-	-	8	22	1	-	25	5	21
	1%	-	1%	1%d	*	-	1%eij	2%ehijk	*	*	-	-	1%n	1%no	*	-	1%	1%	*
Damaged mail	16	-	16	16	-	6	2	8	1	-	-	-	7	9	-	-	14	2	11
	*	-	*	1%d	-	1%l	*	1%l	*	-	-	-	1%n	1%n	-	-	*	*	*
Delayed mail	23	-	23	20	3	3	7	13	-	-	-	-	10	13	-	-	19	4	14
	*	-	*	1%d	*	*	1%hi	1%hij	-	-	-	-	1%no	1%no	-	-	*	1%	*
Mis-delivered mail	23	-	23	21	2	3	3	15	1	1	-	-	6	17	1	-	19	4	18
	*	-	*	1%d	*	*	*	2%hijk	*	*	-	-	*	1%no	*	-	*	1%	*
Mail that has been tampered with	20	-	20	16	4	4	1	14	-	1	-	-	5	14	1	-	16	3	13
	*	-	*	1%d	*	1%	*	1%fhijk	-	*	-	-	*	1%no	*	-	*	1%	*
Other problems	7	-	7	7	-	-	1	6	-	-	-	-	1	6	-	-	6	1	6
	*	-	*	*d	-	-	*	1%	-	-	-	-	*	*n	-	-	*	*	*
No - there have been no problems	132	-	132	93	40	9	18	27	29	24	14	11	28	56	49	25	111	19	126
	3%	-	3%	4%d	2%	1%	3%	3%	4%e	3%	2%	2%	2%	3%	2%	2%	2%	4%	2%
NET Any problem experienced	65	-	65	57	7	11	16	34	3	1	-	-	27	37	1	-	56	8	46
	1%	-	1%	2%d	*	2%ijk	2%hijk	3%hijk	*	*	-	-	2%no	2%no	*	-	1%	2%	1%
Not aware of Citipost	4274	-	4274	1965	2298	645	587	847	557	723	491	425	1232	1404	1639	916	3844	396	4242
	83%	-	83%	78%	87%c	94%fghijk	90%ghijk	83%hij	78%	78%	77%	81%	92%mno	81%	79%	79%	83%	82%	82%
Aware but not used Citipost	685	-	685	396	286	21	32	107	130	175	130	89	54	237	394	219	624	57	742
	13%	-	13%	16%d	11%	3%	5%	11%ef	18%efg	19%efg	20%efg	17%efg	4%	14%l	19%lm	19%lm	13%	12%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	30	13	3	14	1	16	14	30	-	1	2	8	4	13	15	1	28
	1%	1%bd	*	1%bd	*	1%	1%	1%h	-	*	*	1%	*	2%ilm	*	*	1%
Damaged mail	16	13	*	4	-	13	4	16	*	-	*	2	1	13	4	-	16
	*	1%bd	*	*	-	*	*	1%h	*	-	*	*	*	1%ijklm	*	-	*
Delayed mail	23	14	-	9	-	14	9	23	-	3	2	6	-	12	8	3	20
	*	1%bd	-	1%bd	-	*	*	1%h	-	*	*	*	-	1%lm	*	*	*
Mis-delivered mail	23	15	-	7	1	15	7	21	2	1	2	6	2	13	9	1	22
	*	1%bd	-	1%b	*	1%	*	1%h	*	*	*	*	*	1%ikln	*	*	1%
Mail that has been tampered with	20	9	2	8	1	11	8	19	1	4	1	5	-	10	6	4	15
	*	1%bd	*	1%d	*	*	*	1%h	*	1%l	*	*	-	1%lm	*	1%	*
Other problems	7	6	1	-	-	7	-	7	-	-	-	-	1	6	1	-	7
	*	1%bd	*	-	-	*	-	*	-	-	-	-	*	1%kn	*	-	*
No - there have been no problems	132	34	43	32	23	77	56	90	39	10	15	45	23	28	83	10	111
	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	2%	3%	2%	3%	3%	2%	3%
NET Any problem experienced	65	40	5	19	1	45	20	62	3	4	2	11	6	40	19	4	59
	1%	4%bcd	*	2%bd	*	2%	1%	2%h	*	1%	*	1%	*	5%ijklm	1%	1%	1%
Not aware of Citipost	4274	861	1452	921	1041	2313	1962	2573	1625	526	568	1136	1014	715	2717	533	3480
	83%	83%	83%	83%	83%	83%	83%	84%h	81%	83%	82%	82%	84%	82%	83%	84%	83%
Aware but not used Citipost	685	103	252	136	194	356	329	342	338	90	108	188	165	86	462	90	561
	13%	10%	14%a	12%	15%a	13%	14%	11%	17%g	14%m	16%m	14%	14%	10%	14%m	14%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	30	27	3	3	27	2	1	-	4	8	2	-	3	1	3	5	-	1	1
	1%	1%	*	1%	1%	*	*	-	2%kmpr	1%	*	-	1%	*	*	1%	-	1%p	*
Damaged mail	16	15	1	*	15	1	*	1	1	5	-	-	-	-	8	-	-	1	-
	*	*	*	*	*	*	*	1%	1%	1%	-	-	-	-	1%	-	-	1%klmopr	-
Delayed mail	23	23	-	-	23	-	-	-	3	9	-	3	-	-	6	-	1	-	-
	*	1%	-	-	1%	-	-	-	2%lmor	2%lmor	-	1%	-	-	1%	-	*	-	-
Mis-delivered mail	23	20	3	-	20	-	2	1	3	10	-	2	2	-	2	-	2	-	-
	*	*	*	-	*	-	1%	1%e	2%jmnor	2%jmor	-	*	*	-	*	-	*	-	-
Mail that has been tampered with	20	17	3	3	17	2	1	-	1	4	1	3	-	1	5	3	-	1	1
	*	*	*	1%	*	*	*	-	*	1%	*	1%	-	*	1%	*	-	1%lp	*
Other problems	7	7	-	-	7	-	-	-	1	2	-	-	2	-	-	-	2	-	-
	*	*	-	-	*	-	-	-	1%	*	-	-	*	-	-	-	1%	-	-
No - there have been no problems	132	106	26	11	115	7	6	4	4	7	10	10	10	21	25	19	10	1	6
	3%	2%	4%	5%	3%	2%	3%	3%	2%	1%	2%	3%	2%	4%l	4%	3%	2%	1%	2%
NET Any problem experienced	65	59	6	3	59	3	2	1	8	14	3	4	3	1	16	5	4	1	2
	1%	1%	1%	1%	1%	1%	1%	1%	4%klmopr	2%m	1%	1%	1%	*	2%	1%	1%	1%	1%
Not aware of Citipost	4274	3657	617	206	3566	381	206	120	167	472	358	297	366	387	556	605	359	57	325
	83%	83%	84%	82%	83%	87%d	82%	82%	80%	84%	85%	80%	81%	81%	82%	86%	81%	84%	87%hkl
Aware but not used Citipost	685	598	87	31	579	49	36	21	28	70	53	62	74	68	81	75	69	9	40
	13%	14%	12%	12%	13%	11%	14%	14%	14%	12%	12%	17%or	16%r	14%	12%	11%	16%	14%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	30	16	6	9	-	-	21	-	16	8	1	-	5	24	5
	1%	*1%*	*	**1%b**	-	-	*1%*	-	*1%*	*	*	-	**6%hijkm**	*1%*	**2%ij**
Damaged mail	16	14	3	-	-	-	16	-	13	2	2	-	-	15	-
	*	**1%b**	*	-	-	-	*	-	**1%l**	*	*	-	-	*	-
Delayed mail	23	9	11	-	3	-	20	3	12	3	5	-	3	15	3
	*	*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	**3%hikm**	*	*1%*
Mis-delivered mail	23	15	6	-	-	2	21	2	14	6	1	2	-	20	2
	*	*1%*	*	-	-	**1%c**	*1%*	*	*1%*	*	*	*1%*	-	*1%*	*1%*
Mail that has been tampered with	20	8	4	3	5	-	12	5	6	3	5	-	5	9	5
	*	*	*	*	**1%bf**	-	*	*1%*	*	*	*1%*	-	**6%hijkm**	*	**2%him**
Other problems	7	5	2	-	-	-	7	-	6	1	-	-	-	7	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
No - there have been no problems	132	43	70	14	4	2	113	6	57	49	22	5	-	106	5
	3%	*2%*	*4%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*
NET Any problem experienced	65	33	17	9	5	2	49	6	34	14	7	2	8	48	10
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*	**9%hijkmn**	*1%*	**3%l**
Not aware of Citipost	4274	1550	1670	610	296	105	3220	401	1598	1662	684	218	66	3259	284
	83%	*80%*	**85%a**	*84%*	**87%a**	*85%*	*82%*	**86%a**	*81%*	*84%*	*84%*	*86%*	*77%*	*83%*	*84%*
Aware but not used Citipost	685	320	219	93	37	15	538	52	281	254	105	29	12	536	41
	13%	**16%bdfg**	*11%*	*13%*	*11%*	*12%*	**14%b**	*11%*	*14%*	*13%*	*13%*	*12%*	*14%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	30	7	22	1	21	7	2	29	1	-	-	30	-
	1%	2%b	*	1%	1%e	*	1%	1%	2%	-	-	1%	-
Damaged mail	16	9	8	-	12	4	-	15	1	-	-	16	-
	*	2%b	*	-	1%e	*	-	*	2%	-	-	*	-
Delayed mail	23	8	15	-	19	4	-	23	-	-	-	23	-
	*	2%b	*	-	1%e	*	-	*	-	-	-	*	-
Mis-delivered mail	23	7	15	1	15	6	2	22	1	-	-	23	-
	*	2%b	*	1%	1%e	*	*	*	2%	-	-	*	-
Mail that has been tampered with	20	7	12	1	14	5	1	20	-	-	-	20	-
	*	2%b	*	1%	1%e	*	*	*	-	-	-	*	-
Other problems	7	4	4	-	6	1	-	7	-	-	-	7	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	132	11	118	3	40	84	9	130	1	1	-	132	1
	3%	3%	3%	3%	3%	3%	3%	3%	2%	4%	-	3%	2%
NET Any problem experienced	65	23	41	1	43	17	4	63	1	-	-	65	-
	1%	6%b	1%	1%	3%e	1%	1%	1%	2%	-	-	1%	-
Not aware of Citipost	4274	301	3887	86	1238	2769	267	4151	62	23	10	4237	27
	83%	79%	83%	86%	81%	84%d	86%	83%	96%gk	90%	100%	83%	93%
Aware but not used Citipost	685	48	626	10	215	440	30	682	*	2	-	683	1
	13%	13%	13%	10%	14%	13%	10%	14%h	*	6%	-	13%h	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**30**	4	3	12	11	2	-	2	-	-	3	3	6	3	4	2	6
	1%	*	*	*1%*	*1%*	*	-	*1%*	-	-	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
Damaged mail	**16**	*	-	7	9	*	-	-	-	-	-	-	2	5	3	-	6
	*	*	-	**1%b**	**1%ab**	*	-	-	-	-	-	-	*1%*	*1%*	*1%*	-	**1%fhjo**
Delayed mail	**23**	1	3	10	9	-	-	1	-	-	3	1	2	7	2	3	4
	*	*	*	**1%a**	**1%a**	-	-	*	-	-	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Mis-delivered mail	**23**	2	2	5	15	-	-	2	-	1	1	1	2	2	2	3	9
	*	*	*	*	**1%ab**	-	-	*	-	*	*	*	*1%*	*	*1%*	*1%*	**2%efhijk**
Mail that has been tampered with	**20**	1	-	11	7	-	1	-	-	-	-	1	5	6	5	2	1
	*	*	-	**1%ab**	**1%b**	-	*	-	-	-	-	*	*1%*	*1%*	*1%*	*	*
Other problems	**7**	-	1	2	4	-	-	-	-	-	1	-	-	2	2	-	3
	*	-	*	*	*	-	-	-	-	-	*	-	-	*	*	-	*1%*
No - there have been no problems	**132**	31	40	33	28	8	11	12	18	11	11	8	17	8	11	8	9
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*
NET Any problem experienced	**65**	7	5	23	29	2	1	5	-	1	4	4	6	13	7	6	15
	1%	*1%*	*	**2%ab**	**2%ab**	*	*	*1%*	-	*	*1%*	*1%*	*2%*	**3%efhi**	**2%h**	*1%*	**4%efghijk**
Not aware of Citipost	**4274**	1092	1063	1039	1079	368	373	351	338	338	388	342	340	358	364	401	315
	83%	**85%c**	*82%*	*81%*	*84%*	**87%hkp**	**86%hp**	*82%*	*79%*	*81%*	**87%hkp**	*79%*	*82%*	*81%*	*85%*	**87%hkp**	*79%*
Aware but not used Citipost	**685**	153	184	194	153	43	50	60	74	67	43	80	51	64	48	45	60
	13%	*12%*	*14%*	*15%*	*12%*	*10%*	*12%*	*14%*	**17%ejo**	**16%jo**	*10%*	**18%efjno**	*12%*	*14%*	*11%*	*10%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	26	-	26	20	6	9	10	7	*	1	-	-	18	7	1	-	18	8	19
	1%	-	*1%*	1%d	*	1%hij	1%hijk	*1%*	*	*	-	-	1%mno	*	*	-	*	2%p	*
Damaged mail	18	-	18	15	3	4	2	10	2	-	-	-	6	12	-	-	13	6	15
	*	-	*	1%d	*	*1%*	*	1%i	*	-	-	-	*n	1%no	-	-	*	1%p	*
Delayed mail	43	-	43	29	14	15	10	18	*	-	-	-	24	19	-	-	31	12	38
	1%	-	*1%*	*1%*	*1%*	2%hijk	1%hijk	2%hijk	*	-	-	-	2%no	1%no	-	-	*1%*	2%p	*1%*
Mis-delivered mail	13	-	13	11	2	1	5	7	*	-	-	-	6	7	-	-	9	3	15
	*	-	*	*d	*	*	*1%*	*1%*	*	-	-	-	*n	*n	-	-	*	*1%*	*
Mail that has been tampered with	35	-	35	23	12	12	7	12	4	-	-	-	19	16	-	-	23	12	23
	1%	-	*1%*	*1%*	*	2%ijk	1%i	1%j	*1%*	-	-	-	1%no	1%no	-	-	*	3%p	*
Other problems	16	-	16	8	8	-	5	6	2	1	1	-	5	8	3	1	11	5	16
	*	-	*	*	*	-	*1%*	*1%*	*	*	*	-	*	*	*	*	*	1%p	*
No - there have been no problems	536	-	536	173	363	53	76	150	97	89	42	29	129	247	160	71	476	55	577
	10%	-	*10%*	*7%*	14%c	*8%*	12%jk	15%eijk	13%ejk	10%k	*7%*	*5%*	10%o	14%lno	*8%*	*6%*	*10%*	*12%*	*11%*
NET Any problem experienced	98	-	98	63	35	33	29	27	6	2	1	-	62	33	3	1	74	24	82
	2%	-	*2%*	2%d	*1%*	5%hijk	4%hijk	3%ijk	*1%*	*	*	-	5%mno	2%no	*	*	*2%*	5%p	*2%*
Not aware of Collect + (Collect Plus)	3707	-	3707	1946	1750	533	441	662	472	679	492	428	974	1134	1599	920	3342	334	3718
	72%	-	*72%*	77%d	*67%*	78%fgh	*67%*	*65%*	*66%*	74%fgh	77%fgh	82%fghi	73%m	*65%*	77%lm	79%lm	*72%*	*70%*	*72%*
Aware but not used Collect + (Collect Plus)	816	-	816	330	482	67	108	175	145	153	99	68	176	320	320	167	742	67	779
	16%	-	*16%*	*13%*	18%c	*10%*	17%e	17%e	20%ek	17%e	16%e	*13%*	*13%*	18%lo	*15%*	*14%*	*16%*	*14%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	26	14	4	6	2	18	8	24	2	1	-	9	8	8	17	1	25
	1%	1%bd	*	1%	*	1%	*	1%h	*	*	-	1%	1%	1%	1%	*	1%
Damaged mail	18	6	5	4	2	12	7	17	1	3	-	7	3	6	10	3	16
	*	1%	*	*	*	*	*	1%h	*	*	-	*	*	1%	*	*	*
Delayed mail	43	19	8	9	7	27	16	38	5	2	2	11	14	15	26	2	41
	1%	2%bd	*	1%	1%	1%	1%	1%h	*	*	*	1%	1%	2%	1%	*	1%
Mis-delivered mail	13	7	2	3	*	9	3	11	1	*	1	3	3	5	7	*	12
	*	1%d	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*
Mail that has been tampered with	35	19	10	5	2	28	7	32	3	4	*	7	12	12	19	4	31
	1%	2%bcd	1%	*	*	1%f	*	1%h	*	1%	*	*	1%	1%j	1%	1%	1%
Other problems	16	1	4	4	7	5	11	11	5	*	3	7	4	2	14	*	15
	*	*	*	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*
No - there have been no problems	536	100	191	138	107	291	244	359	171	49	54	144	165	93	364	49	464
	10%	10%	11%	12%d	8%	10%	10%	12%h	9%	8%	8%	10%	14%ij	11%	11%	8%	11%
NET Any problem experienced	98	44	26	11	17	70	28	83	15	8	5	21	32	31	58	8	89
	2%	4%bcd	2%	1%	1%	3%f	1%	3%h	1%	1%	1%	2%	3%j	4%ijkn	2%	1%	2%
Not aware of Collect + (Collect Plus)	3707	805	1264	771	867	2069	1638	2151	1485	458	509	969	818	657	2296	465	2993
	72%	78%bcd	72%	70%	69%	74%f	69%	70%	74%g	73%	73%	70%	68%	76%klm	70%	73%	71%
Aware but not used Collect + (Collect Plus)	816	90	270	189	267	360	456	475	335	115	125	246	193	88	564	115	665
	16%	9%	15%a	17%a	21%ab	13%	19%e	15%	17%	18%m	18%m	18%m	16%m	10%	17%m	18%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	26	26	*	*	24	1	1	1	1	4	-	-	2	2	13	2	-	1	-
	1%	1%	*	*	1%	*	*	*	1%	1%	-	-	*	*	2%jpr	*	-	1%jpr	-
Damaged mail	18	18	*	*	16	1	1	*	1	4	-	1	4	-	4	3	-	1	-
	*	*	*	*	*	*	*	*	*	1%	-	*	1%	-	1%	*	-	1%jmpr	-
Delayed mail	43	41	2	*	36	3	2	2	1	5	4	1	8	1	10	7	-	-	3
	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	*	2%p	*	1%	1%	-	-	1%
Mis-delivered mail	13	12	*	-	9	2	1	1	2	2	2	1	-	-	2	-	-	-	2
	*	*	*	-	*	*	*	1%	1%lmop	*	*	*	-	-	*	-	-	-	1%
Mail that has been tampered with	35	31	5	3	33	1	1	*	1	4	-	3	7	-	14	3	-	-	1
	1%	1%	1%	1%	1%	*	*	*	1%	1%	-	1%	1%	-	2%jmp	*	-	-	*
Other problems	16	13	3	-	13	*	2	1	-	5	-	1	-	3	1	2	-	*	*
	*	*	*	-	*	*	1%e	*	-	1%	-	*	-	1%	*	*	-	*	*
No - there have been no problems	536	462	73	20	440	52	24	19	31	39	29	37	51	58	75	71	49	10	42
	10%	10%	10%	8%	10%	12%	10%	13%	15%lj	7%	7%	10%	11%	12%lj	11%	10%	11%	15%lj	11%
NET Any problem experienced	98	89	8	3	82	6	7	2	5	10	4	6	9	6	30	12	-	1	6
	2%	2%	1%	1%	2%	1%	3%	2%	2%p	2%p	1%	2%p	2%p	1%	4%jmpr	2%	-	1%p	1%p
Not aware of Collect + (Collect Plus)	3707	3155	552	183	3088	326	187	106	136	398	312	253	312	326	493	518	340	48	278
	72%	71%	75%	73%	71%	74%	75%	73%	65%	71%	74%h	68%	69%	68%	73%	74%h	77%hklm	71%	75%h
Aware but not used Collect + (Collect Plus)	816	714	102	46	709	56	32	19	37	115	79	77	81	86	80	102	52	9	47
	16%	16%	14%	18%	16%	13%	13%	13%	18%	20%npr	19%np	21%npr	18%	18%np	12%	15%	12%	13%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	26	13	11	2	*	-	24	*	14	10	2	-	*	24	*
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*	*	-	*	*1%*	*
Damaged mail	18	9	9	*	*	-	18	*	11	3	4	-	*	14	*
	*	*	*	*	*	-	*	*	*1%*	*	*1%*	-	*	*	*
Delayed mail	43	21	16	4	2	*	37	2	16	22	2	2	*	38	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Mis-delivered mail	13	9	4	-	*	-	13	*	5	5	3	-	*	10	*
	*	*	*	-	*	-	*	*	*	*	*	-	*	*	*
Mail that has been tampered with	35	15	14	2	*	3	30	3	20	9	6	*	*	28	1
	1%	*1%*	*1%*	*	*	**2%d**	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*
Other problems	16	7	2	5	1	-	9	1	6	6	2	1	*	12	2
	*	*	*	**1%b**	*	-	*	*	*	*	*	*1%*	*	*	*
No - there have been no problems	536	196	216	66	34	19	412	53	225	219	68	19	4	444	23
	10%	*10%*	*11%*	*9%*	*10%*	*15%*	*10%*	*11%*	**11%n**	*11%*	*8%*	*7%*	*5%*	**11%n**	*7%*
NET Any problem experienced	98	47	37	7	3	3	84	6	45	38	12	2	*	84	2
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*
Not aware of Collect + (Collect Plus)	3707	1373	1459	513	249	79	2832	328	1376	1420	610	196	67	2795	263
	72%	*71%*	*74%*	*71%*	*73%*	*64%*	*72%*	*70%*	*70%*	*72%*	*75%*	*77%*	*79%*	*71%*	**78%hm**
Aware but not used Collect + (Collect Plus)	816	329	263	140	55	23	592	78	324	302	128	38	14	626	51
	16%	**17%b**	*13%*	**19%bf**	*16%*	*19%*	*15%*	*17%*	*16%*	*15%*	*16%*	*15%*	*16%*	*16%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	26	6	20	-	16	6	4	26	-	-	-	26	-
	1%	2%b	*	-	1%e	*	1%e	1%	-	-	-	1%	-
Damaged mail	18	2	16	-	14	5	-	17	2	-	-	18	-
	*	1%	*	-	1%e	*	-	*	2%gk	-	-	*	-
Delayed mail	43	11	32	-	25	10	8	38	4	-	-	42	1
	1%	3%b	1%	-	2%e	*	3%e	1%	6%gk	-	-	1%	5%
Mis-delivered mail	13	4	9	1	9	3	1	13	-	-	-	13	-
	*	1%b	*	1%	1%e	*	*	*	-	-	-	*	-
Mail that has been tampered with	35	7	26	3	22	10	3	32	3	-	-	35	-
	1%	2%b	1%	3%b	1%e	*	1%	1%	5%gk	-	-	1%	-
Other problems	16	2	14	1	9	4	4	14	-	-	-	14	1
	*	*	*	1%	1%e	*	1%e	*	-	-	-	*	5%
No - there have been no problems	536	34	498	4	145	373	18	534	2	-	*	536	-
	10%	9%	11%	4%	9%	11%f	6%	11%	3%	-	1%	10%	-
NET Any problem experienced	98	23	71	3	60	23	14	89	7	-	-	96	1
	2%	6%b	2%	3%	4%e	1%	5%e	2%	11%gk	-	-	2%	5%
Not aware of Collect + (Collect Plus)	3707	274	3356	76	1064	2390	253	3595	52	25	10	3672	24
	72%	71%	72%	76%	69%	72%	82%de	72%	81%	98%	98%	72%	84%
Aware but not used Collect + (Collect Plus)	816	52	747	17	266	524	26	809	3	1	*	813	3
	16%	14%	16%	17%	17%f	16%f	8%	16%	5%	2%	1%	16%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Quarter				Month												
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	26	*	6	14	6	-	*	*	4	-	2	4	5	5	4	-	2
	1%	*	*	**1%a**	*	-	*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*
Damaged mail	18	2	2	6	7	1	2	*	2	-	-	-	4	2	5	-	2
	*	*	*	*	*1%*	*	*	*	*1%*	-	-	-	*1%*	*	*1%*	-	*1%*
Delayed mail	43	7	9	11	15	4	*	3	3	2	4	2	5	4	11	1	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	**2%fo**	*	*1%*
Mis-delivered mail	13	2	1	5	5	-	1	*	-	-	1	1	2	2	3	-	2
	*	*	*	*	*	-	*	*	-	-	*	*	*1%*	*	*1%*	-	*
Mail that has been tampered with	35	1	9	12	12	-	1	*	4	2	4	3	7	2	5	2	5
	1%	*	*1%*	**1%a**	**1%a**	-	*	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
Other problems	16	5	2	4	6	*	1	3	-	*	1	1	2	-	2	2	2
	*	*	*	*	*	*	*	*1%*	-	*	*	*	*1%*	-	*	*	*1%*
No - there have been no problems	536	136	155	118	127	39	59	37	62	47	46	40	38	40	37	55	34
	10%	*11%*	*12%*	*9%*	*10%*	*9%*	*14%*	*9%*	**14%np**	*11%*	*10%*	*9%*	*9%*	*9%*	*9%*	*12%*	*9%*
NET Any problem experienced	98	15	23	26	33	4	4	7	10	2	11	8	9	10	16	2	14
	2%	*1%*	*2%*	*2%*	**3%a**	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	**4%efio**	*1%*	**4%fio**
Not aware of Collect + (Collect Plus)	3707	923	936	910	938	291	302	329	297	309	330	317	291	303	303	350	285
	72%	*72%*	*72%*	*71%*	*73%*	*69%*	*70%*	**77%m**	*69%*	*74%*	*74%*	*73%*	*70%*	*68%*	*70%*	*76%*	*71%*
Aware but not used Collect + (Collect Plus)	816	211	178	235	192	87	69	54	60	58	60	68	77	90	73	53	66
	16%	*16%*	*14%*	**18%b**	*15%*	**21%gjo**	*16%*	*13%*	*14%*	*14%*	*13%*	*16%*	**19%o**	**20%gjo**	*17%*	*12%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	54	-	54	44	10	11	6	22	8	1	*	6	17	30	7	6	44	10	48
	1%	-	1%	2%d	*	2%ij	1%	2%ij	1%l	*	*	1%l	1%n	2%no	*	1%	1%	2%	1%
Damaged mail	66	-	66	45	20	11	11	23	14	6	1	*	21	37	7	2	63	2	67
	1%	-	1%	2%d	1%	2%k	2%k	2%ijk	2%jk	1%	*	*	2%no	2%no	*	*	1%	*	1%
Delayed mail	95	-	95	59	36	21	10	29	14	9	3	8	31	44	20	11	83	12	97
	2%	-	2%	2%	1%	3%ij	2%	3%ij	2%	1%	1%	1%	2%n	3%no	1%	1%	2%	2%	2%
Mis-delivered mail	54	-	54	42	12	10	8	21	3	4	8	-	18	24	12	8	47	8	53
	1%	-	1%	2%d	*	1%k	1%	2%hik	*	*	1%	-	1%	1%	1%	1%	1%	2%	1%
Mail that has been tampered with	41	-	41	35	6	9	5	19	4	3	*	-	14	23	3	*	32	8	31
	1%	-	1%	1%d	*	1%k	1%	2%ijk	1%	*	*	-	1%no	1%no	*	*	1%	2%	1%
Other problems	34	-	34	27	7	10	3	9	3	6	*	3	13	13	9	3	33	1	32
	1%	-	1%	1%d	*	1%j	*	1%	*	1%	*	1%	1%	1%	*	*	1%	*	1%
No - there have been no problems	2140	-	2140	1010	1125	187	256	404	333	480	277	203	443	737	960	480	1938	192	2293
	42%	-	42%	40%	43%	27%	39%e	40%e	46%efgk	52%efgjk	44%e	39%e	33%	43%l	46%l	41%l	42%	40%	44%
NET Any problem experienced	246	-	246	170	76	61	32	72	33	22	12	14	93	105	48	26	218	28	240
	5%	-	5%	7%d	3%	9%fhijk	5%ij	7%ijk	5%	2%	2%	3%	7%no	6%no	2%	2%	5%	6%	5%
Not aware of DHL	1024	-	1024	532	489	315	220	240	107	71	45	27	535	347	142	72	862	151	938
	20%	-	20%	21%	19%	46%fghijk	34%ghijk	24%hijk	15%ijk	8%	7%	5%	40%mno	20%no	7%	6%	19%	31%p	18%
Aware but not used DHL	1745	-	1745	799	941	124	146	299	246	350	300	281	270	545	931	581	1617	110	1685
	34%	-	34%	32%	36%c	18%	22%	29%ef	34%ef	38%efg	47%efghi	54%efghi	20%	31%l	45%lm	50%lmn	35%q	23%	33%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	54	27	10	15	2	37	17	44	10	7	4	12	9	22	25	7	47
	1%	**3%bd**	*1%*	**1%d**	*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*1%*
Damaged mail	66	27	19	13	6	46	20	52	14	5	2	7	19	33	27	5	60
	1%	**3%bd**	*1%*	*1%*	*	*2%*	*1%*	**2%h**	*1%*	*1%*	*	*	**2%jk**	**4%ijkln**	*1%*	*1%*	*1%*
Delayed mail	95	20	36	24	16	55	40	72	23	13	6	19	20	34	45	13	80
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*2%*	**4%ijkln**	*1%*	*2%*	*2%*
Mis-delivered mail	54	22	16	13	4	38	16	39	14	4	1	15	7	26	24	4	50
	1%	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*1%*
Mail that has been tampered with	41	20	7	11	4	26	15	33	8	6	5	8	2	20	15	6	35
	1%	**2%bd**	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	**2%kln**	*	*1%*	*1%*
Other problems	34	16	5	6	6	22	13	27	7	4	2	6	7	12	15	4	28
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	**1%n**	*	*1%*	*1%*
No - there have been no problems	2140	494	749	448	449	1243	898	1294	812	200	232	579	567	421	1378	203	1834
	42%	**48%cd**	**43%d**	*40%*	*36%*	**45%f**	*38%*	*42%*	*40%*	*32%*	*33%*	**42%ij**	**47%ijn**	**48%ijkn**	**42%ij**	*32%*	**44%o**
NET Any problem experienced	246	85	80	53	28	166	81	187	58	27	15	50	52	99	116	27	216
	5%	**8%bcd**	**5%d**	**5%d**	*2%*	**6%f**	*3%*	**6%h**	*3%*	*4%*	*2%*	*4%*	*4%*	**11%ijkln**	*4%*	*4%*	*5%*
Not aware of DHL	1024	229	312	220	262	541	483	724	274	132	136	243	236	182	616	133	807
	20%	**22%b**	*18%*	*20%*	*21%*	*19%*	*20%*	**24%h**	*14%*	*21%*	*20%*	*18%*	*20%*	*21%*	*19%*	*21%*	*19%*
Aware but not used DHL	1745	230	610	387	519	840	905	863	861	270	311	509	352	167	1172	274	1354
	34%	*22%*	**35%a**	**35%a**	**41%abc**	*30%*	**38%e**	*28%*	**43%g**	**43%lmn**	**45%klmn**	**37%lm**	**29%m**	*19%*	**36%lm**	**43%p**	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	54	47	7	5	48	2	3	2	2	7	5	4	6	4	12	6	2	1	*
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	2%r	*
Damaged mail	66	63	3	2	56	2	5	2	2	10	4	3	6	9	13	8	1	2	1
	1%	1%	*	1%	1%	1%	2%e	2%	1%	2%	1%	1%	1%	2%	2%	1%	*	2%pr	*
Delayed mail	95	82	14	5	80	8	3	4	3	14	7	3	2	7	12	24	9	*	7
	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	1%	*	1%	2%	3%l	2%	1%	2%
Mis-delivered mail	54	46	8	2	50	1	1	2	2	14	5	1	5	3	9	7	3	*	1
	1%	1%	1%	1%	1%	*	*	2%e	1%	3%r	1%	*	1%	1%	1%	1%	1%	*	*
Mail that has been tampered with	41	37	4	1	38	2	-	1	1	11	-	-	1	1	11	11	1	1	2
	1%	1%	1%	*	1%	1%	-	1%	1%	2%jk	-	-	*	*	2%	2%	*	1%j	*
Other problems	34	28	6	1	32	1	1	1	2	2	7	2	5	1	8	4	2	*	1
	1%	1%	1%	1%	1%	*	*	1%	1%	*	2%	*	1%	*	1%	1%	1%	*	*
No - there have been no problems	2140	1795	346	121	1735	225	118	62	95	225	162	139	195	221	229	268	200	32	194
	42%	41%	47%a	48%a	40%	51%dg	47%d	42%	46%n	40%	38%	37%	43%n	46%kn	34%	38%	45%n	47%n	52%ijklno
NET Any problem experienced	246	213	34	11	215	12	10	9	9	33	25	11	21	15	46	40	15	2	10
	5%	5%	5%	4%	5%e	3%	4%	6%e	4%	6%	6%	3%	5%	3%	7%r	6%	3%	3%	3%
Not aware of DHL	1024	911	113	46	884	67	43	30	45	102	78	70	92	63	223	143	67	10	57
	20%	21%b	15%	18%	20%e	15%	17%	21%e	21%m	18%	18%	19%	20%m	13%	33%hijklmopqr	20%m	15%	15%	15%
Aware but not used DHL	1745	1502	243	73	1485	137	79	44	60	203	159	152	144	177	180	252	159	24	112
	34%	34%	33%	29%	34%	31%	32%	31%	29%	36%n	37%hn	41%hlnr	32%	37%n	26%	36%n	36%n	36%	30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	54	30	14	7	2	2	43	4	20	21	9	2	3	40	5
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%
Damaged mail	66	35	20	5	4	2	55	6	27	26	11	1	*	53	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*
Delayed mail	95	31	39	11	11	3	70	14	25	48	16	*	6	73	6
	2%	2%	2%	1%	3%	2%	2%	3%	1%	2%h	2%	*	7%hjkm	2%	2%
Mis-delivered mail	54	26	17	8	4	-	43	4	30	18	6	-	*	48	*
	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-	*	1%	*
Mail that has been tampered with	41	24	14	1	2	-	37	2	21	13	6	1	1	33	1
	1%	1%	1%	*	1%	-	1%	*	1%	1%	1%	*	1%	1%	*
Other problems	34	13	9	9	1	2	22	3	12	12	5	5	*	24	5
	1%	1%	*	1%	*	2%	1%	1%	1%	1%	1%	2%	*	1%	1%
No - there have been no problems	2140	821	856	271	134	52	1677	186	908	821	294	89	22	1729	112
	42%	42%	43%c	37%	39%	42%	43%c	40%	46%ijkln	41%jln	36%	35%	26%	44%jkln	33%
NET Any problem experienced	246	100	92	25	22	6	193	28	93	103	34	9	7	197	16
	5%	5%	5%	3%	6%	5%	5%	6%	5%	5%	4%	4%	8%	5%	5%
Not aware of DHL	1024	308	367	212	81	36	675	116	314	385	208	77	24	698	101
	20%	16%	19%	29%abf	24%af	29%abf	17%	25%abf	16%	19%h	25%him	31%him	28%h	18%	30%him
Aware but not used DHL	1745	716	660	217	105	30	1376	135	655	670	282	78	33	1325	111
	34%	37%ceg	33%	30%	31%	25%	35%cg	29%	33%	34%	34%	31%	38%	34%	33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	54	10	44	-	29	19	6	47	4	3	-	54	-
	1%	2%b	1%	-	2%e	1%	2%e	1%	6%gk	11%	-	1%	-
Damaged mail	66	13	50	3	37	18	10	53	11	2	-	66	-
	1%	3%b	1%	3%	2%e	1%	3%e	1%	17%gk	7%	-	1%	-
Delayed mail	95	10	81	5	40	43	12	91	3	1	-	95	-
	2%	3%	2%	5%	3%e	1%	4%e	2%	4%	5%	-	2%	-
Mis-delivered mail	54	13	37	4	24	23	7	49	4	1	-	54	-
	1%	3%b	1%	4%b	2%e	1%	2%e	1%	5%gk	5%	-	1%	-
Mail that has been tampered with	41	12	27	2	28	10	3	36	4	1	-	41	-
	1%	3%b	1%	2%	2%e	*	1%	1%	5%gk	5%	-	1%	-
Other problems	34	9	25	-	23	10	1	31	3	-	-	34	-
	1%	2%b	1%	-	1%e	*	*	1%	4%gk	-	-	1%	-
No - there have been no problems	2140	136	1979	26	582	1462	96	2130	4	3	1	2137	2
	42%	35%	42%ac	26%	38%	44%df	31%	42%h	6%	13%	14%	42%h	5%
NET Any problem experienced	246	38	199	9	118	104	24	224	17	5	-	246	-
	5%	10%b	4%	9%	8%e	3%	8%e	4%	27%gk	18%	-	5%	-
Not aware of DHL	1024	116	879	29	305	594	124	948	37	10	5	995	23
	20%	30%b	19%	29%	20%	18%	40%de	19%	57%gk	38%	52%	19%	80%
Aware but not used DHL	1745	93	1615	37	530	1150	65	1723	7	8	4	1738	4
	34%	24%	35%a	37%	34%f	35%f	21%	34%h	10%	31%	34%	34%h	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	54	9	6	17	22	1	*	7	5	1	1	2	11	4	9	1	12
	1%	1%	1%	1%	2%b	*	*	2%	1%	*	*	*	3%efijo	1%	2%fi	*	3%efijko
Damaged mail	66	8	7	20	31	2	2	4	4	-	3	5	9	6	10	8	12
	1%	1%	1%	2%	2%ab	*	*	1%	1%	-	1%	1%	2%i	1%	2%i	2%i	3%efij
Delayed mail	95	20	14	27	33	7	6	7	10	3	2	10	8	10	7	12	15
	2%	2%	1%	2%	3%b	2%	1%	2%	2%	1%	*	2%	2%	2%	2%	3%	4%ij
Mis-delivered mail	54	9	9	16	20	2	*	7	2	2	5	8	3	5	7	3	9
	1%	1%	1%	1%	2%	*	*	2%	*	1%	1%	2%	1%	1%	2%	1%	2%f
Mail that has been tampered with	41	3	9	12	17	1	2	*	1	3	4	-	6	7	7	4	7
	1%	*	1%	1%	1%a	*	*	*	*	1%	1%	-	1%	2%	2%	1%	2%gk
Other problems	34	4	4	14	12	*	*	4	*	*	3	6	-	9	5	3	4
	1%	*	*	1%	1%	*	*	1%	*	*	1%	1%	-	2%fhil	1%	1%	1%
No - there have been no problems	2140	567	530	547	496	186	196	185	215	167	148	206	174	167	166	189	141
	42%	44%d	41%	42%	38%	44%jp	45%jp	43%j	50%ijmnop	40%	33%	48%jmp	42%	38%	39%	41%	35%
NET Any problem experienced	246	44	44	67	91	12	9	23	19	8	17	22	20	26	30	24	37
	5%	3%	3%	5%	7%ab	3%	2%	5%fi	4%	2%	4%	5%	5%	6%fi	7%efi	5%	9%efhij
Not aware of DHL	1024	259	239	255	271	77	95	87	61	72	106	71	85	100	90	108	74
	20%	20%	18%	20%	21%	18%	22%h	20%	14%	17%	24%hk	16%	20%	23%h	21%	23%h	18%
Aware but not used DHL	1745	414	479	421	431	146	136	133	135	169	175	134	136	151	144	140	147
	34%	32%	37%	33%	33%	35%	31%	31%	31%	41%fghko	39%o	31%	33%	34%	34%	30%	37%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	43	-	43	32	12	11	8	19	3	1	-	-	20	22	1	-	35	9	40
	1%	-	*1%*	**1%d**	*	**2%ijk**	**1%ij**	**2%hijk**	*	*	-	-	**1%no**	**1%no**	*	-	*1%*	*2%*	*1%*
Damaged mail	52	-	52	36	15	19	9	14	5	2	*	3	28	19	4	3	43	9	42
	1%	-	*1%*	**1%d**	*1%*	**3%hijk**	**1%ij**	**1%ij**	*1%*	*	*	*1%*	**2%no**	**1%n**	*	*	*1%*	*2%*	*1%*
Delayed mail	72	-	72	45	26	25	11	20	6	6	3	-	36	27	9	3	59	12	68
	1%	-	*1%*	*2%*	*1%*	**4%hijk**	**2%ik**	**2%ik**	*1%*	*1%*	*	-	**3%no**	**2%no**	*	*	*1%*	*3%*	*1%*
Mis-delivered mail	66	-	66	54	12	24	9	23	5	2	-	3	33	28	5	3	60	6	47
	1%	-	*1%*	**2%d**	*	**4%hijk**	**1%ij**	**2%ij**	*1%*	*	-	*1%*	**2%no**	**2%no**	*	*	*1%*	*1%*	*1%*
Mail that has been tampered with	27	-	27	23	5	9	4	14	-	-	*	-	13	14	*	*	16	11	25
	1%	-	*1%*	**1%d**	*	**1%hi**	*1%*	**1%hijk**	-	-	*	-	**1%no**	**1%no**	*	*	*	**2%p**	*
Other problems	24	-	24	19	5	3	5	8	1	4	*	3	7	9	8	3	21	3	30
	*	-	*	**1%d**	*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*
No - there have been no problems	1218	-	1218	640	574	145	163	235	198	258	122	99	307	433	478	220	1094	114	1327
	24%	-	*24%*	**26%d**	*22%*	*21%*	*25%*	*23%*	**28%ejk**	**28%ejk**	*19%*	*19%*	*23%*	**25%o**	*23%*	*19%*	*24%*	*24%*	*26%*
NET Any problem experienced	188	-	188	133	55	61	31	54	21	12	4	6	92	74	21	10	157	31	169
	4%	-	*4%*	**5%d**	*2%*	**9%fghijk**	**5%ijk**	**5%ijk**	**3%**	*1%*	*1%*	*1%*	**7%mno**	**4%no**	*1%*	*1%*	*3%*	**6%p**	*3%*
Not aware of FedEx	1136	-	1136	607	528	270	244	265	131	116	54	55	514	397	226	110	959	167	1056
	22%	-	*22%*	**24%d**	*20%*	**39%ghijk**	**37%ghijk**	**26%hijk**	**18%ijk**	*13%*	*9%*	*10%*	**38%mno**	**23%no**	*11%*	*9%*	*21%*	**35%p**	*20%*
Aware but not used FedEx	2614	-	2614	1131	1474	211	216	461	369	537	454	365	427	830	1357	820	2425	168	2604
	51%	-	*51%*	*45%*	**56%c**	*31%*	*33%*	**45%ef**	**51%ef**	**58%efgh**	**72%efghi**	**70%efghi**	*32%*	**48%l**	**65%lm**	**71%lmn**	**52%q**	*35%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	43	19	3	14	8	22	22	38	6	4	2	8	5	24	15	4	38
	1%	2%bd	*	1%b	1%	1%	1%	1%h	*	1%	*	1%	*	3%ijkln	*	1%	1%
Damaged mail	52	26	11	10	4	37	14	49	2	2	2	11	14	20	27	2	48
	1%	3%bcd	1%	1%	*	1%	1%	2%h	*	*	*	1%	1%	2%ijkn	1%	*	1%
Delayed mail	72	27	22	14	8	50	22	62	10	5	6	13	23	22	43	5	65
	1%	3%d	1%	1%	1%	2%	1%	2%h	1%	1%	1%	1%	2%	3%k	1%	1%	2%
Mis-delivered mail	66	41	7	14	4	48	18	63	2	3	2	7	12	38	21	3	59
	1%	4%bcd	*	1%	*	2%f	1%	2%h	*	1%	*	1%	1%	4%ijkln	1%	1%	1%
Mail that has been tampered with	27	9	6	8	4	15	12	23	4	4	2	6	6	9	14	4	23
	1%	1%	*	1%	*	1%	1%	1%h	*	1%	*	*	1%	1%	*	1%	1%
Other problems	24	11	3	1	8	14	9	17	7	4	1	2	4	10	7	4	17
	*	1%bc	*	*	1%	1%	*	1%	*	1%	*	*	*	1%kn	*	1%	*
No - there have been no problems	1218	314	385	274	245	699	519	739	462	106	133	304	308	285	745	106	1051
	24%	30%bcd	22%	25%d	19%	25%f	22%	24%	23%	17%	19%	22%l	25%lj	33%ijkln	23%l	17%	25%o
NET Any problem experienced	188	78	49	40	21	127	61	162	25	15	11	32	51	69	94	15	163
	4%	8%bcd	3%	4%d	2%	5%f	3%	5%h	1%	2%	2%	2%	4%jk	8%ijkln	3%	2%	4%
Not aware of FedEx	1136	266	344	259	268	610	526	812	288	145	149	280	254	218	683	148	911
	22%	26%b	20%	23%	21%	22%	22%	26%h	14%	23%	21%	20%	21%	25%	21%	23%	22%
Aware but not used FedEx	2614	380	973	536	725	1353	1261	1354	1230	364	401	765	594	297	1760	367	2087
	51%	37%	56%ac	48%a	58%ac	48%	53%e	44%	61%g	58%lm	58%lm	55%lm	49%m	34%	54%m	58%p	50%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 299

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	43	40	3	2	36	3	3	1	2	12	1	2	6	2	11	-	1	1	2
	1%	1%	*	1%	1%	1%	1%	1%	1%o	2%op	*	1%	1%o	*	2%o	-	*	1%o	1%
Damaged mail	52	51	1	1	44	3	3	1	3	6	3	-	4	3	14	9	3	1	2
	1%	1%b	*	*	1%	1%	1%	1%	2%k	1%	1%	-	1%	1%	2%k	1%	1%	1%k	1%
Delayed mail	72	66	6	3	61	5	3	2	3	5	10	12	5	2	15	7	3	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%mp	1%	*	2%	1%	1%	1%	1%
Mis-delivered mail	66	58	8	6	59	2	4	1	1	12	3	4	4	-	24	6	5	-	2
	1%	1%	1%	2%	1%	1%	1%	1%	*	2%m	1%	1%	1%	-	4%hmor	1%	1%	-	1%
Mail that has been tampered with	27	26	2	*	23	2	1	1	1	5	2	-	4	-	10	2	-	-	2
	1%	1%	*	*	1%	1%	*	*	*	1%	*	-	1%	-	1%	*	-	-	1%
Other problems	24	22	2	1	19	2	1	2	3	6	5	1	2	1	2	-	-	*	2
	*	*	*	*	*	*	*	1%d	2%mnop	1%	1%o	*	*	*	*	-	-	*	*
No - there have been no problems	1218	1026	193	65	990	125	68	36	58	100	95	80	88	149	129	171	119	18	107
	24%	23%	26%	26%	23%	28%d	27%	24%	28%lln	18%	22%	22%	20%	31%ijkln	19%	24%	27%lln	26%	29%lln
NET Any problem experienced	188	172	15	7	161	12	9	5	8	27	21	16	17	3	42	19	10	1	11
	4%	4%b	2%	3%	4%	3%	4%	4%	4%m	5%m	5%m	4%m	4%m	1%	6%mop	3%	2%	1%	3%m
Not aware of FedEx	1136	1000	137	60	967	79	53	38	50	126	88	79	95	80	225	145	79	12	67
	22%	23%b	19%	24%	22%e	18%	21%	26%e	24%	22%	21%	21%	21%	17%	33%hijklmopqr	21%	18%	18%	18%
Aware but not used FedEx	2614	2223	391	119	2201	225	121	67	93	310	219	198	252	244	282	368	233	37	188
	51%	50%	53%	47%	51%	51%	48%	46%	45%	55%hn	52%n	53%n	56%hn	51%n	42%	52%n	53%n	54%	51%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	43	22	14	3	2	3	36	4	19	17	3	4	-	36	4
	1%	1%	1%	*	*	2%	1%	1%	1%	1%	*	2%	-	1%	1%
Damaged mail	52	24	12	11	1	3	36	4	20	18	7	5	2	38	7
	1%	1%	1%	2%	*	3%	1%	1%	1%	1%	1%	2%	3%	1%	2%
Delayed mail	72	30	29	9	3	1	58	4	37	25	6	3	*	62	3
	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	2%	1%
Mis-delivered mail	66	39	12	8	2	5	51	7	32	21	10	-	3	53	3
	1%	2%b	1%	1%	*	4%bcdf	1%	2%	2%	1%	1%	-	3%k	1%	1%
Mail that has been tampered with	27	14	7	4	*	2	21	2	13	9	2	1	2	22	3
	1%	1%	*	1%	*	2%	1%	*	1%	*	*	*	3%ljm	1%	1%
Other problems	24	9	5	7	2	1	14	3	8	9	4	*	3	17	3
	*	*	*	1%	1%	1%	*	1%	*	*	*	*	4%hijkm	*	1%
No - there have been no problems	1218	457	503	142	78	34	961	112	520	465	159	56	15	985	71
	24%	24%	25%c	20%	23%	27%	25%c	24%	26%j	23%	20%	22%	18%	25%j	21%
NET Any problem experienced	188	69	68	31	10	10	136	20	68	80	23	9	8	147	18
	4%	4%	3%	4%	3%	8%abdf	3%	4%	3%	4%	3%	4%	10%hljm	4%	5%
Not aware of FedEx	1136	348	411	224	99	34	759	133	352	424	251	68	22	776	90
	22%	18%	21%	31%abf	29%abf	27%a	19%	28%abf	18%	21%h	31%him	27%hm	25%	20%	26%hm
Aware but not used FedEx	2614	1072	993	328	155	46	2065	201	1030	1010	384	121	41	2040	161
	51%	55%bcdeg	50%eg	45%	45%	37%	53%cdeg	43%	52%	51%	47%	48%	47%	52%	48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	43	11	29	3	29	8	6	39	-	4	-	43	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*	**2%e**	*1%*	-	*16%*	-	*1%*	-
Damaged mail	52	8	44	1	41	7	4	49	1	2	-	52	-
	1%	*2%*	*1%*	*1%*	**3%e**	*	**1%e**	*1%*	*1%*	*7%*	-	*1%*	-
Delayed mail	72	16	55	1	37	29	6	70	-	2	-	72	-
	1%	**4%b**	*1%*	*1%*	**2%e**	*1%*	*2%*	*1%*	-	*7%*	-	*1%*	-
Mis-delivered mail	66	21	44	1	45	18	4	62	-	4	-	66	-
	1%	**6%b**	*1%*	*1%*	**3%e**	*1%*	*1%*	*1%*	-	*15%*	-	*1%*	-
Mail that has been tampered with	27	10	17	-	22	2	3	23	4	1	-	27	*
	1%	**3%b**	*	-	**1%e**	*	**1%e**	*	**5%gk**	*3%*	-	*1%*	*1%*
Other problems	24	2	19	3	15	7	2	23	-	1	-	24	-
	*	*	*	**3%b**	**1%e**	*	*1%*	*	-	*4%*	-	*	-
No - there have been no problems	1218	85	1121	12	325	824	69	1208	6	3	-	1218	1
	24%	*22%*	**24%c**	*12%*	*21%*	**25%d**	*22%*	**24%h**	*10%*	*11%*	-	*24%*	*2%*
NET Any problem experienced	188	35	148	4	104	69	15	176	4	8	-	188	*
	4%	**9%b**	*3%*	*4%*	**7%e**	*2%*	**5%e**	*3%*	*7%*	*30%*	-	*4%*	*1%*
Not aware of FedEx	1136	128	972	37	338	682	117	1048	51	4	5	1103	27
	22%	**33%b**	*21%*	**37%b**	*22%*	*21%*	**38%de**	*21%*	**78%gk**	*18%*	*52%*	*22%*	*94%*
Aware but not used FedEx	2614	136	2431	47	769	1735	110	2594	3	11	5	2608	1
	51%	*35%*	**52%a**	*47%*	**50%f**	**52%f**	*35%*	**52%h**	*5%*	*41%*	*48%*	**51%h**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**43**	3	12	7	21	1	1	1	2	1	9	1	2	4	11	6	4
	1%	*	*1%*	*1%*	**2%a**	*	*	*	*	*	*2%*	*	*1%*	*1%*	**3%efghik**	*1%*	*1%*
Damaged mail	**52**	10	9	8	25	3	*	6	2	3	4	1	4	3	8	8	10
	1%	*1%*	*1%*	*1%*	**2%abc**	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	**2%f**	*2%*	**2%fk**
Delayed mail	**72**	11	23	18	20	4	4	3	10	6	6	5	3	9	8	6	6
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*
Mis-delivered mail	**66**	3	10	29	23	*	*	3	5	3	3	6	13	10	6	10	8
	1%	*	*1%*	**2%ab**	**2%a**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%efij**	**2%ef**	*1%*	**2%ef**	**2%ef**
Mail that has been tampered with	**27**	5	6	5	11	2	*	3	1	2	4	*	3	2	8	1	2
	1%	*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*	**2%fk**	*	*
Other problems	**24**	3	8	4	9	1	*	2	-	3	5	1	1	2	4	1	4
	*	*	*1%*	*	*1%*	*	*	*1%*	-	*1%*	*1%*	*	*	*	*1%*	*	*1%*
No - there have been no problems	**1218**	327	311	292	288	97	114	117	126	109	77	124	81	87	93	108	87
	24%	*25%*	*24%*	*23%*	*22%*	*23%*	**26%j**	**27%j**	**29%jlm**	**26%j**	*17%*	**29%jlm**	*20%*	*20%*	*22%*	*23%*	*22%*
NET Any problem experienced	**188**	27	52	47	61	11	5	11	15	13	24	12	17	18	15	20	26
	4%	*2%*	**4%a**	*4%*	**5%a**	*3%*	*1%*	*3%*	*4%*	*3%*	**5%f**	*3%*	*4%*	**4%f**	*4%*	**4%f**	**6%efg**
Not aware of FedEx	**1136**	305	239	268	325	91	96	118	63	68	108	82	94	92	127	107	90
	22%	**24%b**	*18%*	*21%*	**25%bc**	*22%*	**22%h**	**28%hik**	*15%*	*16%*	**24%hi**	*19%*	**23%h**	*21%*	**30%ehikm**	**23%h**	**23%h**
Aware but not used FedEx	**2614**	624	690	684	616	222	220	182	226	226	238	215	223	245	194	225	196
	51%	*49%*	**53%d**	**53%d**	*48%*	**53%g**	*51%*	*43%*	**52%g**	**54%gn**	**53%g**	*50%*	**54%g**	**55%gn**	*45%*	*49%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	192	-	192	84	108	28	25	40	27	44	20	8	53	67	72	29	168	21	202
	4%	-	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%k*	*3%*	*2%*	*4%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*
Damaged mail	271	-	271	105	167	52	31	62	32	48	31	17	83	94	95	47	233	32	281
	5%	-	*5%*	*4%*	*6%c*	*8%k*	*5%*	*6%*	*4%*	*5%*	*5%*	*3%*	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*5%*
Delayed mail	386	-	386	162	224	82	56	71	63	53	38	24	138	134	115	61	328	53	453
	7%	-	*7%*	*6%*	*8%c*	*12%gijk*	*9%k*	*7%*	*9%k*	*6%*	*6%*	*5%*	*10%no*	*8%n*	*6%*	*5%*	*7%*	*11%p*	*9%*
Mis-delivered mail	144	-	144	62	83	19	20	29	35	22	10	10	39	64	41	19	113	32	152
	3%	-	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*5%ijk*	*2%*	*2%*	*2%*	*3%*	*4%no*	*2%*	*2%*	*2%*	*7%p*	*3%*
Mail that has been tampered with	87	-	87	51	35	17	13	27	15	12	-	4	30	41	16	4	75	9	77
	2%	-	*2%*	*2%*	*1%*	*2%j*	*2%j*	*3%j*	*2%j*	*1%j*	-	*1%*	*2%no*	*2%no*	*1%*	*	*2%*	*2%*	*1%*
Other problems	128	-	128	57	71	11	11	38	10	30	17	12	21	47	59	28	120	7	141
	2%	-	*2%*	*2%*	*3%*	*2%*	*2%*	*4%eh*	*1%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*
No - there have been no problems	2627	-	2627	1127	1491	198	264	456	368	574	411	355	462	824	1341	767	2423	188	2803
	51%	-	*51%*	*45%*	*57%c*	*29%*	*40%e*	*45%e*	*51%ef*	*62%efgh*	*65%efgh*	*68%efgh*	*34%*	*48%l*	*64%lm*	*66%lm*	*52%q*	*39%*	*54%*
NET Any problem experienced	820	-	820	327	492	147	106	162	128	142	85	51	253	290	278	136	723	90	891
	16%	-	*16%*	*13%*	*19%c*	*21%gijk*	*16%k*	*16%k*	*18%k*	*15%k*	*13%*	*10%*	*19%no*	*17%no*	*13%*	*12%*	*16%*	*19%*	*17%*
Not aware of Hermes	945	-	945	620	321	263	219	267	104	56	23	13	482	370	92	36	778	163	777
	18%	-	*18%*	*25%d*	*12%*	*38%ghijk*	*34%ghijk*	*26%hijk*	*14%ijk*	*6%k*	*4%*	*2%*	*36%mno*	*21%no*	*4%*	*3%*	*17%*	*34%p*	*15%*
Aware but not used Hermes	765	-	765	438	327	79	64	130	120	151	114	106	144	250	371	221	711	40	685
	15%	-	*15%*	*17%d*	*12%*	*12%*	*10%*	*13%*	*17%ef*	*16%ef*	*18%efg*	*20%efg*	*11%*	*14%l*	*18%lm*	*19%lm*	*15%q*	*8%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	192	34	63	50	46	97	95	122	68	20	16	66	46	29	127	20	163
	4%	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	**5%j**	*4%*	*3%*	*4%*	*3%*	*4%*
Damaged mail	271	54	82	69	65	137	135	175	94	36	32	77	57	43	166	36	217
	5%	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
Delayed mail	386	76	136	93	81	212	174	235	144	32	44	105	112	61	260	32	327
	7%	*7%*	*8%*	*8%*	*6%*	*8%*	*7%*	*8%*	*7%*	*5%*	*6%*	*8%*	**9%l**	*7%*	*8%*	*5%*	*8%*
Mis-delivered mail	144	40	42	28	36	81	63	98	46	19	17	38	26	37	81	19	118
	3%	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**4%ln**	*2%*	*3%*	*3%*
Mail that has been tampered with	87	35	16	24	13	50	37	66	21	11	11	23	16	22	50	11	72
	2%	**3%bd**	*1%*	**2%b**	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*
Other problems	128	29	42	25	31	71	56	79	47	9	20	31	29	27	81	9	111
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*
No - there have been no problems	2627	473	977	553	624	1450	1177	1408	1183	306	386	764	598	392	1747	312	2171
	51%	*46%*	**56%acd**	*50%*	*50%*	*52%*	*50%*	*46%*	**59%g**	*49%*	**56%m**	**55%lm**	*49%*	*45%*	**53%m**	*49%*	*52%*
NET Any problem experienced	820	165	278	182	195	443	377	517	292	85	101	229	196	136	526	85	680
	16%	*16%*	*16%*	*16%*	*15%*	*16%*	*16%*	*17%*	*15%*	*13%*	*15%*	*17%*	*16%*	*16%*	*16%*	*13%*	*16%*
Not aware of Hermes	945	281	282	184	197	564	381	728	196	108	107	193	211	261	511	108	777
	18%	**27%bcd**	*16%*	*17%*	*16%*	**20%f**	*16%*	**24%h**	*10%*	*17%*	*15%*	*14%*	*18%*	**30%ijkln**	*16%*	*17%*	*18%*
Aware but not used Hermes	765	119	214	189	243	333	432	414	333	131	99	194	202	79	496	132	583
	15%	*11%*	*12%*	**17%ab**	**19%ab**	*12%*	**18%e**	*13%*	**17%g**	**21%jkmn**	**14%m**	**14%m**	**17%m**	*9%*	**15%m**	**21%p**	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	192	164	28	9	162	14	13	3	12	14	14	13	23	16	26	34	10	2	12
	4%	4%	4%	4%	4%	3%	5%g	2%	6%lp	3%	3%	4%	5%	3%	4%	5%	2%	3%	3%
Damaged mail	271	237	35	10	232	15	19	5	11	21	29	17	45	15	25	56	12	1	14
	5%	5%	5%	4%	5%	3%	8%eg	4%	5%	4%	7%p	5%	10%ikmnpqr	3%	4%	8%imnpr	3%	2%	4%
Delayed mail	386	328	58	25	302	48	26	10	24	21	45	19	25	23	53	58	35	5	43
	7%	7%	8%	10%	7%	11%d	10%d	7%	12%iklm	4%	11%iklm	5%	6%	5%	8%	8%i	8%i	8%	11%iklm
Mis-delivered mail	144	125	19	4	125	8	9	2	8	11	9	15	21	8	28	16	10	*	8
	3%	3%	3%	2%	3%	2%	4%g	1%	4%	2%	2%	4%	5%m	2%	4%	2%	2%	1%	2%
Mail that has been tampered with	87	75	12	4	80	4	2	1	7	8	15	7	10	2	11	17	2	1	3
	2%	2%	2%	2%	2%	1%	1%	1%	4%mpr	1%	3%mpr	2%	2%	*	2%	2%	1%	1%	1%
Other problems	128	103	25	3	108	5	10	5	9	8	25	7	6	8	13	33	-	1	4
	2%	2%	3%	1%	3%	1%	4%e	3%e	4%ilpr	1%	6%iklmnpr	2%p	1%	2%p	2%p	5%ilpr	-	1%	1%
No - there have been no problems	2627	2196	431	136	2139	266	138	83	104	260	216	190	227	303	238	323	276	45	221
	51%	50%	59%a	54%	50%	60%d	55%d	57%d	50%n	46%n	51%n	51%n	50%n	64%hijklno	35%	46%n	63%hijklno	67%hijklno	59%hijlno
NET Any problem experienced	820	703	117	41	681	70	50	19	42	60	83	55	93	50	94	144	61	7	63
	16%	16%	16%	16%	16%	16%	20%dg	13%	20%lm	11%	19%lm	15%	20%lmnq	11%	14%	21%imnpq	14%	10%	17%lm
Not aware of Hermes	945	858	87	38	832	61	27	25	28	125	70	61	75	59	256	106	52	8	53
	18%	19%b	12%	15%	19%ef	14%	11%	17%f	14%	22%hmopr	17%	16%	17%	12%	38%hijklmopqr	15%	12%	12%	14%
Aware but not used Hermes	765	664	101	37	666	45	35	19	34	119	55	66	58	64	90	130	52	7	37
	15%	15%	14%	15%	15%e	10%	14%	13%	16%r	21%jlmnpqr	13%	18%r	13%	13%	13%	18%pr	12%	11%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	192	57	87	22	18	7	144	25	75	85	21	11	1	159	12
	4%	*3%*	*4%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*1%*	*4%*	*4%*
Damaged mail	271	74	128	33	31	4	203	35	101	122	37	8	4	223	12
	5%	*4%*	**7%a**	*5%*	**9%acf**	*3%*	*5%*	**8%a**	*5%*	*6%*	*5%*	*3%*	*5%*	*6%*	*3%*
Delayed mail	386	127	172	42	38	1	299	39	154	150	46	27	7	304	34
	7%	*7%*	**9%e**	*6%*	**11%ace**	*1%*	**8%e**	**8%e**	*8%*	*8%*	*6%*	**11%j**	*8%*	*8%*	**10%j**
Mis-delivered mail	144	54	61	14	13	1	116	14	60	64	16	3	*	125	3
	3%	*3%*	*3%*	*2%*	*4%*	*1%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
Mail that has been tampered with	87	35	34	11	8	-	69	8	33	37	10	8	-	70	8
	2%	*2%*	*2%*	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	-	*2%*	*2%*
Other problems	128	51	52	14	10	1	103	11	44	65	10	8	*	109	9
	2%	*3%*	*3%*	*2%*	*3%*	*	*3%*	*2%*	*2%*	**3%j**	*1%*	*3%*	*	*3%*	*3%*
No - there have been no problems	2627	1075	1000	326	143	67	2076	210	1061	1011	381	118	33	2072	151
	51%	**55%bcdg**	**51%d**	*45%*	*42%*	*54%*	**53%cdg**	*45%*	**54%ln**	*51%*	*47%*	*46%*	*39%*	**52%n**	*44%*
NET Any problem experienced	820	280	346	103	74	12	626	86	318	348	91	49	11	666	60
	16%	*14%*	*17%*	*14%*	**22%acef**	*10%*	*16%*	*19%*	**16%j**	**18%j**	*11%*	**19%j**	*12%*	**17%j**	**18%j**
Not aware of Hermes	945	307	341	176	76	30	648	106	319	334	211	49	18	653	67
	18%	*16%*	*17%*	**24%abf**	**22%af**	*24%*	*17%*	**23%abf**	*16%*	*17%*	**26%him**	*19%*	*21%*	*17%*	*20%*
Aware but not used Hermes	765	283	288	121	48	15	571	63	271	286	135	37	24	557	62
	15%	*15%*	*15%*	*17%*	*14%*	*12%*	*15%*	*14%*	*14%*	*14%*	*16%*	*15%*	**28%hijkm**	*14%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	192	19	170	4	54	132	6	188	2	2	*	192	-
	4%	5%	4%	4%	4%	4%	2%	4%	2%	8%	1%	4%	-
Damaged mail	271	32	236	4	94	167	11	269	2	*	-	271	-
	5%	8%b	5%	4%	6%	5%	4%	5%	4%	1%	-	5%	-
Delayed mail	386	28	349	8	127	240	19	378	2	2	4	382	1
	7%	7%	7%	8%	8%	7%	6%	8%	3%	7%	34%	7%	3%
Mis-delivered mail	144	14	130	1	57	82	6	136	3	5	-	144	-
	3%	4%	3%	1%	4%	2%	2%	3%	5%	19%	-	3%	-
Mail that has been tampered with	87	16	72	-	42	37	9	77	6	5	-	87	-
	2%	4%b	2%	-	3%e	1%	3%	2%	9%gk	18%	-	2%	-
Other problems	128	10	115	2	44	80	3	128	-	*	-	128	-
	2%	3%	2%	2%	3%	2%	1%	3%	-	*	-	2%	-
No - there have been no problems	2627	159	2440	28	750	1766	111	2608	6	5	1	2619	6
	51%	41%	52%ac	28%	49%f	53%df	36%	52%h	9%	21%	13%	51%h	21%
NET Any problem experienced	820	66	738	16	277	501	43	801	8	7	4	816	1
	16%	17%	16%	16%	18%	15%	14%	16%	13%	27%	35%	16%	3%
Not aware of Hermes	945	123	783	39	310	519	115	865	49	6	5	919	20
	18%	32%b	17%	39%b	20%e	16%	37%de	17%	76%gk	23%	52%	18%	68%
Aware but not used Hermes	765	36	712	17	199	525	42	753	2	8	-	762	3
	15%	9%	15%a	17%	13%	16%d	13%	15%h	2%	30%	-	15%h	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	192	63	46	26	58	23	19	21	18	17	11	10	8	8	13	28	17
	4%	5%c	4%	2%	4%c	5%lm	4%	5%	4%	4%	2%	2%	2%	2%	3%	6%jklm	4%
Damaged mail	271	74	72	65	61	33	22	19	34	15	23	25	16	23	16	24	22
	5%	6%	6%	5%	5%	8%	5%	4%	8%lm	4%	5%	6%	4%	5%	4%	5%	5%
Delayed mail	386	126	85	79	96	45	39	43	40	19	25	26	24	29	33	35	29
	7%	10%bc	7%	6%	7%	11%jl	9%	10%l	9%l	5%	6%	6%	6%	7%	8%	8%	7%
Mis-delivered mail	144	34	38	24	49	7	20	7	15	14	8	10	5	9	20	17	13
	3%	3%	3%	2%	4%c	2%	5%l	2%	4%	3%	2%	2%	1%	2%	5%l	4%	3%
Mail that has been tampered with	87	12	23	20	32	3	4	4	8	5	10	3	9	9	7	14	11
	2%	1%	2%	2%	2%a	1%	1%	1%	2%	1%	2%	1%	2%	2%	2%	3%	3%
Other problems	128	30	26	29	43	13	11	6	6	7	13	9	5	14	13	21	8
	2%	2%	2%	2%	3%	3%	2%	1%	1%	2%	3%	2%	1%	3%	3%	5%ghl	2%
No - there have been no problems	2627	678	668	689	592	203	257	219	236	218	214	250	227	212	186	221	185
	51%	53%d	52%d	53%d	46%	48%	59%ejmnop	51%	55%n	52%n	48%	58%ejmnop	55%n	48%	43%	48%	46%
NET Any problem experienced	820	224	210	164	221	84	68	72	85	59	65	60	42	62	70	85	66
	16%	17%c	16%	13%	17%c	20%l	16%	17%l	20%l	14%	15%	14%	10%	14%	16%	19%l	16%l
Not aware of Hermes	945	207	219	222	295	63	64	81	53	65	101	63	70	90	117	92	87
	18%	16%	17%	17%	23%abc	15%	15%	19%	12%	16%	23%efhk	14%	17%	20%h	27%efghikl	20%h	22%fhk
Aware but not used Hermes	765	174	195	214	181	72	46	56	55	73	67	60	75	79	57	63	61
	15%	14%	15%	17%	14%	17%f	11%	13%	13%	18%f	15%	14%	18%f	18%f	13%	14%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	17	-	17	9	7	2	5	9	-	1	-	-	7	9	1	-	14	2	10
	*	-	*	*	*	*	1%	1%i	-	*	-	-	1%n	1%n	*	-	*	1%	*
Damaged mail	17	-	17	11	7	8	2	7	-	*	-	1	10	7	1	1	14	3	14
	*	-	*	*	*	1%hi	*	1%	-	*	-	*	1%n	*	*	*	*	1%	*
Delayed mail	16	-	16	14	2	-	4	9	3	-	-	-	4	11	-	-	14	1	7
	*	-	*	1%d	*	-	1%	1%i	*	-	-	-	*	1%no	-	-	*	*	*
Mis-delivered mail	14	-	14	11	3	2	-	9	3	-	-	-	2	12	-	-	13	1	11
	*	-	*	*	*	*	-	1%i	*	-	-	-	*	1%no	-	-	*	*	*
Mail that has been tampered with	9	-	9	9	-	-	2	6	-	-	-	-	2	6	-	-	9	-	5
	*	-	*	*d	-	-	*	1%	-	-	-	-	*	*n	-	-	*	-	*
Other problems	7	-	7	5	2	2	*	2	3	*	-	-	3	4	*	-	6	2	6
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	242	-	242	158	83	6	38	53	51	54	21	17	44	104	93	39	225	14	265
	5%	-	5%	6%d	3%	1%	6%e	5%e	7%ejk	6%e	3%e	3%e	3%	6%lo	4%	3%	5%	3%	5%
NET Any problem experienced	49	-	49	39	10	10	11	24	3	1	-	1	20	27	2	1	43	6	37
	1%	-	1%	2%d	*	1%jl	2%lj	2%hijk	*	*	-	*	2%no	2%no	*	*	1%	1%	1%
Not aware of Interlink	3662	-	3662	1744	1909	628	545	681	449	569	422	367	1173	1130	1359	790	3265	366	3594
	71%	-	71%	69%	73%	91%fghijk	83%ghijk	67%	62%	62%	67%	70%hi	87%mno	65%	65%	68%	70%	76%	70%
Aware but not used Interlink	1204	-	1204	570	628	43	60	257	216	298	191	139	103	473	628	329	1102	95	1260
	23%	-	23%	23%	24%	6%	9%	25%ef	30%ef	32%efg	30%ef	26%ef	8%	27%l	30%l	28%l	24%	20%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	**17**	9	-	7	1	9	7	15	2	2	-	3	2	9	5	2	14
	*	1%bd	-	1%b	*	*	*	*	*	*	-	*	*	1%jkln	*	*	*
Damaged mail	**17**	9	2	2	4	11	6	13	3	3	2	-	3	10	4	3	14
	*	1%b	*	*	*	*	*	*	*	1%k	*	-	*	1%kln	*	1%	*
Delayed mail	**16**	7	1	8	-	8	8	16	-	2	-	-	-	14	-	2	14
	*	1%bd	*	1%bd	-	*	*	1%h	-	*n	-	-	-	2%jkln	-	*	*
Mis-delivered mail	**14**	5	-	8	1	5	9	13	1	-	1	3	*	9	4	-	13
	*	*b	-	1%b	*	*	*	*	*	-	*	*	*	1%ln	*	-	*
Mail that has been tampered with	**9**	3	-	5	-	3	5	9	-	-	1	5	-	3	6	-	9
	*	*	-	*b	-	*	*	*	-	-	*	*	-	*	*	-	*
Other problems	**7**	2	1	3	2	3	4	5	1	2	-	-	*	5	*	2	5
	*	*	*	*	*	*	*	*	*	*n	-	-	*	1%n	*	*	*
No - there have been no problems	**242**	52	92	60	38	144	98	162	76	15	27	74	71	46	172	15	221
	5%	*5%*	*5%d*	*5%d*	*3%*	*5%*	*4%*	*5%*	*4%*	*2%*	*4%*	*5%l*	*6%l*	*5%l*	*5%l*	*2%*	*5%o*
NET Any problem experienced	**49**	24	4	16	5	28	21	43	5	6	2	5	5	30	12	6	42
	1%	*2%bd*	*	*1%b*	*	*1%*	*1%*	*1%h*	*	*1%*	*	*	*	*3%ijkln*	*	*1%*	*1%*
Not aware of Interlink	**3662**	736	1241	791	893	1977	1684	2186	1411	455	509	965	836	602	2310	460	2953
	71%	*71%*	*71%*	*71%*	*71%*	*71%*	*71%*	*71%*	*70%*	*72%*	*73%*	*70%*	*69%*	*69%*	*70%*	*72%*	*70%*
Aware but not used Interlink	**1204**	227	414	242	322	640	563	677	513	154	154	337	296	192	787	156	996
	23%	*22%*	*24%*	*22%*	*26%*	*23%*	*24%*	*22%*	*26%g*	*24%*	*22%*	*24%*	*24%*	*22%*	*24%*	*25%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	17	12	5	5	16	-	1	*	1	-	1	2	-	1	6	4	-	-	-
	*	*	1%	2%a	*	-	*	*	*	-	*	1%	-	*	1%	1%	-	-	-
Damaged mail	17	16	1	*	15	2	*	1	-	-	2	1	2	1	7	2	-	-	2
	*	*	*	*	*	*	*	1%	-	-	*	*	*	*	1%	*	-	-	1%
Delayed mail	16	14	2	2	16	-	-	-	-	-	1	2	2	3	8	-	-	-	-
	*	*	*	1%	*	-	-	-	-	-	*	1%	*	1%	1%	-	-	-	-
Mis-delivered mail	14	8	6	5	12	*	1	1	-	2	-	2	-	4	2	3	-	-	*
	*	*	1%a	2%a	*	*	*	1%e	-	*	-	1%	-	1%	*	*	-	-	*
Mail that has been tampered with	9	6	3	3	8	-	1	-	-	2	-	-	2	-	-	3	1	-	-
	*	*	*	1%a	*	-	*	-	-	*	-	-	*	-	-	*	*	-	-
Other problems	7	7	*	*	6	1	-	*	-	-	-	-	-	3	3	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	1%	*	-	-	-	*
No - there have been no problems	242	193	49	20	202	17	14	8	13	21	11	18	26	30	20	37	26	3	14
	5%	4%	7%a	8%a	5%	4%	6%	6%	6%j	4%	3%	5%	6%	6%j	3%	5%	6%	4%	4%
NET Any problem experienced	49	43	6	5	44	3	2	1	1	4	4	3	2	6	18	4	1	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	3%lp	1%	*	-	1%
Not aware of Interlink	3662	3186	475	166	3074	322	156	109	151	411	330	253	317	284	554	488	286	56	266
	71%	72%b	65%	66%	71%f	73%f	62%	75%f	73%m	73%mp	78%klmop	68%	70%m	60%	82%hiklmopr	69%m	65%	82%klmopr	71%m
Aware but not used Interlink	1204	998	205	59	999	99	78	28	43	127	79	98	109	157	85	174	127	9	90
	23%	23%	28%a	24%	23%	22%	31%deg	19%	21%n	23%n	19%	26%jnq	24%n	33%hijlnoqr	13%	25%nq	29%hjnq	14%	24%nq

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	**17**	7	6	3	-	-	14	-	4	6	5	-	3	9	3
	*	*	*	*	-	-	*	-	*	*	*1%*	-	**3%hijkm**	*	*1%*
Damaged mail	**17**	6	7	3	-	-	13	-	8	3	5	*	-	11	*
	*	*	*	*	-	-	*	-	*	*	*1%*	*	-	*	*
Delayed mail	**16**	14	-	-	1	-	14	1	10	5	1	-	-	14	-
	*	**1%b**	-	-	*	-	*b	*	*	*	*	-	-	*	-
Mis-delivered mail	**14**	8	3	3	-	-	11	-	8	2	-	-	3	10	3
	*	*	*	*	-	-	*	-	*	*	-	-	**3%hijkm**	*	**1%ij**
Mail that has been tampered with	**9**	2	4	3	-	-	6	-	5	1	-	-	3	6	3
	*	*	*	*	-	-	*	-	*	*	-	-	**3%hijkm**	*	**1%ijm**
Other problems	**7**	5	-	*	1	-	5	1	3	2	1	*	-	5	*
	*	*	-	*	*	-	*	*	*	*	*	*	-	*	*
No - there have been no problems	**242**	94	97	28	17	6	191	22	110	82	30	16	4	192	20
	5%	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*4%*	*5%*	*6%*
NET Any problem experienced	**49**	26	14	6	2	-	40	2	23	14	7	1	3	37	3
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	**3%l**	*1%*	*1%*
Not aware of Interlink	**3662**	1328	1431	525	255	86	2759	341	1375	1401	620	171	53	2776	223
	71%	*68%*	**72%a**	*72%*	*75%*	*69%*	*70%*	*73%*	*70%*	*71%*	**76%hiklmn**	*67%*	*61%*	*70%*	*66%*
Aware but not used Interlink	**1204**	497	433	167	68	32	930	101	462	482	161	66	27	944	93
	23%	*26%*	*22%*	*23%*	*20%*	*26%*	*24%*	*22%*	*23%*	**24%j**	*20%*	*26%*	*31%*	*24%*	**27%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**17**	6	11	-	7	10	-	17	-	-	-	17	-
	*	**2%b**	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	**17**	3	14	-	10	5	2	16	-	-	-	16	2
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	-	-	*	*5%*
Delayed mail	**16**	7	9	-	8	4	3	16	-	-	-	16	-
	*	**2%b**	*	-	**1%e**	*	**1%e**	*	-	-	-	*	-
Mis-delivered mail	**14**	5	8	1	9	5	-	14	-	-	-	14	-
	*	**1%b**	*	*1%*	**1%e**	*	-	*	-	-	-	*	-
Mail that has been tampered with	**9**	-	8	1	5	4	-	9	-	-	-	9	-
	*	-	*	*1%*	*	*	-	*	-	-	-	*	-
Other problems	**7**	-	7	-	3	*	4	6	-	-	-	6	2
	*	-	*	-	*	*	**1%de**	*	-	-	-	*	*5%*
No - there have been no problems	**242**	27	213	2	81	149	11	239	*	1	-	240	1
	5%	*7%*	*5%*	*2%*	*5%*	*4%*	*4%*	*5%*	*	*5%*	-	*5%*	*5%*
NET Any problem experienced	**49**	14	35	1	25	17	8	48	-	-	-	48	2
	1%	**4%b**	*1%*	*1%*	**2%e**	*1%*	**2%e**	*1%*	-	-	-	*1%*	*5%*
Not aware of Interlink	**3662**	261	3319	81	1065	2347	249	3542	65	22	8	3629	24
	71%	*68%*	*71%*	**81%a**	*69%*	*71%*	**80%de**	*70%*	**100%gk**	*87%*	*81%*	*71%*	*83%*
Aware but not used Interlink	**1204**	82	1105	16	364	797	42	1197	*	2	2	1200	2
	23%	*21%*	*24%*	*16%*	**24%f**	**24%f**	*14%*	**24%h**	*	*8%*	*19%*	**23%h**	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**17**	1	1	10	5	-	-	1	-	-	1	1	6	3	4	1	-
	*	*	*	**1%b**	*	-	-	*	-	-	*	*	*1%*	*1%*	*1%*	*	-
Damaged mail	**17**	1	5	7	5	-	1	-	-	2	3	2	*	5	5	-	-
	*	*	*	*1%*	*	-	*	-	-	*	*1%*	*	*	*1%*	*1%*	-	-
Delayed mail	**16**	1	-	8	7	-	1	-	-	-	-	-	3	5	4	-	3
	*	*	-	**1%b**	*1%*	-	*	-	-	-	-	-	*1%*	*1%*	*1%*	-	*1%*
Mis-delivered mail	**14**	1	-	3	10	-	-	1	-	-	-	-	3	*	5	2	3
	*	*	-	*	**1%ab**	-	-	*	-	-	-	-	*1%*	*	*1%*	*	*1%*
Mail that has been tampered with	**9**	-	2	5	2	-	-	-	-	-	2	-	3	2	-	-	2
	*	-	*	*	*	-	-	-	-	-	*1%*	-	*1%*	*	-	-	*
Other problems	**7**	*	2	-	5	*	-	-	-	2	-	-	-	-	3	-	3
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	*1%*	-	*1%*
No - there have been no problems	**242**	75	52	66	49	19	30	25	25	17	10	23	23	20	23	9	17
	5%	*6%*	*4%*	*5%*	*4%*	*5%*	**7%jo**	**6%jo**	**6%jo**	*4%*	*2%*	*5%*	*5%*	*5%*	*5%*	*2%*	*4%*
NET Any problem experienced	**49**	5	8	17	20	*	2	2	-	2	6	3	6	8	12	3	4
	1%	*	*1%*	*1%*	**2%a**	*	*1%*	*	-	*	*1%*	*1%*	*1%*	**2%h**	**3%efghi**	*1%*	*1%*
Not aware of Interlink	**3662**	899	917	881	965	297	305	297	284	289	344	304	278	299	324	349	292
	71%	*70%*	*71%*	*68%*	**75%ac**	*71%*	*70%*	*69%*	*66%*	*70%*	**77%hlm**	*70%*	*67%*	*67%*	**75%h**	**76%hlm**	*73%*
Aware but not used Interlink	**1204**	306	316	326	257	104	98	104	121	108	87	103	107	116	71	100	86
	23%	*24%*	**24%d**	**25%d**	*20%*	**25%n**	*23%*	**24%n**	**28%jn**	**26%n**	*19%*	*24%*	**26%n**	**26%n**	*16%*	*22%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**32**	-	32	18	13	10	1	12	3	4	1	1	10	15	6	2	27	4	45
	1%	-	*1%*	*1%*	*1%*	**1%f**	*	*1%*	*	*	*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Damaged mail	**66**	-	66	30	36	17	5	21	8	5	9	2	22	28	16	11	56	9	78
	1%	-	*1%*	*1%*	*1%*	**2%ik**	*1%*	**2%ik**	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*
Delayed mail	**109**	-	109	49	60	31	14	28	17	13	5	1	45	45	19	6	85	24	146
	2%	-	*2%*	*2%*	*2%*	**4%ijk**	**2%k**	**3%jk**	**2%k**	*1%*	*1%*	*	**3%no**	**3%no**	*1%*	*1%*	*2%*	**5%p**	*3%*
Mis-delivered mail	**60**	-	60	30	30	16	9	13	6	6	5	4	25	19	16	10	48	12	77
	1%	-	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
Mail that has been tampered with	**35**	-	35	22	13	8	5	18	*	2	1	-	13	18	3	1	28	7	34
	1%	-	*1%*	*1%*	*	**1%h**	*1%*	**2%hijk**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*2%*	*1%*
Other problems	**48**	-	48	26	22	6	8	15	6	8	3	2	13	21	13	5	42	5	56
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
No - there have been no problems	**2200**	-	2200	1004	1189	202	278	435	349	476	272	188	480	784	936	460	1988	197	2468
	43%	-	*43%*	*40%*	**45%c**	*29%*	**43%e**	**43%ek**	**49%ek**	**52%efgjk**	**43%e**	*36%*	*36%*	**45%lo**	**45%lo**	*40%*	*43%*	*41%*	*48%*
NET Any problem experienced	**255**	-	255	124	132	60	33	68	34	29	23	8	94	102	60	31	213	41	319
	5%	-	*5%*	*5%*	*5%*	**9%fhijk**	**5%k**	**7%ik**	**5%k**	*3%*	*4%*	*1%*	**7%no**	**6%no**	*3%*	*3%*	*5%*	**9%p**	*6%*
Not aware of DPD	**1404**	-	1404	817	585	345	242	327	156	145	100	89	587	484	334	189	1199	190	1226
	27%	-	*27%*	**33%d**	*22%*	**50%fghijk**	**37%hijk**	**32%hijk**	**22%ij**	*16%*	*16%*	*17%*	**44%mno**	**28%no**	*16%*	*16%*	*26%*	**39%p**	*24%*
Aware but not used DPD	**1297**	-	1297	567	724	80	100	185	180	273	240	240	180	364	752	479	1235	53	1143
	25%	-	*25%*	*23%*	**28%c**	*12%*	*15%*	**18%e**	**25%efg**	**30%efg**	**38%efghi**	**46%efghi**	*13%*	**21%l**	**36%lm**	**41%lmn**	**27%q**	*11%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	32	12	7	5	8	18	13	19	10	5	4	7	7	9	17	5	26
	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Damaged mail	66	18	16	12	21	34	32	44	21	11	6	21	16	9	43	11	52
	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%
Delayed mail	109	37	21	25	26	58	51	74	31	14	8	23	28	27	60	14	89
	2%	4%b	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	2%
Mis-delivered mail	60	24	8	18	10	32	28	35	24	11	6	16	9	16	31	11	47
	1%	2%bd	*	2%b	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%
Mail that has been tampered with	35	10	4	12	8	14	21	24	9	7	3	9	5	11	17	7	28
	1%	1%b	*	1%b	1%	1%	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%
Other problems	48	15	16	7	9	31	16	28	18	5	7	11	7	14	26	5	40
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
No - there have been no problems	2200	438	785	466	511	1223	977	1351	823	213	252	630	544	401	1426	217	1865
	43%	42%	45%	42%	41%	44%	41%	44%	41%	34%	36%	46%ij	45%ij	46%ij	43%ij	34%	44%o
NET Any problem experienced	255	82	61	52	61	143	113	167	83	30	27	63	63	57	153	30	212
	5%	8%bcd	3%	5%	5%	5%	5%	5%	4%	5%	4%	5%	5%	7%	5%	5%	5%
Not aware of DPD	1404	358	428	292	326	786	618	941	425	173	204	311	326	285	841	173	1139
	27%	34%bcd	24%	26%	26%	28%	26%	31%h	21%	28%	29%k	22%	27%	33%kln	26%	27%	27%
Aware but not used DPD	1297	160	477	299	360	638	659	609	674	214	209	377	274	125	860	217	994
	25%	15%	27%a	27%a	29%a	23%	28%e	20%	34%g	34%klmn	30%lm	27%lm	23%m	14%	26%m	34%p	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	32	28	4	2	22	4	3	2	-	2	-	1	5	-	8	4	3	1	3
	1%	1%	1%	1%	1%	1%	1%	1%d	-	*	-	*	1%	-	1%	1%	1%	1%jm	1%
Damaged mail	66	57	9	3	54	5	3	3	-	5	2	3	12	2	9	12	10	1	4
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	*	1%	3%hm	*	1%	2%	2%h	2%	1%
Delayed mail	109	86	22	8	80	15	6	7	2	11	8	3	11	7	26	7	6	4	11
	2%	2%	3%	3%	2%	4%d	2%	5%d	1%	2%	2%	1%	2%	1%	4%hko	1%	1%	6%hijkmop	3%ko
Mis-delivered mail	60	48	12	4	52	3	3	2	1	9	6	9	8	2	11	4	3	*	2
	1%	1%	2%	1%	1%	1%	1%	2%	*	2%	1%	2%	2%	*	2%	1%	1%	*	1%
Mail that has been tampered with	35	24	11	7	30	3	1	1	-	5	4	-	1	3	10	4	3	1	2
	1%	1%	2%a	3%a	1%	1%	*	1%	-	1%	1%	-	*	1%	1%	1%	1%	1%	1%
Other problems	48	34	13	1	41	3	3	1	1	4	10	1	1	2	8	9	5	*	3
	1%	1%	2%a	1%	1%	1%	1%	1%	*	1%	2%l	*	*	*	1%	1%	1%	1%	1%
No - there have been no problems	2200	1851	349	118	1774	219	138	69	96	203	159	148	194	225	251	289	210	23	196
	43%	42%	47%a	47%	41%	50%d	55%dg	48%d	46%ln	36%	38%	40%	43%	47%ljnq	37%	41%	48%ljnq	34%	53%ijklnoq
NET Any problem experienced	255	203	53	17	204	27	13	12	3	22	24	14	26	12	43	36	24	5	22
	5%	5%	7%a	7%	5%	6%	5%	8%d	1%	4%	6%h	4%	6%h	2%	6%hm	5%h	5%h	7%hm	6%hm
Not aware of DPD	1404	1250	154	65	1219	101	48	37	62	151	120	92	124	95	288	191	96	20	81
	27%	28%b	21%	26%	28%ef	23%	19%	25%	30%mpr	27%	28%m	25%	27%	20%	43%hijklmopqr	27%	22%	29%	22%
Aware but not used DPD	1297	1117	180	51	1123	94	52	28	48	187	120	119	110	145	95	188	111	20	74
	25%	25%	24%	20%	26%efg	21%	21%	19%	23%n	33%hlnpr	28%nr	32%hnr	24%n	30%nr	14%	27%nr	25%n	30%n	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	32	11	14	2	1	1	26	2	15	10	4	1	*	25	1
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
Damaged mail	66	28	23	5	9	*	50	9	39	19	4	1	*	59	1
	1%	*1%*	*1%*	*1%*	*3%*	*	*1%*	*2%*	**2%l**	*1%*	*1%*	*	*	*1%*	*
Delayed mail	109	40	43	15	7	2	83	9	44	37	17	6	3	80	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*
Mis-delivered mail	60	29	23	4	2	3	52	4	33	14	7	5	-	47	5
	1%	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*2%*	-	*1%*	*2%*
Mail that has been tampered with	35	13	15	4	1	-	28	1	12	8	9	*	3	20	4
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	*	**4%hikm**	*1%*	*1%*
Other problems	48	12	22	8	2	2	34	4	13	17	8	7	*	31	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%him**	*1%*	*1%*	**2%hm**
No - there have been no problems	2200	808	872	289	161	60	1680	221	860	876	319	107	27	1736	133
	43%	*42%*	*44%*	*40%*	*47%*	*49%*	*43%*	**47%c**	*44%*	*44%*	*39%*	*42%*	*31%*	*44%*	*39%*
NET Any problem experienced	255	95	107	29	18	4	203	22	114	87	34	15	4	200	19
	5%	*5%*	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*5%*	*5%*	*6%*
Not aware of DPD	1404	485	524	249	89	37	1009	126	491	527	265	73	29	1018	102
	27%	*25%*	*27%*	**34%abdfg**	*26%*	*30%*	*26%*	*27%*	*25%*	*27%*	**32%him**	*29%*	*34%*	*26%*	*30%*
Aware but not used DPD	1297	557	472	159	74	23	1029	97	505	489	199	59	26	994	84
	25%	**29%bcdg**	*24%*	*22%*	*22%*	*18%*	*26%*	*21%*	*26%*	*25%*	*24%*	*23%*	*30%*	*25%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**32**	8	24	-	19	8	5	29	1	-	-	30	2
	1%	**2%b**	*1%*	-	**1%e**	*	**2%e**	*1%*	*2%*	-	-	*1%*	*5%*
Damaged mail	**66**	13	53	1	34	29	3	64	-	1	-	64	2
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*5%*
Delayed mail	**109**	19	88	1	53	52	4	104	2	1	*	107	2
	2%	**5%b**	*2%*	*1%*	**3%e**	*2%*	*1%*	*2%*	*4%*	*4%*	*1%*	*2%*	*5%*
Mis-delivered mail	**60**	12	46	2	32	24	3	59	1	*	-	60	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	-
Mail that has been tampered with	**35**	8	27	*	20	11	4	33	-	*	-	33	2
	1%	**2%b**	*1%*	*	**1%e**	*	*1%*	*1%*	-	*	-	*1%*	*6%*
Other problems	**48**	4	43	2	19	25	4	46	-	*	-	46	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*5%*
No - there have been no problems	**2200**	133	2044	23	580	1524	95	2191	3	2	1	2197	2
	43%	*35%*	**44%ac**	*23%*	*38%*	**46%df**	*31%*	**44%h**	*5%*	*8%*	*13%*	**43%h**	*7%*
NET Any problem experienced	**255**	33	218	4	118	123	14	248	4	2	*	254	2
	5%	**9%b**	*5%*	*4%*	**8%e**	*4%*	*5%*	*5%*	*7%*	*6%*	*1%*	*5%*	*6%*
Not aware of DPD	**1404**	145	1217	42	442	809	153	1300	54	20	4	1374	25
	27%	**38%b**	*26%*	**42%b**	**29%e**	*24%*	**49%de**	*26%*	**83%gk**	*80%*	*42%*	*27%*	*87%*
Aware but not used DPD	**1297**	73	1193	31	395	853	48	1287	3	1	5	1292	-
	25%	*19%*	**26%a**	*31%*	**26%f**	**26%f**	*15%*	**26%h**	*5%*	*5%*	*45%*	**25%h**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	32	7	8	6	11	3	3	1	4	3	*	1	3	2	5	3	3
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	66	8	19	18	21	1	2	5	12	4	3	3	5	11	10	4	6
	1%	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	**3%e**	*1%*	*1%*	*1%*	*1%*	**2%e**	**2%e**	*1%*	*2%*
Delayed mail	109	27	21	24	36	11	12	5	11	7	3	9	9	6	10	20	6
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	**4%gj**	*2%*
Mis-delivered mail	60	21	12	13	14	6	9	6	8	3	1	6	3	5	3	2	8
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*2%*
Mail that has been tampered with	35	6	7	16	6	3	1	1	1	3	2	5	8	3	2	2	2
	1%	*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*
Other problems	48	5	11	9	22	1	3	1	1	4	7	5	2	2	9	5	8
	1%	*	*1%*	*1%*	**2%a**	*	*1%*	*	*	*1%*	*2%*	*1%*	*	*	**2%h**	*1%*	**2%h**
No - there have been no problems	2200	568	546	563	522	196	202	170	198	187	162	200	181	182	165	205	152
	43%	*44%*	*42%*	*44%*	*40%*	**47%j**	**47%j**	*40%*	**46%j**	*45%*	*36%*	**46%j**	*44%*	*41%*	*38%*	*45%*	*38%*
NET Any problem experienced	255	52	57	58	88	18	22	13	29	13	15	22	15	21	29	33	26
	5%	*4%*	*4%*	*4%*	**7%ab**	*4%*	*5%*	*3%*	*7%*	*3%*	*3%*	*5%*	*4%*	*5%*	*7%*	**7%gj**	*7%*
Not aware of DPD	1404	345	338	345	376	108	107	131	98	104	137	104	116	125	139	127	110
	27%	*27%*	*26%*	*27%*	*29%*	*26%*	*25%*	*31%*	*23%*	*25%*	**31%h**	*24%*	*28%*	*28%*	**32%hk**	*28%*	*28%*
Aware but not used DPD	1297	319	350	324	304	99	104	115	105	112	132	107	102	115	97	95	111
	25%	*25%*	*27%*	*25%*	*24%*	*24%*	*24%*	*27%*	*24%*	*27%*	**30%o**	*25%*	*25%*	*26%*	*23%*	*21%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	25	-	25	13	11	5	*	4	4	7	4	*	6	8	11	4	22	3	33
	*	-	*	1%	*	1%	*	*	1%	1%	1%	*	*	*	1%	*	*	1%	1%
Damaged mail	48	-	48	28	19	8	5	14	3	9	7	2	13	17	18	9	42	6	61
	1%	-	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Delayed mail	100	-	100	50	49	9	10	29	6	25	17	3	20	35	46	20	94	5	113
	2%	-	2%	2%	2%	1%	2%	3%hk	1%	3%hk	3%	1%	1%	2%	2%	2%	2%	1%	2%
Mis-delivered mail	21	-	21	15	6	*	4	4	2	8	2	1	4	6	11	3	20	1	34
	*	-	*	1%	*	*	1%	*	*	1%	*	*	*	*	1%	*	*	*	1%
Mail that has been tampered with	23	-	23	14	9	6	6	6	-	4	1	-	11	6	6	1	18	5	28
	*	-	*	1%	*	1%	1%	1%	-	*	*	-	1%	*	*	*	*	1%	1%
Other problems	33	-	33	20	11	6	2	8	6	4	3	3	9	14	10	6	25	8	27
	1%	-	1%	1%	*	1%	*	1%	1%	*	*	1%	1%	1%	*	1%	1%	2%p	1%
No - there have been no problems	2081	-	2081	1028	1052	119	173	356	372	510	309	243	291	728	1062	552	1946	127	2359
	40%	-	40%	41%	40%	17%	26%e	35%ef	52%efg	55%efgk	49%efg	46%efg	22%	42%l	51%lm	48%lm	42%q	26%	46%
NET Any problem experienced	189	-	189	95	92	26	25	51	14	42	25	6	51	65	73	31	165	22	216
	4%	-	4%	4%	3%	4%k	4%k	5%hk	2%	5%hk	4%k	1%	4%	4%	3%	3%	4%	5%	4%
Not aware of Parcelforce	1277	-	1277	709	565	422	287	316	120	76	34	22	709	436	132	56	1021	242	1118
	25%	-	25%	28%d	21%	61%fghijk	44%ghijk	31%hijk	17%ijk	8%k	5%	4%	53%mno	25%no	6%	5%	22%	50%p	22%
Aware but not used Parcelforce	1608	-	1608	679	921	119	169	292	213	294	266	254	289	505	815	521	1502	90	1463
	31%	-	31%	27%	35%c	17%	26%e	29%e	30%e	32%e	42%efghi	48%efghi	22%	29%l	39%lm	45%lmn	32%q	19%	28%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	25	7	8	6	4	15	10	19	5	*	1	3	15	5	19	*	24
	*	1%	*	1%	*	1%	*	1%	*	*	*	*	1%ik	1%	1%	*	1%
Damaged mail	48	14	15	9	11	29	20	32	14	3	6	14	5	13	25	3	39
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	1%
Delayed mail	100	26	27	25	22	53	47	78	19	3	7	33	33	21	73	3	94
	2%	3%	2%	2%	2%	2%	2%	3%h	1%	1%	1%	2%l	3%l	2%l	2%l	1%	2%o
Mis-delivered mail	21	5	5	6	5	10	11	12	6	2	2	6	5	7	12	2	19
	*	1%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*
Mail that has been tampered with	23	10	1	9	2	12	12	20	3	3	2	5	5	8	12	3	19
	*	1%bd	*	1%b	*	*	*	1%h	*	*	*	*	*	1%	*	*	*
Other problems	33	10	7	5	11	16	16	26	7	*	6	3	10	7	19	*	25
	1%	1%	*	*	1%	1%	1%	1%	*	*	1%	*	1%	1%	1%	*	1%
No - there have been no problems	2081	431	727	446	477	1158	923	1188	865	212	286	584	514	365	1384	215	1782
	40%	42%	42%	40%	38%	42%	39%	39%	43%g	34%	41%l	42%l	43%l	42%l	42%l	34%	42%o
NET Any problem experienced	189	46	50	50	43	96	93	141	42	12	21	54	54	37	129	12	167
	4%	4%	3%	5%	3%	3%	4%	5%h	2%	2%	3%	4%	5%i	4%	4%	2%	4%o
Not aware of Parcelforce	1277	347	377	260	294	724	554	925	316	143	155	276	298	285	729	144	1026
	25%	33%bcd	22%	23%	23%	26%	23%	30%h	16%	23%	22%	20%	25%k	33%ijkln	22%	23%	24%
Aware but not used Parcelforce	1608	215	597	352	444	812	797	814	782	263	232	466	341	182	1039	266	1237
	31%	21%	34%a	32%a	35%a	29%	34%e	27%	39%g	42%jklmn	33%m	34%lm	28%m	21%	32%m	42%p	29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	25	23	2	1	21	1	1	1	1	-	5	2	2	-	5	4	1	*	1
	*	1%	*	*	*	*	1%	1%	1%	-	1%	*	*	-	1%	1%	*	*	*
Damaged mail	48	44	4	3	35	8	2	3	1	8	5	4	3	1	5	7	1	*	8
	1%	1%	1%	1%	1%	2%d	1%	2%d	1%	1%	1%	1%	1%	*	1%	1%	*	1%	2%mp
Delayed mail	100	83	17	8	80	13	4	4	6	6	7	2	14	7	12	15	12	2	11
	2%	2%	2%	3%	2%	3%	2%	3%	3%k	1%	2%	*	3%k	1%	2%	2%	3%	3%k	3%k
Mis-delivered mail	21	16	5	2	16	2	2	1	1	-	7	1	-	2	2	2	2	1	1
	*	*	1%	1%	*	1%	1%	1%	1%	-	2%il	*	-	*	*	*	*	1%il	*
Mail that has been tampered with	23	19	4	*	19	3	1	*	-	2	7	-	5	-	3	2	-	*	3
	*	*	1%	*	*	1%	*	*	-	*	2%mp	-	1%	-	*	*	-	*	1%
Other problems	33	26	6	2	31	1	1	*	-	6	6	-	3	2	8	5	2	*	*
	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	-	1%	*	1%	1%	*	*	*
No - there have been no problems	2081	1725	357	120	1657	223	123	78	93	175	170	144	163	233	201	275	203	35	189
	40%	39%	48%a	48%a	38%	51%d	49%d	54%d	45%ln	31%	40%ln	39%n	36%	49%iklno	30%	39%n	46%lln	51%iln	51%jklno
NET Any problem experienced	189	156	33	15	154	19	8	8	7	22	21	8	22	11	24	24	16	3	16
	4%	4%	5%	6%	4%	4%	3%	5%	3%	4%	5%	2%	5%	2%	4%	3%	4%	5%	4%
Not aware of Parcelforce	1277	1157	120	54	1112	84	47	34	42	163	88	86	112	85	302	166	69	13	71
	25%	26%b	16%	22%	26%ef	19%	19%	23%	20%	29%hjmpr	21%	23%p	25%p	18%	45%hijklmopqr	24%p	16%	19%	19%
Aware but not used Parcelforce	1608	1383	226	62	1396	114	72	26	66	203	146	134	156	148	151	238	154	17	97
	31%	31%	31%	25%	32%eg	26%g	29%g	18%	32%n	36%nr	34%nr	36%nr	34%nr	31%n	22%	34%nr	35%nq	25%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	25 *	10 *	9 *	2 *	4 1%	- -	19 *	4 1%	10 1%	8 *	5 1%	2 1%	- -	18 *	2 *
Damaged mail	48 1%	14 1%	18 1%	4 1%	7 2%	5 4%abcf	32 1%	12 3%abcf	20 1%	15 1%	7 1%	5 2%	1 2%	35 1%	6 2%
Delayed mail	100 2%	30 2%	45 2%	16 2%	6 2%	3 2%	76 2%	8 2%	27 1%	56 3%hl	9 1%	3 1%	5 6%hl	83 2%	8 2%
Mis-delivered mail	21 *	8 *	6 *	5 1%	2 1%	1 1%	13 *	3 1%	10 *	6 *	3 *	2 1%	1 1%	15 *	3 1%
Mail that has been tampered with	23 *	9 *	9 *	3 *	1 *	* *	19 *	1 *	8 *	11 1%	2 *	* *	2 3%hijkm	18 *	3 1%
Other problems	33 1%	6 *	12 1%	7 1%	3 1%	4 3%abf	18 *	7 2%af	13 1%	11 1%	8 1%	1 *	- -	24 1%	1 *
No - there have been no problems	2081 40%	845 43%cdeg	825 42%deg	266 37%	108 32%	34 27%	1669 43%cdeg	142 30%	871 44%jkln	826 42%jkln	282 35%l	80 32%	15 18%	1697 43%jkln	96 28%
NET Any problem experienced	189 4%	53 3%	83 4%	26 4%	17 5%	9 7%a	136 3%	26 6%a	66 3%	82 4%	23 3%	8 3%	10 11%hijkm	148 4%	17 5%
Not aware of Parcelforce	1277 25%	375 19%	473 24%a	249 34%abf	110 32%abf	47 38%abf	848 22%	157 34%abf	421 21%	463 23%	258 32%him	92 36%him	25 30%	884 22%	117 34%him
Aware but not used Parcelforce	1608 31%	672 35%bc	594 30%	185 25%	106 31%	35 28%	1267 32%c	141 30%	612 31%	608 31%	255 31%	74 29%	35 41%	1219 31%	109 32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	25	1	23	-	9	16	*	23	1	1	-	25	-
	*	*	1%	-	1%	*	*	*	2%	3%	-	*	-
Damaged mail	48	4	44	*	18	29	1	48	1	*	-	48	-
	1%	1%	1%	*	1%	1%	*	1%	1%	*	-	1%	-
Delayed mail	100	12	83	5	35	56	10	98	2	-	-	100	-
	2%	3%	2%	5%	2%	2%	3%	2%	3%	-	-	2%	-
Mis-delivered mail	21	4	17	-	9	11	1	18	2	*	-	21	-
	*	1%	*	-	1%	*	*	*	3%gk	2%	-	*	-
Mail that has been tampered with	23	4	20	-	15	5	2	23	-	-	-	23	-
	*	1%	*	-	1%e	*	1%	*	-	-	-	*	-
Other problems	33	4	28	1	18	14	1	33	-	-	-	33	-
	1%	1%	1%	1%	1%e	*	*	1%	-	-	-	1%	-
No - there have been no problems	2081	134	1922	25	623	1366	92	2071	4	6	*	2080	1
	40%	35%	41%c	25%	41%f	41%f	30%	41%h	6%	22%	2%	41%h	3%
NET Any problem experienced	189	20	164	5	76	101	12	185	3	1	-	189	-
	4%	5%	4%	5%	5%e	3%	4%	4%	5%	5%	-	4%	-
Not aware of Parcelforce	1277	154	1076	48	395	736	147	1178	56	10	7	1243	27
	25%	40%b	23%	48%b	26%e	22%	47%de	23%	86%gk	39%	64%	24%	93%
Aware but not used Parcelforce	1608	76	1512	21	442	1107	60	1593	2	9	4	1604	1
	31%	20%	32%a	21%	29%f	33%df	19%	32%h	4%	34%	34%	31%h	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**25**	8	6	6	5	*	2	6	1	3	2	4	2	*	*	3	2
	1%	*1%*	*1%*	*	*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*
Damaged mail	**48**	13	18	6	12	*	6	7	6	7	4	1	1	4	1	9	2
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	*1%*	**2%e**	*1%*	*	*	*1%*	*	**2%e**	*1%*
Delayed mail	**100**	31	27	28	14	14	3	14	11	8	9	8	7	12	3	8	3
	2%	*2%*	*2%*	*2%*	*1%*	**3%fnp**	*1%*	**3%fp**	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*
Mis-delivered mail	**21**	4	2	9	6	1	*	3	*	2	*	3	1	5	1	1	4
	*	*	*	*1%*	*	*	*	*1%*	*	*	*	*1%*	*	*1%*	*	*	*1%*
Mail that has been tampered with	**23**	8	3	7	5	3	*	5	2	2	-	*	3	4	2	2	1
	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	-	*	*1%*	*1%*	*1%*	*	*
Other problems	**33**	9	8	5	10	*	6	3	*	8	-	-	1	5	*	10	*
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	**2%ehjknp**	-	-	*	*1%*	*	**2%ehjkinp**	*
No - there have been no problems	**2081**	540	522	534	486	171	187	182	202	171	149	227	155	152	170	181	135
	40%	*42%*	*40%*	*41%*	*38%*	*41%*	**43%jp**	**43%jp**	**47%jlmp**	*41%*	*33%*	**52%efgijlmnop**	*37%*	*34%*	*40%*	*39%*	*34%*
NET Any problem experienced	**189**	54	51	47	37	18	12	24	18	18	16	15	12	19	7	21	8
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	**6%np**	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*5%*	*2%*
Not aware of Parcelforce	**1277**	282	302	309	384	91	86	106	74	89	139	88	99	122	137	124	123
	25%	*22%*	*23%*	*24%*	**30%abc**	*22%*	*20%*	**25%h**	*17%*	*21%*	**31%efhik**	*20%*	*24%*	**27%h**	**32%efhik**	**27%h**	**31%efhik**
Aware but not used Parcelforce	**1608**	409	417	400	383	142	151	116	137	138	142	103	148	150	116	134	133
	31%	*32%*	*32%*	*31%*	*30%*	**34%k**	**35%k**	*27%*	*32%*	**33%k**	*32%*	*24%*	**36%kn**	**34%k**	*27%*	*29%*	**33%k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	13	-	13	12	1	3	3	7	-	-	-	-	6	7	-	-	13	-	11
	*	-	*	*d	*	*	*	1%	-	-	-	-	*n	*n	-	-	*	-	*
Damaged mail	12	-	12	9	4	5	3	4	-	*	-	-	8	4	*	-	11	1	10
	*	-	*	*	*	1%	*	*	-	*	-	-	1%n	*	*	-	*	*	*
Delayed mail	16	-	16	12	3	5	2	6	-	2	*	-	7	6	2	*	15	*	16
	*	-	*	*	*	1%	*	1%	-	*	*	-	1%	*	*	*	*	*	*
Mis-delivered mail	11	-	11	11	*	3	5	3	*	-	-	-	8	3	-	-	11	-	9
	*	-	*	*d	*	*	1%	*	*	-	-	-	1%n	*	-	-	*	-	*
Mail that has been tampered with	5	-	5	5	-	-	-	2	3	*	-	-	-	5	*	-	5	-	4
	*	-	*	*	-	-	-	*	*	*	-	-	-	*	*	-	*	-	*
Other problems	14	-	14	11	2	6	-	4	-	3	-	-	6	4	3	-	11	2	10
	*	-	*	*	*	1%	-	*	-	*	-	-	*	*	*	-	*	1%	*
No - there have been no problems	479	-	479	294	186	18	40	108	98	130	51	35	58	206	216	86	426	49	532
	9%	-	9%	12%d	7%	3%	6%e	11%ef	14%efjk	14%efjk	8%e	7%e	4%	12%lo	10%lo	7%l	9%	10%	10%
NET Any problem experienced	46	-	46	36	10	13	7	18	3	4	*	-	20	21	4	*	42	4	42
	1%	-	1%	1%d	*	2%ijk	1%	2%ijk	*	*	*	-	2%no	1%no	*	*	1%	1%	1%
Not aware of TNT Express	2527	-	2527	1176	1344	581	493	543	266	277	189	179	1074	809	644	368	2189	314	2472
	49%	-	49%	47%	51%c	85%fghijk	75%ghijk	53%hijk	37%ij	30%	30%	34%	80%mno	47%no	31%	32%	47%	65%p	48%
Aware but not used TNT Express	2104	-	2104	1006	1090	75	114	346	352	512	394	312	188	698	1218	706	1979	113	2110
	41%	-	41%	40%	41%	11%	17%e	34%ef	49%efg	55%efg	62%efgh	59%efgh	14%	40%l	58%lm	61%lm	43%q	24%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	13	4	6	2	2	9	3	13	-	-	-	-	2	9	2	-	11
	*	*	*	*	*	*	*	*h	-	-	-	-	*	1%jkln	*	-	*
Damaged mail	12	5	5	1	-	11	1	10	2	3	*	2	2	5	4	3	9
	*	1%	*	*	-	*	*	*	*	*	*	*	*	1%n	*	*	*
Delayed mail	16	6	4	1	4	11	5	14	2	3	*	1	3	9	4	3	13
	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%kn	*	*	*
Mis-delivered mail	11	7	4	*	-	11	*	11	*	2	*	-	1	7	1	2	8
	*	1%d	*	*	-	*f	*	*h	*	*	*	-	*	1%kn	*	*	*
Mail that has been tampered with	5	1	2	3	-	2	3	5	-	-	-	-	-	5	-	-	5
	*	*	*	*	-	*	*	*	-	-	-	-	-	1%kn	-	-	*
Other problems	14	4	4	3	3	8	6	10	3	5	-	3	3	2	5	5	7
	*	*	*	*	*	*	*	*	*	1%n	-	*	*	*	*	1%p	*
No - there have been no problems	479	133	161	98	86	295	185	314	159	33	45	137	125	118	307	33	431
	9%	13%bcd	9%	9%	7%	11%f	8%	10%h	8%	5%	6%	10%ij	10%ij	14%ijn	9%l	5%	10%o
NET Any problem experienced	46	14	15	10	7	29	17	40	6	6	*	5	10	22	16	6	38
	1%	1%	1%	1%	1%	1%	1%	1%h	*	1%	*	*	1%	3%jkln	*	1%	1%
Not aware of TNT Express	2527	525	823	537	642	1348	1179	1641	835	319	344	623	574	439	1541	324	2016
	49%	51%	47%	48%	51%	48%	50%	53%h	42%	51%	50%	45%	48%	50%	47%	51%	48%
Aware but not used TNT Express	2104	366	752	463	523	1118	986	1073	1005	272	305	615	497	290	1418	275	1726
	41%	35%	43%a	42%a	42%a	40%	42%	35%	50%g	43%m	44%m	45%m	41%m	33%	43%m	43%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 304

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	**13**	13	*	-	10	1	1	*	1	2	-	-	2	1	5	-	-	1	1
	*	*	*	-	*	*	*	*	*	*	-	-	*	*	*1%*	-	-	**1%jop**	*
Damaged mail	**12**	12	*	*	10	1	1	-	1	2	-	-	2	1	3	-	2	1	-
	*	*	*	*	*	*	*	-	*1%*	*	-	-	*	*	*	-	*	**1%jor**	-
Delayed mail	**16**	15	1	*	13	2	-	*	1	2	1	-	2	1	3	2	-	1	1
	*	*	*	*	*	*	-	*	*1%*	*	*	-	*	*	*	*	-	**1%kp**	*
Mis-delivered mail	**11**	11	*	*	10	1	-	-	1	-	2	-	3	-	5	-	-	-	1
	*	*	*	*	*	*	-	-	*	-	*	-	*1%*	-	*1%*	-	-	-	*
Mail that has been tampered with	**5**	5	*	-	4	1	-	*	-	-	-	-	-	3	2	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	-	-	*1%*	*	-	-	**1%ijlopr**	-
Other problems	**14**	13	*	*	13	*	-	*	-	2	5	-	6	-	-	-	-	*	*
	*	*	*	*	*	*	-	*	-	*	**1%o**	-	**1%no**	-	-	-	-	*	*
No - there have been no problems	**479**	404	75	33	386	51	30	13	23	43	28	29	44	66	67	54	32	8	43
	9%	*9%*	*10%*	*13%*	*9%*	*11%*	*12%*	*9%*	*11%*	*8%*	*7%*	*8%*	*10%*	**14%ijkop**	*10%*	*8%*	*7%*	*12%*	**11%j**
NET Any problem experienced	**46**	44	1	1	40	3	2	1	4	8	5	-	6	6	8	2	2	1	2
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	**2%ko**	*1%*	*1%*	-	*1%*	*1%*	*1%*	*	*	**1%k**	*1%*
Not aware of TNT Express	**2527**	2200	327	124	2141	191	115	80	98	277	200	175	203	184	424	381	199	22	168
	49%	**50%b**	*44%*	*49%*	**50%e**	*43%*	*46%*	**55%ef**	**47%q**	**49%mq**	**47%q**	**47%q**	*45%*	*39%*	**63%hijklmopqr**	**54%lmpqr**	**45%q**	*32%*	**45%q**
Aware but not used TNT Express	**2104**	1771	332	93	1752	197	103	52	83	235	191	169	200	221	180	266	208	37	160
	41%	*40%*	**45%a**	*37%*	*41%*	**45%g**	*41%*	*36%*	**40%n**	**42%n**	**45%n**	**45%n**	**44%n**	**46%no**	*26%*	**38%n**	**47%no**	**55%hino**	**43%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	13	10	*	-	2	1	10	3	5	6	2	-	-	11	-
	*	1%b	*	-	*b	1%b	*	1%b	*	*	*	-	-	*	-
Damaged mail	12	7	5	1	-	-	12	-	6	5	1	-	-	12	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	16	12	3	1	*	-	14	*	9	6	1	-	*	14	*
	*	1%	*	*	*	-	*	*	*	*	*	-	*	*	*
Mis-delivered mail	11	11	1	*	-	-	11	-	2	7	2	-	-	10	-
	*	1%b	*	*	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	5	5	*	-	-	-	5	-	5	*	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	14	8	3	3	-	-	11	-	6	5	3	-	-	11	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	479	201	198	45	23	11	399	34	215	175	64	20	3	391	22
	9%	10%c	10%c	6%	7%	9%	10%c	7%	11%	9%	8%	8%	3%	10%	7%
NET Any problem experienced	46	28	11	4	2	1	39	3	22	20	3	-	*	42	*
	1%	1%b	1%	1%	*	1%	1%	1%	1%	1%	*	-	*	1%	*
Not aware of TNT Express	2527	813	998	418	191	70	1811	261	891	981	431	138	46	1872	185
	49%	42%	51%af	58%abf	56%af	57%a	46%a	56%af	45%	50%h	53%hm	55%h	54%	47%	54%h
Aware but not used TNT Express	2104	903	769	258	126	42	1672	168	842	802	320	96	37	1644	132
	41%	46%bcdefg	39%	36%	37%	34%	43%bcg	36%	43%	41%	39%	38%	43%	42%	39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	13	5	8	-	9	3	1	11	2	-	-	13	-
	*	1%b	*	-	1%e	*	*	*	2%gk	-	-	*	-
Damaged mail	12	2	10	-	6	5	1	12	1	-	-	12	-
	*	*1%*	*	-	*	*	*	*	*1%*	-	-	*	-
Delayed mail	16	10	5	-	9	6	-	16	-	-	-	16	-
	*	3%b	*	-	*1%*	*	-	*	-	-	-	*	-
Mis-delivered mail	11	5	6	-	6	5	1	10	2	*	-	11	-
	*	1%b	*	-	*	*	*	*	2%gk	*	-	*	-
Mail that has been tampered with	5	2	3	-	5	*	-	5	-	-	-	5	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
Other problems	14	4	10	-	9	4	-	12	2	-	-	14	-
	*	1%b	*	-	1%e	*	-	*	2%gk	-	-	*	-
No - there have been no problems	479	24	454	2	126	340	14	473	3	1	-	477	2
	9%	*6%*	*10%*	*2%*	*8%*	10%f	*4%*	*9%*	*5%*	*4%*	-	*9%*	*7%*
NET Any problem experienced	46	13	33	-	28	16	2	43	2	*	-	46	-
	1%	3%b	*1%*	-	2%e	*	*1%*	*1%*	*3%*	*	-	*1%*	-
Not aware of TNT Express	2527	232	2224	71	757	1558	213	2417	56	17	9	2491	27
	49%	60%b	*48%*	71%b	*49%*	*47%*	68%de	*48%*	87%gk	*68%*	*90%*	*49%*	*93%*
Aware but not used TNT Express	2104	115	1962	27	625	1397	82	2092	3	7	1	2103	-
	41%	*30%*	42%ac	*27%*	41%f	42%f	*26%*	42%h	*5%*	*28%*	*10%*	41%h	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	13	-	2	-	10	-	-	-	-	2	1	-	-	-	6	-	4
	*	-	*	-	1%ac	-	-	-	-	*	*	-	-	-	1%	-	1%
Damaged mail	12	2	2	3	5	-	2	*	-	2	-	-	3	-	1	3	2
	*	*	*	*	*	-	*	*	-	1%	-	-	1%	-	*	1%	*
Delayed mail	16	5	2	3	6	2	1	1	-	2	-	*	*	3	4	-	1
	*	*	*	*	*	1%	*	*	-	1%	-	*	*	1%	1%	-	*
Mis-delivered mail	11	-	3	5	3	-	-	-	-	3	-	*	3	2	2	-	1
	*	-	*	*	*	-	-	-	-	1%	-	*	1%	*	1%	-	*
Mail that has been tampered with	5	-	-	*	5	-	-	-	-	-	-	-	-	*	2	-	3
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	1%	-	1%
Other problems	14	1	6	5	2	*	*	1	-	6	-	3	-	2	2	*	-
	*	*	*	*	*	*	*	*	-	1%	-	1%	-	*	*	*	-
No - there have been no problems	479	149	122	112	96	42	60	47	51	42	29	41	31	40	30	39	27
	9%	12%d	9%	9%	7%	10%	14%jnp	11%	12%j	10%	6%	9%	8%	9%	7%	8%	7%
NET Any problem experienced	46	6	8	11	20	3	3	1	-	7	1	3	4	5	8	3	9
	1%	1%	1%	1%	2%a	1%	1%	*	-	2%h	*	1%	1%	1%	2%h	1%	2%h
Not aware of TNT Express	2527	615	632	610	671	208	204	202	175	204	253	191	206	212	240	241	189
	49%	48%	49%	47%	52%	50%	47%	47%	41%	49%	57%fghkp	44%	50%	48%	56%hk	52%h	47%
Aware but not used TNT Express	2104	514	530	557	503	168	168	178	203	162	164	198	173	186	153	177	174
	41%	40%	41%	43%	39%	40%	39%	42%	47%jno	39%	37%	46%jn	42%	42%	35%	38%	43%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**6**	-	6	2	4	1	-	3	1	1	-	-	1	4	1	-	6	-	6
	*	-	*	*	*	*	-	*	*	*	-	-	*	*	*	-	*	-	*
Damaged mail	**2**	-	2	2	-	-	*	2	-	-	-	-	*	2	-	-	2	-	3
	*	-	*	*	-	-	*	*	-	-	-	-	*	*	-	-	*	-	*
Delayed mail	**17**	-	17	13	4	7	2	7	1	-	-	-	8	9	-	-	15	2	11
	*	-	*	*1%*	*	**1%l**	*	*1%*	*	-	-	-	**1%n**	*n	-	-	*	*	*
Mis-delivered mail	**12**	-	12	8	4	5	*	6	1	-	-	-	5	7	-	-	9	3	10
	*	-	*	*	*	**1%l**	*	*1%*	*	-	-	-	*n	*n	-	-	*	*1%*	*
Mail that has been tampered with	**11**	-	11	10	*	6	2	3	-	-	-	-	8	3	-	-	8	2	9
	*	-	*	*d	*	**1%l**	*	*	-	-	-	-	**1%n**	*	-	-	*	*	*
Other problems	**5**	-	5	2	4	2	3	1	-	-	-	-	4	1	-	-	4	1	6
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
No - there have been no problems	**228**	-	228	146	81	15	25	52	43	55	23	15	40	96	92	37	198	27	235
	4%	-	*4%*	**6%d**	*3%*	*2%*	*4%*	**5%e**	**6%e**	**6%ek**	*4%*	*3%*	*3%*	**6%lo**	*4%*	*3%*	*4%*	*6%*	*5%*
NET Any problem experienced	**31**	-	31	21	10	11	5	13	1	1	-	-	16	15	1	-	27	4	28
	1%	-	*1%*	*1%*	*	**2%hijk**	*1%*	**1%ijk**	*	*	-	-	**1%no**	**1%no**	*	-	*1%*	*1%*	*1%*
Not aware of TNT Post UK	**3960**	-	3960	1874	2081	593	555	788	534	640	453	396	1148	1322	1489	849	3547	380	3977
	77%	-	*77%*	*75%*	**79%c**	**86%ghijk**	**85%ghijk**	**78%ij**	*74%*	*69%*	*71%*	*75%*	**86%mno**	**76%n**	*72%*	*73%*	*77%*	*79%*	*77%*
Aware but not used TNT Post UK	**937**	-	937	470	459	68	68	161	141	227	159	114	135	302	500	273	863	70	916
	18%	-	*18%*	*19%*	*17%*	*10%*	*10%*	**16%ef**	**20%ef**	**25%efg**	**25%efg**	**22%efg**	*10%*	**17%l**	**24%lm**	**24%lm**	*19%*	*14%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	**6**	1	-	3	2	1	5	5	-	2	-	-	1	3	1	2	4
	*	*	-	*	*	*	*	*	-	*	-	-	*	*	*	*	*
Damaged mail	**2**	2	1	-	*	2	*	2	*	-	-	*	-	2	*	-	2
	*	*	*	-	*	*	*	*	*	-	-	*	-	*n	*	-	*
Delayed mail	**17**	11	1	5	-	12	5	15	2	3	-	-	4	9	4	3	13
	*	**1%bd**	*	*	-	*	*	*	*	**1%k**	-	-	*	**1%jkn**	*	*1%*	*
Mis-delivered mail	**12**	6	1	5	-	7	5	9	3	3	*	1	1	6	3	3	9
	*	**1%d**	*	*	-	*	*	*	*	*1%*	*	*	*	**1%n**	*	*1%*	*
Mail that has been tampered with	**11**	8	3	-	*	10	*	8	2	1	-	1	1	7	2	1	10
	*	**1%cd**	*	-	*	*f	*	*	*	*	-	*	*	**1%ln**	*	*	*
Other problems	**5**	4	2	-	*	5	*	4	2	*	*	2	3	1	4	*	5
	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**228**	50	84	55	39	134	94	157	65	22	24	61	68	44	153	22	198
	4%	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*3%*	*4%*	*4%*	*6%*	*5%*	*5%*	*3%*	*5%*
NET Any problem experienced	**31**	21	3	5	2	24	7	26	5	6	1	2	8	15	10	6	25
	1%	**2%bcd**	*	*	*	*1%*	*	**1%h**	*	**1%k**	*	*	*1%*	**2%jkn**	*	*1%*	*1%*
Not aware of TNT Post UK	**3960**	802	1341	846	971	2143	1817	2384	1508	485	529	1059	909	666	2497	492	3208
	77%	*77%*	*77%*	*76%*	*77%*	*77%*	*77%*	*78%*	*75%*	*77%*	*76%*	*77%*	*75%*	*77%*	*76%*	*77%*	*76%*
Aware but not used TNT Post UK	**937**	165	323	202	246	488	448	501	427	117	140	259	223	145	621	117	780
	18%	*16%*	*18%*	*18%*	*20%*	*18%*	*19%*	*16%*	**21%g**	*19%*	*20%*	*19%*	*18%*	*17%*	*19%*	*18%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	6	2	3	3	5	-	1	*	2	1	-	2	-	-	-	-	-	-	-
	*	*	*a	1%a	*	-	*	*	1%no	*	-	1%	-	-	-	-	-	-	-
Damaged mail	2	2	*	*	2	-	-	*	1	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
Delayed mail	17	14	2	2	17	-	-	-	3	2	-	2	2	1	3	5	-	-	-
	*	*	*	1%	*	-	-	-	1%jpr	*	-	1%	*	*	*	1%	-	-	-
Mis-delivered mail	12	10	2	2	12	*	*	-	2	-	-	2	3	-	1	2	1	-	*
	*	*	*	1%	*	*	*	-	1%l	-	-	1%	1%	-	*	*	*	-	*
Mail that has been tampered with	11	10	*	-	10	1	-	*	2	3	-	-	-	-	1	3	-	-	1
	*	*	*	-	*	*	-	*	1%	1%	-	-	-	-	*	*	-	-	*
Other problems	5	5	*	*	4	1	-	*	-	-	-	-	-	3	1	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	1%	*	-	-	-	*
No - there have been no problems	228	184	44	20	191	24	10	3	8	26	8	17	10	40	26	35	20	5	19
	4%	4%	6%	8%a	4%	5%g	4%	2%	4%	5%	2%	5%	2%	8%hjln	4%	5%	5%	7%jl	5%j
NET Any problem experienced	31	27	4	3	28	2	1	*	4	4	-	2	3	4	4	5	1	-	2
	1%	1%	1%	1%	1%	*	*	*	2%jp	1%	-	1%	1%	1%	1%	1%	*	-	1%
Not aware of TNT Post UK	3960	3410	550	185	3315	326	199	120	162	405	357	289	355	335	553	520	339	48	278
	77%	77%	75%	74%	77%	74%	79%	82%de	78%	72%	84%lmopqr	77%	78%m	70%	82%lmoqr	74%	77%	71%	75%
Aware but not used TNT Post UK	937	799	137	42	785	88	41	22	34	128	58	65	84	98	94	144	81	15	73
	18%	18%	19%	17%	18%	20%	16%	15%	16%	23%jn	14%	17%	19%	21%jn	14%	20%jn	18%	23%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	6 *	4 *	1 *	- -	1 *	- -	5 *	1 *	3 *	2 *	- -	- -	- -	6 *	- -
Damaged mail	2 *	2 *	1 *	- -	* *	- -	2 *	* *	2 *	* *	- -	- -	- -	2 *	- -
Delayed mail	17 *	9 *	5 *	- -	- -	3 **2%abcdf**	14 *	3 *1%*	11 **1%l**	1 *	5 **1%l**	- -	- -	12 *	- -
Mis-delivered mail	12 *	7 *	3 *	2 *	* *	- -	10 *	* *	8 *	2 *	2 *	* *	- -	10 *	* *
Mail that has been tampered with	11 *	5 *	1 *	1 *	1 *	3 **2%abcf**	5 *	4 **1%bf**	2 *	4 *	4 *	- -	- -	7 *	- -
Other problems	5 *	- -	4 *	2 *	* *	- -	4 *	* *	- -	2 *	3 *	- -	- -	2 *	- -
No - there have been no problems	228 *4%*	89 *5%*	93 *5%*	32 *4%*	7 *2%*	7 *6%*	182 *5%*	15 *3%*	112 **6%l**	75 *4%*	33 *4%*	7 *3%*	1 *1%*	187 *5%*	9 *3%*
NET Any problem experienced	31 *1%*	13 *1%*	10 *1%*	2 *	2 *1%*	3 **2%bc**	24 *1%*	5 *1%*	14 *1%*	8 *	8 *1%*	* *	- -	22 *1%*	* *
Not aware of TNT Post UK	3960 *77%*	1439 *74%*	1537 **78%a**	569 *78%*	281 **82%af**	96 *78%*	2976 *76%*	377 **81%a**	1444 *73%*	1549 **78%h**	629 *77%*	214 **84%hm**	79 **92%hijm**	2992 *76%*	293 **86%hijm**
Aware but not used TNT Post UK	937 *18%*	404 **21%bg**	336 *17%*	123 *17%*	51 *15%*	18 *14%*	739 *19%*	69 *15%*	400 **20%kln**	347 **18%ln**	147 **18%ln**	32 *13%*	6 *6%*	747 **19%ln**	37 *11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**6**	2	4	-	6	-	-	5	1	-	-	6	-
	*	*1%*	*	-	*e	-	-	*	**2%gk**	-	-	*	-
Damaged mail	**2**	1	2	-	2	*	-	2	-	-	-	2	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**17**	6	11	-	10	7	-	15	1	-	-	17	-
	*	**2%b**	*	-	*1%*	*	-	*	*2%*	-	-	*	-
Mis-delivered mail	**12**	4	8	-	7	5	-	11	1	-	-	12	-
	*	**1%b**	*	-	*	*	-	*	**2%gk**	-	-	*	-
Mail that has been tampered with	**11**	5	6	-	8	1	1	11	-	-	-	11	-
	*	**1%b**	*	-	**1%e**	*	*	*	-	-	-	*	-
Other problems	**5**	-	5	-	*	5	-	5	*	-	-	5	-
	*	-	*	-	*	*	-	*	*	-	-	*	-
No - there have been no problems	**228**	20	206	3	81	141	7	228	-	-	-	228	-
	4%	*5%*	*4%*	*3%*	*5%*	*4%*	*2%*	*5%*	-	-	-	*4%*	-
NET Any problem experienced	**31**	8	23	-	18	13	1	30	1	-	-	31	-
	1%	**2%b**	*	-	**1%e**	*	*	*1%*	*2%*	-	-	*1%*	-
Not aware of TNT Post UK	**3960**	298	3578	83	1161	2536	262	3838	61	24	9	3923	28
	77%	*78%*	*77%*	*83%*	*76%*	*77%*	**84%de**	*76%*	**94%gk**	*93%*	*91%*	*77%*	*95%*
Aware but not used TNT Post UK	**937**	57	866	13	276	620	41	930	2	2	1	934	2
	18%	*15%*	*19%*	*13%*	*18%*	*19%*	*13%*	**19%h**	*4%*	*7%*	*9%*	**18%h**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**6**	-	1	1	4	-	-	-	1	-	-	1	-	-	2	-	2
	*	-	*	*	*	-	-	-	*	-	-	*	-	-	*1%*	-	*
Damaged mail	**2**	*	-	2	1	-	*	-	-	-	-	-	-	2	-	-	1
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	-	*
Delayed mail	**17**	-	4	*	12	-	-	-	-	4	-	-	*	-	4	4	3
	*	-	*	*	**1%ac**	-	-	-	-	*1%*	-	-	*	-	*1%*	*1%*	*1%*
Mis-delivered mail	**12**	*	3	2	7	*	-	-	*	3	-	-	-	2	4	-	2
	*	*	*	*	*1%*	*	-	-	*	*1%*	-	-	-	*	*1%*	-	*1%*
Mail that has been tampered with	**11**	-	2	-	8	-	-	-	-	1	1	-	-	-	3	3	3
	*	-	*	-	**1%ac**	-	-	-	-	*	*	-	-	-	*1%*	*1%*	*1%*
Other problems	**5**	*	1	1	3	-	*	-	-	1	-	1	-	-	3	*	-
	*	*	*	*	*	-	*	-	-	*	-	*	-	-	*1%*	*	-
No - there have been no problems	**228**	62	58	64	44	11	27	24	23	24	12	23	26	14	19	15	11
	4%	*5%*	*5%*	*5%*	*3%*	*3%*	*6%*	*6%*	*5%*	*6%*	*3%*	*5%*	*6%*	*3%*	*4%*	*3%*	*3%*
NET Any problem experienced	**31**	1	8	4	19	*	*	-	1	6	1	2	*	2	10	5	5
	1%	*	*1%*	*	**1%ac**	*	*	-	*	*1%*	*	*	*	*	**2%efgjl**	*1%*	*1%*
Not aware of TNT Post UK	**3960**	992	983	972	1013	330	334	328	304	309	369	328	303	342	335	357	320
	77%	*77%*	*76%*	*75%*	*79%*	*78%*	*77%*	*77%*	*71%*	*74%*	**83%hil**	*76%*	*73%*	*77%*	*78%*	*77%*	**80%h**
Aware but not used TNT Post UK	**937**	230	243	250	214	79	74	77	101	77	65	80	85	85	67	84	63
	18%	*18%*	*19%*	*19%*	*17%*	*19%*	*17%*	*18%*	**24%jnp**	*19%*	*14%*	*19%*	*20%*	*19%*	*15%*	*18%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	31	-	31	19	11	12	2	7	5	4	1	-	14	12	5	1	24	6	27
	1%	-	1%	1%	*	2%fijk	*	1%	1%	*	*	-	1%no	1%	*	*	1%	1%	1%
Damaged mail	34	-	34	25	10	6	1	17	5	1	1	3	8	22	5	4	22	12	31
	1%	-	1%	1%d	*	1%	*	2%fij	1%	*	*	1%	1%	1%n	*	*	*	2%p	1%
Delayed mail	46	-	46	24	22	12	4	23	4	3	*	-	16	26	3	*	36	9	55
	1%	-	1%	1%	1%	2%ijk	1%	2%hijk	1%	*	*	-	1%no	2%no	*	*	1%	2%	1%
Mis-delivered mail	21	-	21	13	8	7	-	11	2	*	1	*	7	13	1	1	13	8	17
	*	-	*	1%	*	1%l	-	1%fi	*	*	*	*	1%	1%n	*	*	*	2%p	*
Mail that has been tampered with	16	-	16	9	7	4	3	6	2	-	-	-	8	8	-	-	9	7	10
	*	-	*	*	*	1%	1%	1%	*	-	-	-	1%n	*n	-	-	*	1%p	*
Other problems	17	-	17	9	8	2	1	*	1	6	5	1	3	2	12	6	16	1	22
	*	-	*	*	*	*	*	*	*	1%	1%g	*	*	*	1%	1%	*	*	*
No - there have been no problems	1229	-	1229	628	599	121	146	245	196	277	144	99	268	442	519	243	1096	122	1322
	24%	-	24%	25%	23%	18%	22%	24%e	27%ek	30%efgjk	23%	19%	20%	25%lo	25%l	21%	24%	25%	26%
NET Any problem experienced	122	-	122	68	54	34	11	42	16	10	5	4	44	58	20	9	100	22	123
	2%	-	2%	3%	2%	5%fhijk	2%	4%fijk	2%	1%	1%	1%	3%no	3%no	1%	1%	2%	5%p	2%
Not aware of UPS	1701	-	1701	892	807	361	313	382	199	207	116	123	674	580	446	239	1472	210	1688
	33%	-	33%	36%d	31%	53%ghijk	48%ghijk	38%hijk	28%j	22%	18%	23%	50%mno	33%no	21%	21%	32%	44%p	33%
Aware but not used UPS	2105	-	2105	924	1171	171	183	346	308	429	369	299	354	654	1097	668	1967	127	2023
	41%	-	41%	37%	45%c	25%	28%	34%ef	43%efg	47%efg	58%efghi	57%efghi	26%	38%l	53%lm	58%lm	42%q	26%	39%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	**31**	10	5	10	6	15	16	23	8	6	1	2	9	12	13	6	24
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	**1%k**	*	*	*1%*	**1%kn**	*	*1%*	*1%*
Damaged mail	**34**	12	11	8	3	23	11	28	6	3	7	3	16	3	26	3	29
	1%	**1%d**	*1%*	*1%*	*	*1%*	*	**1%h**	*	*	*1%*	*	**1%k**	*	*1%*	*	*1%*
Delayed mail	**46**	10	11	16	9	21	25	37	9	5	2	15	13	10	30	5	39
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**21**	8	5	6	3	13	8	14	6	*	2	5	8	5	14	*	21
	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	*1%*	*1%*	*	*	*
Mail that has been tampered with	**16**	7	5	2	1	12	4	14	2	-	3	4	3	4	10	-	14
	*	*1%*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Other problems	**17**	3	2	3	8	5	12	4	13	8	2	2	2	*	7	8	7
	*	*	*	*	*1%*	*	*1%*	*	**1%g**	**1%klmn**	*	*	*	*	*	**1%p**	*
No - there have been no problems	**1229**	281	425	281	242	706	523	753	465	100	138	352	319	243	809	101	1069
	24%	**27%d**	**24%d**	**25%d**	*19%*	**25%f**	*22%*	*25%*	*23%*	*16%*	*20%*	**25%ij**	**26%ij**	**28%ij**	**25%ij**	*16%*	**25%o**
NET Any problem experienced	**122**	38	33	29	22	71	51	92	29	18	11	20	39	27	70	18	98
	2%	**4%bd**	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*1%*	*3%*	*2%*	*1%*	**3%k**	*3%*	*2%*	*3%*	*2%*
Not aware of UPS	**1701**	395	525	367	414	920	780	1146	514	227	229	400	386	324	1015	230	1354
	33%	**38%b**	*30%*	*33%*	*33%*	*33%*	*33%*	**37%h**	*26%*	**36%k**	*33%*	*29%*	*32%*	**37%kn**	*31%*	*36%*	*32%*
Aware but not used UPS	**2105**	325	768	432	580	1093	1012	1076	997	285	315	608	464	275	1387	288	1690
	41%	*31%*	**44%a**	**39%a**	**46%ac**	*39%*	*43%*	*35%*	**50%g**	**45%lm**	**45%lm**	**44%lm**	**38%m**	*32%*	**42%m**	*45%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	31	30	1	*	27	-	3	1	-	4	1	2	5	2	8	4	-	-	-
	1%	1%	*	*	1%	-	1%e	1%e	-	1%	*	1%	1%	*	1%	1%	-	-	-
Damaged mail	34	33	1	*	30	1	3	*	2	4	-	5	3	1	12	-	3	-	1
	1%	1%	*	*	1%	*	1%	*	1%o	1%	-	1%o	1%	*	2%o	-	1%	-	*
Delayed mail	46	39	7	4	37	3	3	2	1	7	1	2	1	4	5	9	7	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	2%	*	1%
Mis-delivered mail	21	18	3	*	18	1	2	*	-	4	-	2	-	1	11	-	-	-	1
	*	*	*	*	*	*	1%	*	-	1%	-	1%	-	*	2%o	-	-	-	*
Mail that has been tampered with	16	12	3	-	15	*	-	*	-	6	-	-	5	-	4	-	-	-	*
	*	*	*	-	*	*	-	*	-	1%	-	-	1%o	-	1%	-	-	-	*
Other problems	17	16	1	*	11	4	2	*	-	1	3	-	-	2	-	3	1	1	3
	*	*	*	*	*	1%	1%	*	-	*	1%	-	-	*	-	*	*	1%kln	1%
No - there have been no problems	1229	1052	177	63	977	146	71	35	48	107	90	72	103	123	139	163	131	20	125
	24%	24%	24%	25%	23%	33%dg	29%d	24%	23%	19%	21%	19%	23%	26%	21%	23%	30%ljkn	30%l	34%hijklmno
NET Any problem experienced	122	108	14	5	102	8	8	3	4	16	4	9	13	7	23	15	11	1	7
	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	3%	1%	3%	2%	2%	1%	2%
Not aware of UPS	1701	1478	222	95	1438	127	75	61	77	184	149	115	146	114	319	222	112	23	104
	33%	33%	30%	38%	33%	29%	30%	42%def	37%mpr	33%m	35%mp	31%	32%m	24%	47%hijklmopqr	32%	25%	33%	28%
Aware but not used UPS	2105	1783	322	89	1802	160	97	46	80	256	180	176	191	232	196	304	187	24	136
	41%	40%	44%c	35%	42%eg	36%	39%	32%	38%n	45%nr	43%n	47%nr	42%n	49%hnqr	29%	43%n	43%n	36%	36%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	31 1%	8 *	15 1%	3 *	3 1%	2 1%	23 1%	5 1%	10 1%	16 1%	5 1%	- -	- -	26 1%	- -
Damaged mail	34 1%	16 1%	7 *	8 1%	3 1%	* *	23 1%	3 1%	13 1%	11 1%	8 1%	1 *	2 2%	24 1%	2 1%
Delayed mail	46 1%	16 1%	21 1%	9 1%	* *	* *	36 1%	1 *	17 1%	20 1%	5 1%	1 *	4 4%hijkm	36 1%	5 1%
Mis-delivered mail	21 *	5 *	6 *	7 1%f	2 1%	2 2%	11 *	4 1%	3 *	11 1%	2 *	4 2%hjm	1 2%h	14 *	5 2%hjm
Mail that has been tampered with	16 *	12 1%	3 *	- -	* *	- -	16 *	* *	10 *	4 *	2 *	- -	- -	14 *	- -
Other problems	17 *	8 *	5 *	4 1%	1 *	- -	12 *	1 *	7 *	8 *	2 *	* *	* 1%	14 *	1 *
No - there have been no problems	1229 24%	432 22%	534 27%ac	130 18%	91 27%c	35 28%c	967 25%c	126 27%c	488 25%jl	506 26%jl	162 20%	59 23%	11 13%	993 25%jl	70 21%
NET Any problem experienced	122 2%	43 2%	44 2%	24 3%	7 2%	4 3%	87 2%	10 2%	43 2%	49 2%	17 2%	6 2%	7 8%hijm	92 2%	12 4%
Not aware of UPS	1701 33%	573 29%	626 32%	321 44%abdfg	109 32%	47 38%	1200 31%	156 34%	559 28%	658 33%h	336 41%him	88 35%	34 39%	1216 31%	122 36%h
Aware but not used UPS	2105 41%	897 46%bceg	770 39%	250 34%	135 40%	38 31%	1667 43%ce	173 37%	881 45%jl	766 39%	302 37%	101 40%	35 40%	1647 42%	136 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**31**	5	26	-	16	13	2	29	2	-	-	31	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*3%*	-	-	*1%*	-
Damaged mail	**34**	2	32	-	19	15	*	32	2	-	*	34	-
	1%	*1%*	*1%*	-	**1%e**	*	*	*1%*	**3%gk**	-	*1%*	*1%*	-
Delayed mail	**46**	7	39	*	30	14	2	45	1	-	*	46	-
	1%	*2%*	*1%*	*	**2%e**	*	*1%*	*1%*	*2%*	-	*1%*	*1%*	-
Mis-delivered mail	**21**	-	21	-	9	8	5	20	-	-	-	20	1
	*	-	*	-	*1%*	*	**1%e**	*	-	-	-	*	*5%*
Mail that has been tampered with	**16**	2	14	-	9	6	-	14	2	-	-	16	-
	*	*	*	-	*1%*	*	-	*	**2%gk**	-	-	*	-
Other problems	**17**	1	16	-	12	5	-	17	-	-	-	17	-
	*	*	*	-	**1%e**	*	-	*	-	-	-	*	-
No - there have been no problems	**1229**	70	1144	16	324	839	65	1223	1	2	1	1227	1
	24%	*18%*	**24%a**	*16%*	*21%*	**25%d**	*21%*	**24%h**	*2%*	*9%*	*12%*	**24%h**	*3%*
NET Any problem experienced	**122**	16	106	*	63	52	7	115	5	-	*	120	1
	2%	*4%*	*2%*	*	**4%e**	*2%*	*2%*	*2%*	**8%gk**	-	*1%*	*2%*	*5%*
Not aware of UPS	**1701**	182	1469	50	508	1026	167	1595	56	17	9	1667	24
	33%	**47%b**	*31%*	**50%b**	*33%*	*31%*	**54%de**	*32%*	**86%gk**	*65%*	*88%*	*33%*	*84%*
Aware but not used UPS	**2105**	117	1954	34	640	1393	71	2093	2	7	-	2102	3
	41%	*30%*	**42%a**	*34%*	**42%f**	**42%f**	*23%*	**42%h**	*4%*	*26%*	-	**41%h**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	31	6	6	5	14	1	4	2	1	3	2	2	3	1	2	4	8
	1%	*	*	*	1%	*	1%	*	*	1%	*	*	1%	*	1%	1%	2%m
Damaged mail	34	4	6	10	15	-	*	3	1	2	3	3	6	1	3	3	9
	1%	*	*	1%	1%	-	*	1%	*	*	1%	1%	2%	*	1%	1%	2%efm
Delayed mail	46	13	7	13	13	5	6	3	2	4	1	4	8	1	4	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%	*	1%	1%	1%
Mis-delivered mail	21	4	3	4	11	-	-	4	1	-	1	1	2	-	3	2	7
	*	*	*	*	1%	-	-	1%	*	-	*	*	1%	-	1%	*	2%efm
Mail that has been tampered with	16	*	6	7	2	-	-	*	3	3	-	-	5	2	*	-	2
	*	*	*	1%	*	-	-	*	1%	1%	-	-	1%	*	*	-	*
Other problems	17	4	3	4	6	1	1	2	-	3	-	3	*	1	3	-	2
	*	*	*	*	*	*	*	*	-	1%	-	1%	*	*	1%	-	1%
No - there have been no problems	1229	312	353	284	278	93	113	106	140	117	96	127	76	81	88	107	83
	24%	24%	27%cd	22%	22%	22%	26%lm	25%	33%ejlmnop	28%lmn	21%	29%lmnp	18%	18%	21%	23%	21%
NET Any problem experienced	122	27	24	24	46	5	11	11	4	13	7	7	12	5	12	9	25
	2%	2%	2%	2%	4%b	1%	3%	3%	1%	3%	2%	2%	3%	1%	3%	2%	6%efhjkmo
Not aware of UPS	1701	408	385	415	492	136	137	135	111	114	160	122	134	159	191	171	131
	33%	32%	30%	32%	38%abc	32%	32%	32%	26%	27%	36%h	28%	32%	36%h	44%efghiklp	37%hik	33%
Aware but not used UPS	2105	536	530	566	473	187	173	176	175	171	184	176	192	198	139	174	161
	41%	42%d	41%	44%d	37%	44%n	40%	41%n	41%	41%n	41%n	41%	46%n	45%n	32%	38%	40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	19	-	19	17	3	8	3	8	1	-	-	-	11	8	-	-	16	4	13
	*	-	*	1%d	*	1%jl	*	1%i	*	-	-	-	1%no	*n	-	-	*	1%	*
Damaged mail	17	-	17	9	8	6	7	3	1	-	-	-	13	4	-	-	15	2	12
	*	-	*	*	*	1%l	1%l	*	*	-	-	-	1%mno	*	-	-	*	*	*
Delayed mail	31	-	31	18	13	7	16	7	-	1	-	-	23	7	1	-	26	5	26
	1%	-	1%	1%	*	1%h	2%ghijk	1%	-	*	-	-	2%mno	*	*	-	1%	1%	1%
Mis-delivered mail	16	-	16	11	5	3	2	7	-	-	4	-	5	7	4	4	11	5	12
	*	-	*	*	*	*	*	1%	-	-	1%	-	*	*	*	*	*	1%p	*
Mail that has been tampered with	15	-	15	12	3	7	3	5	-	-	-	-	10	5	-	-	10	6	9
	*	-	*	*	*	1%hl	1%	*	-	-	-	-	1%no	*	-	-	*	1%p	*
Other problems	8	-	8	6	2	5	-	4	-	-	-	-	5	4	-	-	4	4	7
	*	-	*	*	*	1%	-	*	-	-	-	-	*n	*	-	-	*	1%p	*
No - there have been no problems	489	-	489	291	198	25	48	97	84	122	54	58	73	182	235	113	443	46	459
	9%	-	9%	12%d	8%	4%	7%e	10%e	12%ef	13%efj	9%e	11%e	5%	10%l	11%l	10%l	10%	9%	9%
NET Any problem experienced	59	-	59	37	22	17	17	18	2	1	4	-	34	20	5	4	40	19	47
	1%	-	1%	1%	1%	2%hijk	3%hijk	2%hik	*	*	1%	-	3%mno	1%n	*	*	1%	4%p	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3787	-	3787	1771	2004	597	533	748	512	611	451	334	1130	1261	1396	785	3400	355	3888
	73%	-	73%	71%	76%c	87%fghijk	82%ghijk	74%ik	71%k	66%	71%	64%	84%mno	73%no	67%	68%	73%	74%	75%
Aware but not used UK Mail (not to be confused with Royal Mail)	821	-	821	412	406	47	55	151	120	188	126	132	103	272	447	258	752	60	762
	16%	-	16%	16%	15%	7%	8%	15%ef	17%ef	20%efg	20%ef	25%efgh	8%	16%l	21%lm	22%lm	16%	13%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	19	12	1	2	5	13	7	16	2	3	3	1	5	6	9	3	15
	*	1%bc	*	*	*	*	*	1%	*	1%	*	*	*	1%	*	*	*
Damaged mail	17	10	1	2	4	11	6	15	1	5	2	-	4	6	6	5	12
	*	1%b	*	*	*	*	*	*h	*	1%kn	*	-	*	1%k	*	1%	*
Delayed mail	31	15	7	6	4	22	10	26	5	4	4	2	4	15	10	4	24
	1%	1%bd	*	1%	*	1%	*	1%h	*	1%	1%	*	*	2%kln	*	1%	1%
Mis-delivered mail	16	10	4	2	-	14	2	12	4	2	4	-	1	7	6	2	12
	*	1%bd	*	*	-	1%f	*	*	*	*	1%k	-	*	1%kn	*	*	*
Mail that has been tampered with	15	5	4	3	3	9	6	14	-	3	2	1	4	3	7	3	11
	*	*	*	*	*	*	*	*h	-	1%	*	*	*	*	*	*	*
Other problems	8	4	-	2	3	4	5	7	*	3	-	1	-	2	1	3	3
	*	*	-	*	*	*	*	*	*	1%n	-	*	-	*	*	1%p	*
No - there have been no problems	489	118	185	105	82	302	187	303	180	42	66	135	137	94	339	42	433
	9%	11%d	11%d	9%d	7%	11%f	8%	10%	9%	7%	10%	10%	11%l	11%l	10%l	7%	10%o
NET Any problem experienced	59	27	16	10	7	42	17	48	9	7	10	4	12	20	26	7	47
	1%	3%bcd	1%	1%	1%	2%f	1%	2%h	*	1%	1%k	*	1%	2%kn	1%	1%	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3787	768	1225	833	960	1993	1793	2274	1446	471	493	1001	872	638	2366	475	3059
	73%	74%	70%	75%b	76%b	71%	76%e	74%	72%	75%	71%	73%	72%	73%	72%	75%	73%
Aware but not used UK Mail (not to be confused with Royal Mail)	821	126	326	161	209	452	370	442	370	110	124	241	186	116	551	112	672
	16%	12%	19%ac	15%	17%a	16%	16%	14%	18%g	17%	18%	17%	15%	13%	17%	18%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	19	18	2	2	18	1	1	-	-	-	-	1	2	-	9	1	5	-	1
	*	*	*	1%	*	*	*	-	-	-	-	*	*	-	1%	*	1%	-	*
Damaged mail	17	17	*	*	16	1	-	-	1	-	2	1	2	-	4	1	5	-	1
	*	*	*	*	*	*	-	-	*	-	*	*	*	-	1%	*	1%	-	*
Delayed mail	31	29	2	2	29	2	*	*	2	4	4	4	3	3	7	1	1	*	2
	1%	1%	*	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*
Mis-delivered mail	16	14	2	2	15	-	1	-	-	2	1	-	2	-	5	4	1	-	-
	*	*	*	1%	*	-	*	-	-	*	*	-	*	-	1%	1%	*	-	-
Mail that has been tampered with	15	11	4	2	15	-	-	-	1	2	-	2	4	-	5	-	1	-	-
	*	*	1%	1%	*	-	-	-	1%	*	-	*	1%	-	1%	-	*	-	-
Other problems	8	7	1	-	8	-	*	-	1	-	2	-	2	-	3	-	-	-	-
	*	*	*	-	*	-	*	-	1%	-	*	-	*	-	*	-	-	-	-
No - there have been no problems	489	420	70	27	420	36	28	6	16	62	35	31	38	65	54	76	43	2	34
	9%	9%	9%	11%	10%g	8%g	11%g	4%	8%	11%q	8%	8%	8%	14%hnq	8%	11%q	10%	3%	9%
NET Any problem experienced	59	54	5	2	54	3	2	*	4	4	7	5	6	3	15	5	5	*	3
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	2%	1%	1%	1%	2%	1%	1%	*	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3787	3229	558	188	3133	339	188	126	154	392	314	257	330	326	531	505	324	53	286
	73%	73%	76%	75%	73%	77%	75%	86%def	74%	70%	74%	69%	73%	68%	78%ikm	72%	74%	79%	77%ikm
Aware but not used UK Mail (not to be confused with Royal Mail)	821	718	103	34	713	62	32	14	35	105	68	79	80	83	77	118	68	12	50
	16%	16%	14%	14%	17%g	14%g	13%	9%	17%	19%n	16%	21%nr	18%n	17%n	11%	17%	15%	18%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	**19**	13	3	-	2	-	16	2	10	6	2	-	-	15	-
	*	*1%*	*	-	*1%*	-	*	*	*	*	*	-	-	*	-
Damaged mail	**17**	15	-	-	1	-	15	1	8	5	3	-	-	13	-
	*	**1%b**	-	-	*	-	*b	*	*	*	*	-	-	*	-
Delayed mail	**31**	23	4	3	1	-	27	1	16	4	9	2	*	21	2
	1%	**1%b**	*	*	*	-	*1%*	*	**1%l**	*	**1%l**	*1%*	*	*1%*	*1%*
Mis-delivered mail	**16**	8	7	-	-	-	16	-	7	4	5	-	-	11	-
	*	*	*	-	-	-	*	-	*	*	*1%*	-	-	*	-
Mail that has been tampered with	**15**	7	6	1	-	-	13	-	5	2	7	-	-	7	-
	*	*	*	*	-	-	*	-	*	*	**1%lm**	-	-	*	-
Other problems	**8**	5	*	1	-	-	5	-	5	-	1	-	-	5	-
	*	*	*	*	-	-	*	-	*	-	*	-	-	*	-
No - there have been no problems	**489**	209	181	61	26	12	390	38	226	172	61	25	4	398	29
	9%	*11%*	*9%*	*8%*	*7%*	*10%*	*10%*	*8%*	**11%lj**	*9%*	*7%*	*10%*	*5%*	*10%*	*9%*
NET Any problem experienced	**59**	32	19	4	2	-	51	2	25	14	17	2	*	38	2
	1%	*2%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	**2%lm**	*1%*	*	*1%*	*1%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3787**	1343	1476	560	269	99	2818	368	1365	1500	617	193	67	2865	260
	73%	*69%*	**75%a**	**77%af**	**79%af**	*80%*	*72%*	**79%af**	*69%*	**76%hm**	**75%h**	*76%*	*79%*	*73%*	**77%h**
Aware but not used UK Mail (not to be confused with Royal Mail)	**821**	361	300	99	45	12	661	58	355	293	123	34	14	648	48
	16%	**19%bcg**	*15%*	*14%*	*13%*	*10%*	*17%*	*12%*	**18%l**	*15%*	*15%*	*13%*	*16%*	*16%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**19**	7	13	-	13	4	2	17	-	1	-	18	2
	*	**2%b**	*	-	**1%e**	*	*1%*	*	-	*3%*	-	*	*5%*
Damaged mail	**17**	6	12	-	9	7	2	13	3	-	-	16	2
	*	**1%b**	*	-	*1%*	*	*	*	**5%gk**	-	-	*	*5%*
Delayed mail	**31**	13	18	-	14	15	2	27	5	-	-	31	-
	1%	**3%b**	*	-	*1%*	*	*1%*	*1%*	**7%gk**	-	-	*1%*	-
Mis-delivered mail	**16**	10	5	1	9	7	-	16	-	-	-	16	-
	*	**3%b**	*	*1%*	*1%*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**15**	7	9	-	6	8	2	14	-	-	-	14	2
	*	**2%b**	*	-	*	*	*	*	-	-	-	*	*5%*
Other problems	**8**	5	3	-	4	3	2	7	-	-	-	7	2
	*	**1%b**	*	-	*	*	*1%*	*	-	-	-	*	*5%*
No - there have been no problems	**489**	39	450	1	147	324	18	488	1	*	-	489	-
	9%	**10%c**	**10%c**	*1%*	*10%*	*10%*	*6%*	*10%*	*1%*	*1%*	-	*10%*	-
NET Any problem experienced	**59**	19	39	1	26	29	4	52	5	1	-	57	2
	1%	**5%b**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**7%gk**	*3%*	-	*1%*	*5%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3787**	279	3426	82	1115	2419	253	3670	57	23	10	3750	27
	73%	*73%*	*73%*	*82%*	*73%*	*73%*	**81%de**	*73%*	**88%gk**	*90%*	*99%*	*73%*	*92%*
Aware but not used UK Mail (not to be confused with Royal Mail)	**821**	47	758	17	248	538	35	816	2	1	*	820	1
	16%	*12%*	*16%*	*17%*	*16%*	*16%*	*11%*	**16%h**	*4%*	*6%*	*1%*	**16%h**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**19**	3	5	6	5	1	2	-	1	4	-	3	3	-	2	-	3
	*	*	*	*	*	*	*	-	*	*1%*	-	*1%*	*1%*	-	*1%*	-	*1%*
Damaged mail	**17**	3	4	6	4	2	1	-	-	3	1	3	3	-	1	2	1
	*	*	*	*	*	*	*	-	-	*1%*	*	*1%*	*1%*	-	*	*	*
Delayed mail	**31**	5	8	7	11	2	2	2	3	4	1	-	3	4	2	4	5
	1%	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*
Mis-delivered mail	**16**	*	2	6	8	-	*	-	-	2	-	*	4	2	2	3	3
	*	*	*	*	**1%a**	-	*	-	-	*	-	*	*1%*	*1%*	*	*1%*	*1%*
Mail that has been tampered with	**15**	2	5	5	4	2	-	-	2	3	-	-	3	2	-	1	3
	*	*	*	*	*	*	-	-	*	*1%*	-	-	*1%*	*1%*	-	*	*1%*
Other problems	**8**	*	5	-	3	-	*	-	-	3	2	-	-	-	2	1	-
	*	*	*	-	*	-	*	-	-	*1%*	*	-	-	-	*	*	-
No - there have been no problems	**489**	101	140	129	119	42	27	33	66	53	21	56	38	35	43	55	20
	9%	*8%*	*11%*	*10%*	*9%*	**10%jp**	*6%*	*8%*	**15%fgjmp**	**13%fjp**	*5%*	**13%fjp**	*9%*	*8%*	**10%jp**	**12%fjp**	*5%*
NET Any problem experienced	**59**	8	13	20	18	4	2	2	3	6	4	3	12	4	3	8	7
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	**3%fg**	*1%*	*1%*	*2%*	*2%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3787**	942	955	933	957	305	325	312	314	295	346	304	300	330	325	326	306
	73%	*73%*	*74%*	*72%*	*74%*	*72%*	*75%*	*73%*	*73%*	*71%*	*77%*	*70%*	*72%*	*74%*	*76%*	*71%*	*77%*
Aware but not used UK Mail (not to be confused with Royal Mail)	**821**	233	185	207	196	70	81	82	47	61	76	70	64	73	58	71	66
	16%	*18%*	*14%*	*16%*	*15%*	*17%*	**19%h**	**19%h**	*11%*	*15%*	*17%*	*16%*	*15%*	*17%*	*14%*	*15%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**9**	-	9	7	2	2	1	6	-	-	*	-	3	6	*	*	8	1	8
	*	-	*	*	*	*	*	1%	-	-	*	-	*	*n	*	*	*	*	*
Damaged mail	**9**	-	9	6	3	1	1	5	2	-	1	-	1	7	1	1	7	2	9
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Delayed mail	**12**	-	12	9	3	1	2	7	*	2	*	*	2	8	2	*	10	2	17
	*	-	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Mis-delivered mail	**10**	-	10	10	-	2	1	8	-	-	-	-	3	8	-	-	8	2	8
	*	-	*	*d	-	*	*	**1%i**	-	-	-	-	*	*n	-	-	*	*	*
Mail that has been tampered with	**6**	-	6	6	-	-	-	6	-	-	-	-	-	6	-	-	6	*	5
	*	-	*	*	-	-	-	1%	-	-	-	-	-	*n	-	-	*	*	*
Other problems	**5**	-	5	5	-	-	-	3	-	1	-	-	-	3	1	-	5	*	5
	*	-	*	*	-	-	-	*	-	*	-	-	-	*	*	-	*	*	*
No - there have been no problems	**192**	-	192	117	74	12	27	49	51	39	10	5	39	99	54	15	160	27	196
	4%	-	*4%*	**5%d**	*3%*	*2%*	**4%ejk**	**5%ejk**	**7%ejk**	**4%ejk**	*2%*	*1%*	**3%o**	**6%lno**	*3%*	*1%*	*3%*	*6%*	*4%*
NET Any problem experienced	**37**	-	37	29	8	5	4	22	2	2	1	*	9	24	3	1	30	7	37
	1%	-	*1%*	**1%d**	*	*1%*	*1%*	**2%hijk**	*	*	*	*	**1%n**	**1%no**	*	*	*1%*	*1%*	*1%*
Not aware of DX	**4458**	-	4458	2118	2328	641	588	821	584	767	571	485	1229	1405	1824	1057	4022	405	4459
	86%	-	*86%*	*84%*	**89%c**	**93%ghi**	**90%ghi**	*81%*	*81%*	*83%*	**90%ghi**	**92%ghi**	**92%mn**	*81%*	**88%m**	**91%mn**	*87%*	*84%*	*86%*
Aware but not used DX	**469**	-	469	248	220	29	33	123	82	115	52	34	62	205	202	87	423	41	464
	9%	-	*9%*	*10%*	*8%*	*4%*	*5%*	**12%efk**	**11%efk**	**12%efk**	**8%e**	*7%*	*5%*	**12%lo**	**10%l**	**7%l**	*9%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	9 *	3 *	2 *	3 *	1 *	5 *	4 *	9 *	* *	- -	- -	3 *	2 *	5 *1%*	5 *	- -	9 *
Damaged mail	9 *	4 *b	- -	2 *	2 *	4 *	5 *	6 *	3 *	* *	- -	* *	5 *	3 *	5 *	* *	8 *
Delayed mail	12 *	6 **1%b**	* *	2 *	4 *	6 *	6 *	9 *	3 *	1 *	1 *	1 *	4 *	5 *1%*	5 *	1 *	11 *
Mis-delivered mail	10 *	6 **1%bd**	- -	4 *	* *	6 *	4 *	9 *	2 *	- -	2 *	* *	1 *	6 **1%kn**	3 *	- -	8 *
Mail that has been tampered with	6 *	3 *	- -	3 *	* *	3 *	3 *	6 *	* *	- -	2 *	3 *	- -	2 *	5 *	- -	6 *
Other problems	5 *	2 *	2 *	* *	1 *	3 *	1 *	4 *	1 *	1 *	2 *	* *	2 *	- -	4 *	1 *	4 *
No - there have been no problems	192 *4%*	34 *3%*	66 *4%*	55 *5%*	37 *3%*	100 *4%*	92 *4%*	144 **5%h**	46 *2%*	14 *2%*	15 *2%*	51 *4%*	55 **5%j**	47 **5%ij**	120 *4%*	14 *2%*	168 *4%*
NET Any problem experienced	37 *1%*	15 **1%b**	4 *	11 **1%b**	7 *1%*	19 *1%*	18 *1%*	29 *1%*	8 *	1 *	4 *1%*	4 *	13 *1%*	12 **1%k**	21 *1%*	1 *	33 *1%*
Not aware of DX	4458 *86%*	902 *87%*	1500 *86%*	946 *85%*	1111 *88%*	2402 *86%*	2056 *87%*	2587 *84%*	1794 **89%g**	553 **88%l**	627 **90%lmn**	1206 **87%l**	1003 *83%*	724 *83%*	2836 **86%l**	560 *88%*	3617 *86%*
Aware but not used DX	469 *9%*	87 *8%*	182 *10%*	97 *9%*	103 *8%*	269 *10%*	200 *8%*	307 **10%h**	157 *8%*	61 *10%*	47 *7%*	120 *9%*	136 **11%j**	85 *10%*	304 *9%*	61 *10%*	394 *9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	9	6	3	3	9	*	*	-	-	2	3	-	1	-	-	3	-	-	*
	*	*	*	1%a	*	*	*	-	-	*	1%	-	*	-	-	*	-	-	*
Damaged mail	9	7	2	*	8	*	1	1	-	2	-	-	-	1	3	-	2	-	*
	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*	-	*	-	*
Delayed mail	12	11	1	*	10	2	*	*	1	5	1	-	1	-	-	-	2	-	2
	*	*	*	*	*	*	*	*	1%	1%	*	-	*	-	-	-	*	-	1%
Mis-delivered mail	10	10	*	*	10	1	-	-	-	3	5	-	2	-	-	-	-	-	1
	*	*	*	*	*	*	-	-	-	1%	1%o	-	*	-	-	-	-	-	*
Mail that has been tampered with	6	3	3	3	6	*	-	-	-	3	-	-	-	-	-	3	-	-	*
	*	*	*	1%a	*	*	-	-	-	1%	-	-	-	-	-	*	-	-	*
Other problems	5	5	*	*	5	*	*	-	-	2	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	*	1%	-	-	-	-	-	-	-	*
No - there have been no problems	192	155	36	14	165	18	6	3	13	20	12	15	19	27	33	14	12	*	18
	4%	4%	5%	6%	4%	4%	2%	2%	6%opq	3%	3%	4%	4%	6%o	5%	2%	3%	*	5%o
NET Any problem experienced	37	32	5	3	33	2	1	1	1	8	9	-	4	1	3	3	4	-	2
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%km	-	1%	*	*	*	1%	-	1%
Not aware of DX	4458	3835	624	213	3725	380	221	132	166	486	352	318	383	404	605	624	387	64	316
	86%	87%	85%	85%	86%	86%	88%	91%d	80%	86%h	83%	85%	84%	85%	89%hj	89%h	88%h	94%hjklmr	85%
Aware but not used DX	469	399	70	20	397	40	22	10	27	50	50	39	48	45	37	63	38	4	36
	9%	9%	10%	8%	9%	9%	9%	7%	13%n	9%	12%n	11%n	11%n	9%	5%	9%	9%	5%	10%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	**9**	5	*	3	1	*	5	1	1	4	1	-	3	5	3
	*	*	*	*b	*	*	*	*	*	*	*	-	3%hijkm	*	1%hm
Damaged mail	**9**	4	4	1	-	-	8	-	3	3	-	1	-	7	1
	*	*	*	*	-	-	*	-	*	*	-	1%	-	*	*
Delayed mail	**12**	8	2	1	1	-	10	1	3	8	1	*	-	11	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**10**	8	3	-	-	-	10	-	3	5	2	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	**6**	2	2	3	-	-	3	-	*	3	-	-	3	3	3
	*	*	*	*	-	-	*	-	*	*	-	-	3%hijkm	*	1%hjm
Other problems	**5**	*	3	1	-	-	4	-	*	3	1	-	-	4	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**192**	58	74	35	19	6	132	25	83	73	26	8	1	156	9
	4%	*3%*	*4%*	*5%*	*6%*	*5%*	*3%*	*5%*	*4%*	*4%*	*3%*	*3%*	*1%*	*4%*	*3%*
NET Any problem experienced	**37**	17	12	6	2	*	29	2	10	18	4	2	3	28	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	3%hjm	*1%*	*1%*
Not aware of DX	**4458**	1688	1718	608	294	109	3407	403	1709	1707	711	216	70	3417	286
	86%	*87%*	*87%*	*84%*	*86%*	*88%*	*87%*	*86%*	*87%*	*86%*	*87%*	*85%*	*81%*	*87%*	*84%*
Aware but not used DX	**469**	183	171	76	27	9	353	36	167	181	76	28	12	348	40
	9%	*9%*	*9%*	*11%*	*8%*	*7%*	*9%*	*8%*	*8%*	*9%*	*9%*	*11%*	*14%*	*9%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**9**	2	7	*	2	7	-	9	-	-	-	9	-
	*	*1%*	*	*	*	*	-	*	-	-	-	*	-
Damaged mail	**9**	2	7	-	4	3	1	8	-	-	-	8	1
	*	*1%*	*	-	*	*	*	*	-	-	-	*	*5%*
Delayed mail	**12**	4	8	-	9	3	-	11	1	-	-	12	-
	*	**1%b**	*	-	**1%e**	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	**10**	7	3	-	6	3	2	10	-	-	-	10	-
	*	**2%b**	*	-	*	*	*1%*	*	-	-	-	*	-
Mail that has been tampered with	**6**	2	5	-	3	3	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Other problems	**5**	-	5	-	3	2	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	**192**	14	175	4	50	137	5	191	-	1	-	192	-
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	-	*4%*	-	*4%*	-
NET Any problem experienced	**37**	11	26	*	17	16	3	35	1	-	-	35	1
	1%	**3%b**	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	-	-	*1%*	*5%*
Not aware of DX	**4458**	341	4024	93	1335	2843	280	4334	62	24	10	4420	28
	86%	*89%*	*86%*	*93%*	*87%*	*86%*	*90%*	*86%*	*95%*	*96%*	*100%*	*86%*	*95%*
Aware but not used DX	**469**	18	448	3	133	314	22	467	2	-	-	469	-
	9%	*5%*	**10%a**	*3%*	*9%*	*9%*	*7%*	*9%*	*4%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	9	1	*	5	3	-	1	-	-	-	*	*	3	2	1	-	2
	*	*	*	*	*	-	*	-	-	-	*	*	1%	1%	*	-	*
Damaged mail	9	1	2	2	4	-	-	1	-	1	2	-	-	2	2	2	1
	*	*	*	*	*	-	-	*	-	*	*	-	-	*	*	*	*
Delayed mail	12	2	2	2	6	1	-	1	1	-	1	*	2	-	2	-	4
	*	*	*	*	*	*	-	*	*	-	*	*	*	-	1%	-	1%
Mis-delivered mail	10	1	2	2	5	-	-	1	-	-	2	-	-	2	2	2	2
	*	*	*	*	*	-	-	*	-	-	*	-	-	*	*	*	1%
Mail that has been tampered with	6	-	*	3	3	-	-	-	-	-	*	-	3	-	2	-	2
	*	-	*	*	*	-	-	-	-	-	*	-	1%	-	*	-	*
Other problems	5	1	2	-	2	-	-	1	-	*	2	-	-	-	-	-	2
	*	*	*	-	*	-	-	*	-	*	*	-	-	-	-	-	*
No - there have been no problems	192	51	43	43	55	9	24	17	15	22	6	16	14	13	18	20	17
	4%	4%	3%	3%	4%	2%	6%j	4%	4%	5%j	1%	4%	3%	3%	4%	4%	4%j
NET Any problem experienced	37	5	8	9	14	1	1	3	1	1	6	*	5	4	5	3	6
	1%	*	1%	1%	1%	*	*	1%	*	*	1%	*	1%	1%	1%	1%	1%
Not aware of DX	4458	1121	1133	1101	1103	385	363	373	369	357	407	369	356	375	369	396	338
	86%	87%	88%	85%	86%	92%fkmnp	83%	87%	86%	86%	91%fmp	85%	86%	85%	86%	86%	85%
Aware but not used DX	469	107	107	138	117	26	47	34	45	36	27	48	39	51	38	42	38
	9%	8%	8%	11%	9%	6%	11%	8%	10%	9%	6%	11%	9%	12%ej	9%	9%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	40	-	40	19	21	8	8	11	10	3	1	-	16	20	4	1	34	6	44
	1%	-	1%	1%	1%	1%	1%	1%	1%	*	*	-	1%no	1%no	*	*	1%	1%	1%
Damaged mail	94	-	94	43	51	8	17	17	22	12	11	5	25	40	29	17	83	10	99
	2%	-	2%	2%	2%	1%	3%	2%	3%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%
Delayed mail	134	-	134	70	64	17	18	33	24	23	15	5	35	57	42	20	113	18	158
	3%	-	3%	3%	2%	3%	3%	3%k	3%k	2%	2%	1%	3%	3%	2%	2%	2%	4%	3%
Mis-delivered mail	63	-	63	26	37	7	6	19	10	11	5	4	13	30	20	9	52	11	66
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
Mail that has been tampered with	37	-	37	24	12	6	7	14	3	3	2	3	13	17	7	4	33	4	32
	1%	-	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	*	1%	1%	1%
Other problems	71	-	71	33	38	2	10	16	9	14	9	13	11	25	36	22	66	6	69
	1%	-	1%	1%	1%	*	1%	2%e	1%	2%	1%	2%e	1%	1%	2%	2%	1%	1%	1%
No - there have been no problems	1873	-	1873	854	1012	125	203	359	293	393	272	228	328	652	893	500	1740	121	2159
	36%	-	36%	34%	38%c	18%	31%e	35%e	41%ef	43%efg	43%efg	43%efg	24%	38%l	43%lm	43%lm	38%q	25%	42%
NET Any problem experienced	328	-	328	143	183	35	44	80	56	52	36	24	79	136	112	60	288	36	339
	6%	-	6%	6%	7%	5%	7%	8%	8%	6%	6%	5%	6%	8%no	5%	5%	6%	7%	7%
Not aware of Yodel	1627	-	1627	929	694	440	314	363	176	155	87	92	755	539	334	179	1376	230	1432
	32%	-	32%	37%d	26%	64%fghijk	48%ghijk	36%hijk	24%ijk	17%	14%	18%	56%mno	31%no	16%	15%	30%	48%p	28%
Aware but not used Yodel	1328	-	1328	585	742	86	92	213	194	322	240	181	178	407	742	420	1231	93	1226
	26%	-	26%	23%	28%c	13%	14%	21%ef	27%efg	35%efgh	38%efgh	34%efgh	13%	23%l	36%lm	36%lm	27%q	19%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	**40**	6	13	13	8	19	21	28	12	4	4	11	10	9	24	4	34
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**94**	22	24	16	32	46	47	65	27	16	12	26	18	11	55	16	69
	2%	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
Delayed mail	**134**	30	52	19	32	82	52	101	31	9	13	35	48	22	97	9	120
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	**3%h**	*2%*	*1%*	*2%*	*3%*	**4%i**	*3%*	*3%*	*1%*	*3%*
Mis-delivered mail	**63**	16	15	15	16	32	31	48	15	11	7	19	14	6	40	11	47
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Mail that has been tampered with	**37**	11	2	13	12	13	24	25	13	8	2	9	8	9	19	8	28
	1%	**1%b**	*	**1%b**	**1%b**	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other problems	**71**	21	21	15	14	42	29	43	28	7	6	20	17	19	43	7	62
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
No - there have been no problems	**1873**	359	686	381	447	1044	829	1012	836	200	282	495	489	283	1266	204	1579
	36%	*35%*	*39%*	*34%*	*36%*	*37%*	*35%*	*33%*	**42%g**	*32%*	**41%lm**	*36%*	**41%lm**	*33%*	**39%lm**	*32%*	**37%o**
NET Any problem experienced	**328**	85	95	67	80	181	147	227	97	38	32	92	86	56	210	38	270
	6%	**8%b**	*5%*	*6%*	*6%*	*6%*	*6%*	**7%h**	*5%*	*6%*	*5%*	*7%*	*7%*	*6%*	*6%*	*6%*	*6%*
Not aware of Yodel	**1627**	417	489	348	373	907	721	1123	465	194	197	381	370	340	947	197	1297
	32%	**40%bcd**	*28%*	*31%*	*30%*	*33%*	*30%*	**37%h**	*23%*	*31%*	*28%*	*28%*	*31%*	**39%ijkln**	*29%*	*31%*	*31%*
Aware but not used Yodel	**1328**	177	481	312	358	658	670	705	607	198	183	412	263	189	858	199	1066
	26%	*17%*	**27%a**	**28%a**	**28%a**	*24%*	**28%e**	*23%*	**30%g**	**31%lmn**	*26%*	**30%lm**	*22%*	*22%*	**26%l**	**31%p**	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	40	34	6	2	35	4	1	*	1	2	9	5	8	3	3	3	1	1	3
	1%	1%	1%	1%	1%	1%	*	*	*	*	2%	1%	2%	1%	*	*	*	1%	1%
Damaged mail	94	81	13	3	81	5	4	3	1	5	7	14	16	7	15	11	5	1	5
	2%	2%	2%	1%	2%	1%	2%	2%	*	1%	2%	4%hi	4%hi	1%	2%	2%	1%	1%	1%
Delayed mail	134	117	17	4	105	15	9	5	5	4	18	15	9	6	18	21	9	1	14
	3%	3%	2%	2%	2%	3%	4%	3%	2%	1%	4%lm	4%l	2%	1%	3%	3%	2%	1%	4%l
Mis-delivered mail	63	58	5	2	55	4	3	1	1	6	5	4	6	-	14	16	4	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	-	2%m	2%m	1%	1%m	1%
Mail that has been tampered with	37	31	7	3	35	1	*	*	-	7	4	3	7	-	6	7	1	*	1
	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	1%	2%m	-	1%	1%	*	*	*
Other problems	71	50	22	8	61	3	7	*	3	6	14	6	2	7	8	13	3	-	3
	1%	1%	3%a	3%a	1%	1%	3%deg	*	2%	1%	3%lpr	1%	*	1%	1%	2%	1%	-	1%
No - there have been no problems	1873	1541	332	112	1495	197	121	60	89	187	136	137	152	202	163	234	196	21	176
	36%	35%	45%a	44%a	35%	45%d	48%d	41%d	43%ljlno	33%n	32%n	37%n	34%n	42%ljlno	24%	33%n	44%ljlnoq	31%	47%ljklnoq
NET Any problem experienced	328	277	51	18	277	25	18	7	9	30	38	29	35	19	40	56	22	2	23
	6%	6%	7%	7%	6%	6%	7%	5%	4%	5%	9%hm	8%	8%	4%	6%	8%	5%	3%	6%
Not aware of Yodel	1627	1455	172	73	1410	119	58	40	66	194	107	103	136	107	366	234	97	24	96
	32%	33%b	23%	29%	33%ef	27%	23%	28%	32%mp	34%jmpr	25%	28%	30%p	23%	54%hijklmopqr	33%jmpr	22%	35%mp	26%
Aware but not used Yodel	1328	1147	181	49	1137	100	54	38	45	151	143	104	129	149	109	180	127	21	79
	26%	26%c	25%	19%	26%f	23%	21%	26%	22%	27%n	34%hnor	28%n	29%nr	31%hnr	16%	26%n	29%nr	31%n	21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	40	8	20	2	9	1	28	10	16	13	8	2	1	29	3
	1%	*	1%	*	3%acf	*	1%	2%acf	1%	1%	1%	1%	1%	1%	1%
Damaged mail	94	29	43	12	7	3	72	9	43	40	8	*	3	83	3
	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	*	3%k	2%	1%
Delayed mail	134	45	62	18	8	1	107	9	52	61	19	1	-	113	1
	3%	2%	3%	2%	2%	1%	3%	2%	3%n	3%n	2%	1%	-	3%n	*
Mis-delivered mail	63	23	26	6	5	3	48	8	20	33	6	1	2	54	3
	1%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	*	2%	1%	1%
Mail that has been tampered with	37	8	17	11	2	-	24	2	11	15	7	1	3	26	4
	1%	*	1%	1%a	1%	-	1%	*	1%	1%	1%	1%	3%hm	1%	1%
Other problems	71	30	24	11	6	-	55	6	28	26	13	5	*	54	5
	1%	2%	1%	2%	2%	-	1%	1%	1%	1%	2%	2%	*	1%	1%
No - there have been no problems	1873	753	721	231	108	49	1474	157	769	724	257	89	19	1494	108
	36%	39%c	37%	32%	32%	40%	38%c	34%	39%jl	37%l	31%	35%	22%	38%jl	32%
NET Any problem experienced	328	114	136	45	25	7	250	32	123	139	45	11	9	262	20
	6%	6%	7%	6%	7%	5%	6%	7%	6%	7%	6%	4%	11%	7%	6%
Not aware of Yodel	1627	524	604	305	131	40	1128	171	549	613	315	98	32	1162	130
	32%	27%	31%	42%abf	38%abf	32%	29%	37%abf	28%	31%	39%him	39%hm	37%	29%	38%him
Aware but not used Yodel	1328	554	514	145	78	28	1068	105	528	502	200	56	26	1030	81
	26%	28%c	26%c	20%	23%	22%	27%c	23%	27%	25%	25%	22%	30%	26%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	40	3	36	-	11	26	2	39	1	-	-	40	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Damaged mail	94	10	84	-	41	51	2	92	-	*	1	92	-
	2%	2%	2%	-	3%e	2%	1%	2%	-	*	11%	2%	-
Delayed mail	134	15	118	1	49	80	5	133	-	-	-	133	1
	3%	4%	3%	1%	3%	2%	2%	3%	-	-	-	3%	2%
Mis-delivered mail	63	7	56	-	18	41	4	62	1	-	-	63	-
	1%	2%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Mail that has been tampered with	37	8	28	1	22	13	2	34	-	1	1	35	1
	1%	2%b	1%	1%	1%e	*	*	1%	-	4%	11%	1%	5%
Other problems	71	10	61	1	17	54	1	71	-	-	-	71	-
	1%	3%	1%	1%	1%	2%	*	1%	-	-	-	1%	-
No - there have been no problems	1873	115	1737	21	519	1274	81	1865	*	3	4	1869	*
	36%	30%	37%ac	21%	34%f	38%df	26%	37%h	1%	13%	35%	37%h	1%
NET Any problem experienced	328	37	289	2	113	200	14	322	2	1	1	324	2
	6%	10%b	6%	2%	7%	6%	5%	6%	2%	4%	11%	6%	7%
Not aware of Yodel	1627	175	1400	53	520	949	157	1523	60	16	6	1599	23
	32%	46%b	30%	53%b	34%e	29%	51%de	30%	92%gk	63%	54%	31%	78%
Aware but not used Yodel	1328	57	1247	23	383	887	58	1315	3	5	*	1324	4
	26%	15%	27%a	23%	25%	27%f	19%	26%h	5%	19%	1%	26%h	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**40**	11	12	7	9	4	4	3	8	2	2	2	*	5	*	4	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%ln**	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Damaged mail	**94**	28	22	20	24	11	5	12	12	6	4	6	5	9	5	10	9
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
Delayed mail	**134**	33	34	29	38	10	9	14	17	7	11	9	7	13	15	11	13
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Mis-delivered mail	**63**	17	17	14	16	12	4	1	11	-	5	4	3	7	6	4	6
	1%	*1%*	*1%*	*1%*	*1%*	**3%gl**	*1%*	*	**3%gj**	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**37**	6	14	9	9	*	-	6	4	6	5	1	3	5	*	3	6
	1%	*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Other problems	**71**	9	15	27	21	2	3	3	1	6	8	7	1	19	7	8	6
	1%	*1%*	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*2%*	*	**4%efghl**	*2%*	*2%*	*2%*
No - there have been no problems	**1873**	502	498	448	426	158	175	169	193	166	139	175	137	135	133	168	125
	36%	**39%d**	**39%d**	*35%*	*33%*	*37%*	**40%jmnp**	**39%m**	**45%jlmnp**	**40%jmnp**	*31%*	**40%jmnp**	*33%*	*31%*	*31%*	*36%*	*31%*
NET Any problem experienced	**328**	79	85	75	88	34	19	27	34	17	33	20	17	38	23	31	35
	6%	*6%*	*7%*	*6%*	*7%*	*8%*	*4%*	*6%*	*8%*	*4%*	*7%*	*5%*	*4%*	**9%il**	*5%*	*7%*	**9%fil**
Not aware of Yodel	**1627**	386	380	414	447	130	127	129	94	120	166	145	125	145	165	139	143
	32%	*30%*	*29%*	*32%*	**35%b**	**31%h**	*29%*	**30%h**	*22%*	*29%*	**37%h**	**33%h**	**30%h**	**33%h**	**38%fhi**	**30%h**	**36%h**
Aware but not used Yodel	**1328**	317	330	353	328	99	114	104	109	112	109	93	136	124	108	123	97
	26%	*25%*	*26%*	*27%*	*25%*	*24%*	*26%*	*24%*	*25%*	*27%*	*24%*	*21%*	**33%egjkp**	*28%*	*25%*	*27%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**45**	-	45	16	29	6	4	15	8	8	2	2	10	23	12	3	40	4	50
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**1%o**	*1%*	*	*1%*	*1%*	*1%*
Damaged mail	**79**	-	79	34	45	8	6	23	9	21	8	5	14	32	33	13	76	3	75
	2%	-	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
Delayed mail	**92**	-	92	53	39	26	12	31	4	8	10	1	39	34	19	11	80	8	98
	2%	-	*2%*	*2%*	*1%*	**4%hik**	**2%k**	**3%hik**	*1%*	*1%*	*2%*	*	**3%no**	**2%n**	*1%*	*1%*	*2%*	*2%*	*2%*
Mis-delivered mail	**45**	-	45	16	28	5	2	12	7	7	12	*	7	19	19	12	41	2	49
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%k**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	**23**	-	23	17	6	7	3	11	-	2	-	-	10	11	2	-	18	4	23
	*	-	*	*1%*	*	*1%*	*	**1%h**	-	*	-	-	**1%no**	**1%no**	*	-	*	*1%*	*
Other problems	**38**	-	38	19	19	6	2	9	4	7	4	4	8	14	16	9	36	2	36
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
No - there have been no problems	**1736**	-	1736	808	919	118	154	343	305	351	257	208	272	648	815	465	1600	129	1665
	34%	-	*34%*	*32%*	*35%*	*17%*	**24%e**	**34%ef**	**42%efg**	**38%ef**	**40%efg**	**40%ef**	*20%*	**37%l**	**39%l**	**40%l**	**35%q**	*27%*	*32%*
NET Any problem experienced	**234**	-	234	103	132	37	26	63	24	43	35	7	63	86	85	43	214	16	236
	5%	-	*5%*	*4%*	*5%*	**5%k**	**4%k**	**6%hk**	*3%*	**5%k**	**6%k**	*1%*	*5%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2762**	-	2762	1373	1384	503	431	531	331	428	281	257	934	863	966	538	2447	289	2845
	54%	-	*54%*	*55%*	*53%*	**73%fghijk**	**66%ghijk**	**52%ij**	*46%*	*46%*	*44%*	*49%*	**70%mno**	*50%*	*46%*	*46%*	*53%*	**60%p**	*55%*
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**423**	-	423	228	196	29	42	78	60	101	62	52	71	137	215	114	374	47	410
	8%	-	*8%*	*9%*	*7%*	*4%*	*6%*	**8%e**	**8%e**	**11%ef**	**10%e**	**10%e**	*5%*	**8%l**	**10%l**	**10%l**	*8%*	*10%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	45	10	12	9	13	22	23	25	20	8	5	11	9	6	25	8	31
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	79	24	25	13	16	50	29	47	32	6	7	23	14	17	44	6	63
	2%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%
Delayed mail	92	24	27	20	21	51	41	59	32	7	14	19	24	22	58	7	81
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%
Mis-delivered mail	45	13	12	12	8	25	20	33	11	8	2	15	7	10	24	8	34
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	23	11	4	5	4	14	9	17	7	1	2	4	6	8	11	1	19
	*	1%b	*	*	*	1%	*	1%	*	*	*	*	*	1%	*	*	*
Other problems	38	16	10	5	7	26	12	26	11	4	5	7	8	11	20	4	31
	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	1736	313	642	354	426	955	780	974	739	168	254	483	450	267	1187	170	1478
	34%	30%	37%a	32%	34%	34%	33%	32%	37%g	27%	37%l	35%l	37%lm	31%	36%lm	27%	35%o
NET Any problem experienced	234	65	67	49	53	132	102	149	84	32	29	65	39	50	133	32	187
	5%	6%b	4%	4%	4%	5%	4%	5%	4%	5%	4%	5%	3%	6%l	4%	5%	4%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2762	601	910	612	639	1511	1251	1708	1002	362	356	708	616	504	1681	367	2216
	54%	58%bd	52%	55%	51%	54%	53%	56%h	50%	57%ln	51%	51%	51%	58%kln	51%	58%	53%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	423	59	132	92	140	191	233	237	180	69	54	124	102	47	281	69	330
	8%	6%	8%	8%	11%ab	7%	10%e	8%	9%	11%m	8%	9%m	8%	5%	9%m	11%p	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	**45**	38	6	2	40	3	1	1	3	3	1	7	7	1	6	9	2	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	**2%m**	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Damaged mail	**79**	64	15	9	68	7	3	1	3	6	8	9	6	10	1	16	7	1	6
	2%	*1%*	*2%*	**4%a**	*2%*	*2%*	*1%*	*	*1%*	*1%*	**2%n**	**3%n**	*1%*	**2%n**	*	**2%n**	**2%n**	*1%*	**2%n**
Delayed mail	**92**	76	16	8	79	8	3	2	5	6	11	9	3	4	13	17	10	*	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*2%*
Mis-delivered mail	**45**	41	3	3	37	5	1	2	2	-	2	3	10	1	-	7	11	*	5
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	**1%n**	-	*	*1%*	**2%lmn**	*	-	*1%*	**2%lmn**	**1%n**	**1%n**
Mail that has been tampered with	**23**	20	3	*	22	1	*	-	1	5	-	-	2	3	6	6	-	-	1
	*	*	*	*	*1%*	*	*	-	*1%*	*1%*	-	-	*	*1%*	*1%*	*1%*	-	-	*
Other problems	**38**	32	6	6	36	1	1	1	2	2	8	1	2	5	1	6	8	-	1
	1%	*1%*	*1%*	**2%a**	*1%*	*	*	*	*1%*	*	**2%nr**	*	*	*1%*	*	*1%*	**2%nr**	-	*
No - there have been no problems	**1736**	1490	246	68	1453	149	84	50	65	166	129	122	166	199	189	245	172	18	131
	34%	*34%*	*33%*	*27%*	*34%*	*34%*	*34%*	*34%*	*31%*	*29%*	*30%*	*33%*	**37%n**	**42%hijkng**	*28%*	*35%*	**39%ijng**	*26%*	**35%n**
NET Any problem experienced	**234**	198	36	17	202	18	9	6	11	19	26	26	23	14	21	33	30	2	16
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*	*6%*	**7%mn**	*5%*	*3%*	*3%*	*5%*	**7%mn**	*2%*	*4%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2762**	2365	398	142	2304	241	134	83	117	316	210	185	227	222	436	384	208	44	197
	54%	*53%*	*54%*	*57%*	*53%*	*55%*	*54%*	*57%*	**56%mp**	**56%mp**	*50%*	*50%*	*50%*	*47%*	**64%jklmopr**	*55%*	*47%*	**65%klmpr**	*53%*
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**423**	368	56	24	360	32	23	8	16	62	58	40	36	42	33	41	32	4	28
	8%	*8%*	*8%*	*10%*	*8%*	*7%*	**9%g**	*5%*	*7%*	**11%no**	**14%hlnopr**	**11%no**	*8%*	*9%*	*5%*	*6%*	*7%*	*6%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 310

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	45 *1%*	21 *1%*	14 *1%*	8 *1%*	2 *1%*	1 *1%*	35 *1%*	3 *1%*	23 *1%*	17 *1%*	2 *	2 *1%*	- -	41 *1%*	2 *1%*
Damaged mail	79 *2%*	32 *2%*	33 *2%*	11 *1%*	4 *1%*	- -	65 *2%*	4 *1%*	44 *2%*	23 *1%*	6 *1%*	6 *2%*	- -	66 *2%*	6 *2%*
Delayed mail	92 *2%*	30 *2%*	46 *2%*	12 *2%*	3 *1%*	* *	77 *2%*	3 *1%*	38 *2%*	37 *2%*	9 *1%*	4 *2%*	3 *3%*	76 *2%*	7 *2%*
Mis-delivered mail	45 *1%*	18 *1%*	23 *1%*	2 *	2 *1%*	- -	40 *1%*	2 *	22 *1%*	17 *1%*	4 *1%*	1 *	- -	39 *1%*	1 *
Mail that has been tampered with	23 *	6 *	16 *1%*	2 *	- -	- -	21 *1%*	- -	14 *1%*	9 *	* *	- -	- -	23 *1%*	- -
Other problems	38 *1%*	24 **1%b**	7 *	6 *1%*	* *	- -	31 *1%*	* *	22 *1%*	12 *1%*	3 *	* *	- -	34 *1%*	* *
No - there have been no problems	1736 *34%*	710 **36%dg**	661 **33%dg**	234 **32%d**	79 *23%*	48 **38%d**	1370 **35%dg**	127 *27%*	717 **36%n**	655 *33%*	259 *32%*	75 *30%*	23 *27%*	1372 *35%*	98 *29%*
NET Any problem experienced	234 *5%*	87 *4%*	106 **5%g**	29 *4%*	11 *3%*	1 *1%*	193 *5%*	12 *2%*	115 **6%i**	81 *4%*	21 *3%*	14 *5%*	3 *3%*	196 **5%i**	17 *5%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2762 *54%*	984 *51%*	1045 *53%*	411 **57%a**	219 **64%abf**	69 *55%*	2030 *52%*	287 **62%abf**	974 *49%*	1068 **54%h**	480 **59%hm**	150 **59%h**	51 *59%*	2043 *52%*	201 **59%hm**
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	423 *8%*	164 *8%*	164 *8%*	52 *7%*	33 *10%*	7 *6%*	328 *8%*	40 *9%*	164 *8%*	174 *9%*	57 *7%*	14 *6%*	9 *11%*	338 *9%*	23 *7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	**45**	8	37	*	24	20	*	43	2	-	-	45	-
	1%	*2%*	*1%*	*	**2%e**	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Damaged mail	**79**	7	72	-	30	47	3	79	-	-	-	79	-
	2%	*2%*	*2%*	-	*2%*	*1%*	*1%*	*2%*	-	-	-	*2%*	-
Delayed mail	**92**	13	78	*	45	43	4	90	2	-	-	92	-
	2%	*3%*	*2%*	*	**3%e**	*1%*	*1%*	*2%*	*2%*	-	-	*2%*	-
Mis-delivered mail	**45**	8	37	-	15	28	1	43	1	*	-	44	1
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	*2%*
Mail that has been tampered with	**23**	4	20	-	14	8	2	23	-	-	-	23	-
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	-	-	*	-
Other problems	**38**	4	34	-	12	26	-	38	-	-	-	38	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1736**	102	1609	25	535	1127	74	1729	2	3	1	1734	-
	34%	*27%*	**34%a**	*25%*	**35%f**	**34%f**	*24%*	**34%h**	*4%*	*12%*	*12%*	**34%h**	-
NET Any problem experienced	**234**	27	207	1	97	128	9	231	2	*	-	234	1
	5%	*7%*	*4%*	*1%*	**6%e**	*4%*	*3%*	*5%*	*4%*	*	-	*5%*	*2%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2762**	230	2466	66	773	1776	213	2647	60	18	9	2725	29
	54%	**60%b**	*53%*	**66%b**	*50%*	*54%*	**69%de**	*53%*	**92%gk**	*70%*	*88%*	*53%*	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**423**	25	390	8	130	279	14	419	-	5	-	423	-
	8%	*7%*	*8%*	*8%*	*8%*	*8%*	*5%*	*8%*	-	*18%*	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	45	12	14	9	10	2	5	5	8	5	1	3	2	4	6	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	2%o	1%	*	1%	1%	1%	1%	*	1%
Damaged mail	79	15	29	20	16	2	6	7	15	9	6	3	3	14	6	7	3
	2%	1%	2%	2%	1%	*	1%	2%	3%eklp	2%	1%	1%	1%	3%e	1%	2%	1%
Delayed mail	92	33	19	18	22	12	5	16	13	3	3	10	4	4	10	7	5
	2%	3%	1%	1%	2%	3%	1%	4%jm	3%	1%	1%	2%	1%	1%	2%	2%	1%
Mis-delivered mail	45	20	9	6	9	8	5	7	5	1	4	1	3	2	5	3	1
	1%	2%c	1%	*	1%	2%	1%	2%	1%	*	1%	*	1%	*	1%	1%	*
Mail that has been tampered with	23	6	7	3	8	2	*	4	7	*	*	2	-	1	2	*	5
	*	*	1%	*	1%	*	*	1%	2%	*	*	*	-	*	1%	*	1%
Other problems	38	6	4	11	17	2	2	2	3	1	*	4	*	7	6	5	5
	1%	*	*	1%	1%b	1%	*	*	1%	*	*	1%	*	2%	2%	1%	1%
No - there have been no problems	1736	447	424	448	416	160	151	137	156	126	143	153	142	154	124	167	124
	34%	35%	33%	35%	32%	38%n	35%	32%	36%	30%	32%	35%	34%	35%	29%	36%	31%
NET Any problem experienced	234	68	52	50	65	27	14	27	23	16	13	15	13	22	26	23	16
	5%	5%	4%	4%	5%	6%	3%	6%	5%	4%	3%	3%	3%	5%	6%	5%	4%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2762	669	715	681	697	202	239	228	219	239	257	225	230	227	243	227	226
	54%	52%	55%	53%	54%	48%	55%	53%	51%	58%e	58%e	52%	55%	51%	57%	49%	57%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	423	100	100	111	113	33	32	35	32	35	33	41	30	40	36	44	33
	8%	8%	8%	9%	9%	8%	7%	8%	7%	8%	7%	9%	7%	9%	8%	10%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	1	1	-	-	*	-	-	1	*	-	*	1	1	1	-	4
	*	-	*	*	*	-	-	*	-	-	*	*	-	*	*	*	*	-	*
Delayed mail	*****	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	*
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
No - there have been no problems	**15**	-	15	4	10	-	-	-	*	2	4	9	-	*	15	12	15	-	15
	*	-	*	*	*	-	-	-	*	*	*1%*	**2%efghi**	-	*	**1%lm**	**1%lm**	*	-	*
NET Any problem experienced	**5**	-	5	1	4	-	-	*	3	-	1	*	-	3	1	1	5	-	7
	*	-	*	*	*	-	-	*	*	-	*	*	-	*	*	*	*	-	*
Not aware of Other	**5135**	-	5135	2505	2616	687	653	1015	715	920	630	516	1340	1729	2066	1146	4614	480	5132
	100%	-	*100%*	*100%*	*99%*	**100%k**	**100%k**	**100%k**	*99%*	**100%k**	*99%*	*98%*	**100%no**	**100%o**	*99%*	*99%*	*100%*	*100%*	*100%*
Aware but not used Other	**1**	-	1	1	*	-	-	-	1	*	-	-	-	1	*	-	1	-	2
	*	-	*	*	*	-	-	-	*	*	-	-	-	*	*	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	*	*	-	1	*	*	1	-	*	-	1	*	1	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
Delayed mail	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
Mis-delivered mail	3	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
No - there have been no problems	15	2	8	2	3	10	5	2	13	2	3	3	5	2	11	2	13
	*	*	*	*	*	*	*	*	1%g	*	*	*	*	*	*	*	*
NET Any problem experienced	5	1	3	*	-	4	*	3	1	-	3	*	1	*	4	-	5
	*	*	*	*	-	*	*	*	*	-	*	*	*	*	*	-	*
Not aware of Other	5135	1035	1740	1106	1253	2775	2360	3062	1989	628	687	1376	1202	866	3265	635	4192
	100%	*100%*	*99%*	*100%*	*100%*	*99%*	*100%*	100%h	*99%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Aware but not used Other	1	-	-	*	1	-	1	*	1	-	-	1	-	-	1	-	1
	*	-	-	*	*	-	*	*	*	-	-	*	-	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	*	*	-	*	-	1	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	1%de	-	-	-	-	-	-	-	-	-	*	*
Delayed mail	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	15	7	8	*	13	*	1	*	-	2	2	-	-	1	-	2	7	*	-
	*	*	1%a	*	*	*	*	*	-	*	*	-	-	*	-	*	2%lnr	*	-
NET Any problem experienced	5	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	*	*
	*	*	*	*	*	*	*	1%de	-	-	-	-	-	-	*	-	-	*	*
Not aware of Other	5135	4408	727	251	4301	440	249	144	208	561	422	373	453	474	675	702	434	68	373
	100%	100%b	*99%*	*100%*	*100%*	100%g	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	100%p	*99%*	*100%*	*100%*	*98%*	*100%*	100%p
Aware but not used Other	1	1	*	-	1	-	-	*	-	-	-	-	-	1	-	-	-	-	-
	*	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	*	1	-	-	-	1	-	1	*	-	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Delayed mail	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
Mis-delivered mail	3	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	15	9	2	-	4	*	11	4	6	4	2	3	*	9	4
	*	*	*	-	1%bcf	*	*	1%bc	*	*	*	1%im	*	*	1%im
NET Any problem experienced	5	4	1	-	-	-	5	-	4	*	-	*	-	4	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Not aware of Other	5135	1933	1973	725	336	124	3905	460	1960	1975	815	250	86	3935	336
	100%	*99%*	100%dg	100%dg	*98%*	*100%*	100%d	*99%*	*99%*	100%kn	*100%*	*99%*	*100%*	100%k	*99%*
Aware but not used Other	1	-	-	-	1	-	-	1	-	-	1	*	-	-	*
	*	-	-	-	*abf	-	-	*f	-	-	*	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	*	-	1	*	-	1	-	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	*	-	*	-	*	-	-	*	-	-	-	*	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mis-delivered mail	3	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	15	6	9	-	12	3	-	15	-	-	-	15	-
	*	2%b	*	-	1%e	*	-	*	-	-	-	*	-
NET Any problem experienced	5	1	4	-	4	*	-	5	-	-	-	5	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-
Not aware of Other	5135	377	4658	100	1518	3307	310	5007	65	24	10	5096	29
	100%	*98%*	100%a	*100%*	*99%*	100%d	*100%*	*100%*	*100%*	*95%*	*100%*	*100%*	*100%*
Aware but not used Other	1	-	1	-	1	-	*	*	-	1	-	1	-
	*	-	*	-	*	-	*	*	-	*5%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	*	*	-	-	-	-	1	-	*	*	-	-	-	*
	*	-	*	*	*	-	-	-	-	*	-	*	*	-	-	-	*
Delayed mail	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
Mis-delivered mail	**3**	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*1%*	-	-	-	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
No - there have been no problems	**15**	5	4	3	3	2	3	*	2	2	1	*	-	3	2	*	1
	*	*	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*	*
NET Any problem experienced	**5**	-	4	*	*	-	-	-	-	4	-	*	*	*	-	-	*
	*	-	*	*	*	-	-	-	-	*1%*	-	*	*	*	-	-	*
Not aware of Other	**5135**	1279	1283	1287	1286	420	432	428	428	409	446	433	414	440	428	461	397
	100%	*100%*	*99%*	*100%*	*100%*	*100%*	*99%*	**100%I**	*100%*	*98%*	*100%*	*100%*	*100%*	*99%*	*100%*	**100%I**	*100%*
Aware but not used Other	**1**	-	1	*	-	-	-	-	-	1	-	-	-	*	-	-	-
	*	-	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	30	-	30	27	3	-	8	19	3	1	-	-	8	22	1	-	25	5	21
	1%	-	1%	1%d	*	-	1%eij	2%ehijk	*	*	-	-	1%n	1%no	*	-	1%	1%	*
Collect + (Collect Plus)	26	-	26	20	6	9	10	7	*	1	-	-	18	7	1	-	18	8	19
	1%	-	1%	1%d	*	1%hij	1%hijk	1%	*	*	-	-	1%mno	*	*	-	*	2%p	*
DHL	54	-	54	44	10	11	6	22	8	1	*	6	17	30	7	6	44	10	48
	1%	-	1%	2%d	*	2%ij	1%	2%ij	1%l	*	*	1%l	1%n	2%no	*	1%	1%	2%	1%
FedEx	43	-	43	32	12	11	8	19	3	1	-	-	20	22	1	-	35	9	40
	1%	-	1%	1%d	*	2%ijk	1%ij	2%hijk	*	*	-	-	1%no	1%no	*	-	1%	2%	1%
Hermes	192	-	192	84	108	28	25	40	27	44	20	8	53	67	72	29	168	21	202
	4%	-	4%	3%	4%	4%	4%	4%	4%	5%k	3%	2%	4%	4%	3%	2%	4%	4%	4%
Interlink	17	-	17	9	7	2	5	9	-	1	-	-	7	9	1	-	14	2	10
	*	-	*	*	*	*	1%	1%l	-	*	-	-	1%n	1%n	*	-	*	1%	*
DPD	32	-	32	18	13	10	1	12	3	4	1	1	10	15	6	2	27	4	45
	1%	-	1%	1%	1%	1%f	*	1%	*	*	*	*	1%	1%	*	*	1%	1%	1%
Parcelforce	25	-	25	13	11	5	*	4	4	7	4	*	6	8	11	4	22	3	33
	*	-	*	1%	*	1%	*	*	1%	1%	1%	*	*	*	1%	*	*	1%	1%
TNT Express	13	-	13	12	1	3	3	7	-	-	-	-	6	7	-	-	13	-	11
	*	-	*	*d	*	*	*	1%	-	-	-	-	*n	*n	-	-	*	-	*
TNT Post UK	6	-	6	2	4	1	-	3	1	1	-	-	1	4	1	-	6	-	6
	*	-	*	*	*	*	-	*	*	*	-	-	*	*	*	-	*	-	*
UPS	31	-	31	19	11	12	2	7	5	4	1	-	14	12	5	1	24	6	27
	1%	-	1%	1%	*	2%fijk	*	1%	1%	*	*	-	1%no	1%	*	*	1%	1%	1%
UK Mail (not to be confused with Royal Mail)	19	-	19	17	3	8	3	8	1	-	-	-	11	8	-	-	16	4	13
	*	-	*	1%d	*	1%ij	*	1%l	*	-	-	-	1%no	*n	-	-	*	1%	*
DX	9	-	9	7	2	2	1	6	-	-	*	-	3	6	*	*	8	1	8
	*	-	*	*	*	*	*	1%	-	-	*	-	*	*n	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Yodel	40	-	40	19	21	8	8	11	10	3	1	-	16	20	4	1	34	6	44
	1%	-	1%	1%	1%	1%	1%	1%	1%	*	*	-	1%no	1%no	*	*	1%	1%	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	45	-	45	16	29	6	4	15	8	8	2	2	10	23	12	3	40	4	50
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%o	1%	*	1%	1%	1%
{£QI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4702	-	4702	2258	2430	598	580	886	661	863	606	508	1178	1546	1977	1114	4235	429	4698
	91%	-	91%	90%	92%c	87%	89%	87%	92%eg	94%efg	96%efg	97%efghi	88%	89%	95%lm	96%lm	91%	89%	91%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	30	13	3	14	1	16	14	30	-	1	2	8	4	13	15	1	28
	1%	1%bd	*	1%bd	*	1%	1%	1%h	-	*	*	1%	*	2%iln	*	*	1%
Collect + (Collect Plus)	26	14	4	6	2	18	8	24	2	1	-	9	8	8	17	1	25
	1%	1%bd	*	1%	*	1%	*	1%h	*	*	-	1%	1%	1%	1%	*	1%
DHL	54	27	10	15	2	37	17	44	10	7	4	12	9	22	25	7	47
	1%	3%bd	1%	1%d	*	1%	1%	1%h	*	1%	1%	1%	1%	3%jkln	1%	1%	1%
FedEx	43	19	3	14	8	22	22	38	6	4	2	8	5	24	15	4	38
	1%	2%bd	*	1%b	1%	1%	1%	1%h	*	1%	*	1%	*	3%ijkln	*	1%	1%
Hermes	192	34	63	50	46	97	95	122	68	20	16	66	46	29	127	20	163
	4%	3%	4%	5%	4%	3%	4%	4%	3%	3%	2%	5%j	4%	3%	4%	3%	4%
Interlink	17	9	-	7	1	9	7	15	2	2	-	3	2	9	5	2	14
	*	1%bd	-	1%b	*	*	*	*	*	*	-	*	*	1%jkln	*	*	*
DPD	32	12	7	5	8	18	13	19	10	5	4	7	7	9	17	5	26
	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Parcelforce	25	7	8	6	4	15	10	19	5	*	1	3	15	5	19	*	24
	*	1%	*	1%	*	1%	*	1%	*	*	*	*	1%ik	1%	1%	*	1%
TNT Express	13	4	6	2	2	9	3	13	-	-	-	-	2	9	2	-	11
	*	*	*	*	*	*	*	*h	-	-	-	-	*	1%jkln	*	-	*
TNT Post UK	6	1	-	3	2	1	5	5	-	2	-	-	1	3	1	2	4
	*	*	-	*	*	*	*	*	-	*	-	-	*	*	*	*	*
UPS	31	10	5	10	6	15	16	23	8	6	1	2	9	12	13	6	24
	1%	1%	*	1%	*	1%	1%	1%	*	1%k	*	*	1%	1%kn	*	1%	1%
UK Mail (not to be confused with Royal Mail)	19	12	1	2	5	13	7	16	2	3	3	1	5	6	9	3	15
	*	1%bc	*	*	*	*	*	1%	*	1%	*	*	*	1%	*	*	*
DX	9	3	2	3	1	5	4	9	*	-	-	3	2	5	5	-	9
	*	*	*	*	*	*	*	*	*	-	-	*	*	1%	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**40**	6	13	13	8	19	21	28	12	4	4	11	10	9	24	4	34
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	10	12	9	13	22	23	25	20	8	5	11	9	6	25	8	31
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4702**	895	1634	997	1176	2529	2173	2745	1879	583	655	1272	1100	742	3028	591	3824
	91%	*86%*	**93%ac**	*90%*	**93%ac**	*91%*	*92%*	*89%*	**94%g**	**93%m**	**94%lm**	**92%m**	**91%m**	*85%*	**92%m**	*93%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	30	27	3	3	27	2	1	-	4	8	2	-	3	1	3	5	-	1	1
	1%	1%	*	1%	1%	*	*	-	2%kmpr	1%	*	-	1%	*	*	1%	-	1%p	*
Collect + (Collect Plus)	26	26	*	*	24	1	1	1	1	4	-	-	2	2	13	2	-	1	-
	1%	1%	*	*	1%	*	*	*	1%	1%	-	-	*	*	2%jpr	*	-	1%jpr	-
DHL	54	47	7	5	48	2	3	2	2	7	5	4	6	4	12	6	2	1	*
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	2%r	*
FedEx	43	40	3	2	36	3	3	1	2	12	1	2	6	2	11	-	1	1	2
	1%	1%	*	1%	1%	1%	1%	1%	1%o	2%op	*	1%	1%o	*	2%o	-	*	1%o	1%
Hermes	192	164	28	9	162	14	13	3	12	14	14	13	23	16	26	34	10	2	12
	4%	4%	4%	4%	4%	3%	5%g	2%	6%ip	3%	3%	4%	5%	3%	4%	5%	2%	3%	3%
Interlink	17	12	5	5	16	-	1	*	1	-	1	2	-	1	6	4	-	-	-
	*	*	1%	2%a	*	-	*	*	*	-	*	1%	-	*	1%	1%	-	-	-
DPD	32	28	4	2	22	4	3	2	-	2	-	1	5	-	8	4	3	1	3
	1%	1%	1%	1%	1%	1%	1%	1%d	-	*	-	*	1%	-	1%	1%	1%	1%jm	1%
Parcelforce	25	23	2	1	21	1	1	1	1	-	5	2	2	-	5	4	1	*	1
	*	1%	*	*	*	*	1%	1%	1%	-	1%	*	*	-	1%	1%	*	*	*
TNT Express	13	13	*	-	10	1	1	*	1	2	-	-	2	1	5	-	-	1	1
	*	*	*	-	*	*	*	*	*	*	-	-	*	*	1%	-	-	1%jop	*
TNT Post UK	6	2	3	3	5	-	1	*	2	1	-	2	-	-	-	-	-	-	-
	*	*	*a	1%a	*	-	*	*	1%no	*	-	1%	-	-	-	-	-	-	-
UPS	31	30	1	*	27	-	3	1	-	4	1	2	5	2	8	4	-	-	-
	1%	1%	*	*	1%	-	1%e	1%e	-	1%	*	1%	1%	*	1%	1%	-	-	-
UK Mail (not to be confused with Royal Mail)	19	18	2	2	18	1	1	-	-	-	-	1	2	-	9	1	5	-	1
	*	*	*	1%	*	*	*	-	-	-	-	*	*	-	1%	*	1%	-	*
DX	9	6	3	3	9	*	*	-	-	2	3	-	1	-	-	3	-	-	*
	*	*	*	1%a	*	*	*	-	-	*	1%	-	*	-	-	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 312

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**40**	34	6	2	35	4	1	*	1	2	9	5	8	3	3	3	1	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*	*2%*	*1%*	*2%*	*1%*	*	*	*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	38	6	2	40	3	1	1	3	3	1	7	7	1	6	9	2	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	***2%m***	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4702**	4019	683	228	3930	412	224	136	181	522	392	343	396	444	591	642	418	63	349
	91%	*91%*	*93%*	*91%*	*91%*	***94%f***	*89%*	*93%*	*87%*	***93%hln***	***92%h***	*92%*	*87%*	***93%hln***	*87%*	*91%*	***95%hln***	*93%*	***94%hln***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	**30**	16	6	9	-	-	21	-	16	8	1	-	5	24	5
	1%	*1%*	*	**1%b**	-	-	*1%*	-	*1%*	*	*	-	**6%hijkm**	*1%*	**2%ij**
Collect + (Collect Plus)	**26**	13	11	2	*	-	24	*	14	10	2	-	*	24	*
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*	*	-	*	*1%*	*
DHL	**54**	30	14	7	2	2	43	4	20	21	9	2	3	40	5
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*
FedEx	**43**	22	14	3	2	3	36	4	19	17	3	4	-	36	4
	1%	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*
Hermes	**192**	57	87	22	18	7	144	25	75	85	21	11	1	159	12
	4%	*3%*	*4%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*1%*	*4%*	*4%*
Interlink	**17**	7	6	3	-	-	14	-	4	6	5	-	3	9	3
	*	*	*	-	-	-	*	-	*	*	*1%*	-	**3%hijkm**	*	*1%*
DPD	**32**	11	14	2	1	1	26	2	15	10	4	1	*	25	1
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
Parcelforce	**25**	10	9	2	4	-	19	4	10	8	5	2	-	18	2
	*	*	*	*	*1%*	-	*	*1%*	*1%*	*	*1%*	*1%*	-	*	*
TNT Express	**13**	10	*	-	2	1	10	3	5	6	2	-	-	11	-
	*	**1%b**	*	-	*b	**1%b**	*	**1%b**	*	*	*	-	-	*	-
TNT Post UK	**6**	4	1	-	1	-	5	1	3	2	-	-	-	6	-
	*	*	*	-	*	-	*	*	*	*	-	-	-	*	-
UPS	**31**	8	15	3	3	2	23	5	10	16	5	-	-	26	-
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
UK Mail (not to be confused with Royal Mail)	**19**	13	3	-	2	-	16	2	10	6	2	-	-	15	-
	*	*1%*	*	-	*1%*	-	*	*	*	*	*	-	-	*	-
DX	**9**	5	*	3	1	*	5	1	1	4	1	-	3	5	3
	*	*	*	*b	*	*	*	*	*	*	*	-	**3%hijkm**	*	**1%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**40**	8	20	2	9	1	28	10	16	13	8	2	1	29	3
	1%	*	*1%*	*	**3%acf**	*	*1%*	**2%acf**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	21	14	8	2	1	35	3	23	17	2	2	-	41	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4702**	1776	1795	673	304	111	3572	415	1794	1787	761	234	78	3581	312
	91%	*91%*	*91%*	*93%*	*89%*	*89%*	*91%*	*89%*	*91%*	*90%*	*93%*	*92%*	*91%*	*91%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	30	7	22	1	21	7	2	29	1	-	-	30	-
	1%	**2%b**	*	*1%*	**1%e**	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Collect + (Collect Plus)	26	6	20	-	16	6	4	26	-	-	-	26	-
	1%	**2%b**	*	-	**1%e**	*	**1%e**	*1%*	-	-	-	*1%*	-
DHL	54	10	44	-	29	19	6	47	4	3	-	54	-
	1%	**2%b**	*1%*	-	**2%e**	*1%*	**2%e**	*1%*	**6%gk**	*11%*	-	*1%*	-
FedEx	43	11	29	3	29	8	6	39	-	4	-	43	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*	**2%e**	*1%*	-	*16%*	-	*1%*	-
Hermes	192	19	170	4	54	132	6	188	2	2	*	192	-
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*2%*	*8%*	*1%*	*4%*	-
Interlink	17	6	11	-	7	10	-	17	-	-	-	17	-
	*	**2%b**	*	-	*	*	-	*	-	-	-	*	-
DPD	32	8	24	-	19	8	5	29	1	-	-	30	2
	1%	**2%b**	*1%*	-	**1%e**	*	**2%e**	*1%*	*2%*	-	-	*1%*	*5%*
Parcelforce	25	1	23	-	9	16	*	23	1	1	-	25	-
	*	*	*1%*	-	*1%*	*	*	*	*2%*	*3%*	-	*	-
TNT Express	13	5	8	-	9	3	1	11	2	-	-	13	-
	*	**1%b**	*	-	**1%e**	*	*	*	**2%gk**	-	-	*	-
TNT Post UK	6	2	4	-	6	-	-	5	1	-	-	6	-
	*	*1%*	*	-	*e	-	-	*	**2%gk**	-	-	*	-
UPS	31	5	26	-	16	13	2	29	2	-	-	31	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*3%*	-	-	*1%*	-
UK Mail (not to be confused with Royal Mail)	19	7	13	-	13	4	2	17	-	1	-	18	2
	*	**2%b**	*	-	**1%e**	*	*1%*	*	-	*3%*	-	*	*5%*
DX	9	2	7	*	2	7	-	9	-	-	-	9	-
	*	*1%*	*	*	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Yodel	**40**	3	36	-	11	26	2	39	1	-	-	40	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	8	37	*	24	20	*	43	2	-	-	45	-
	1%	*2%*	*1%*	*	**2%e**	*1%*	*	*1%*	*2%*	-	-	*1%*	-
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4702**	310	4299	93	1354	3068	280	4593	53	18	10	4664	28
	91%	*81%*	**92%a**	**93%a**	*88%*	**93%d**	*90%*	**91%h**	*82%*	*69%*	*99%*	*91%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 312

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	30	4	3	12	11	2	-	2	-	-	3	3	6	3	4	2	6
	1%	*	*	1%	1%	*	-	1%	-	-	1%	1%	2%	1%	1%	*	1%
Collect + (Collect Plus)	26	*	6	14	6	-	*	*	4	-	2	4	5	5	4	-	2
	1%	*	*	1%a	*	-	*	*	1%	-	1%	1%	1%	1%	1%	-	*
DHL	54	9	6	17	22	1	*	7	5	1	1	2	11	4	9	1	12
	1%	1%	1%	1%	2%b	*	*	2%	1%	*	*	*	3%efijo	1%	2%fj	*	3%efijko
FedEx	43	3	12	7	21	1	1	1	2	1	9	1	2	4	11	6	4
	1%	*	1%	1%	2%a	*	*	*	*	*	2%	*	1%	1%	3%efghik	1%	1%
Hermes	192	63	46	26	58	23	19	21	18	17	11	10	8	8	13	28	17
	4%	5%c	4%	2%	4%c	5%lm	4%	5%	4%	4%	2%	2%	2%	2%	3%	6%jklm	4%
Interlink	17	1	1	10	5	-	-	1	-	-	1	1	6	3	4	1	-
	*	*	*	1%b	*	-	-	*	-	-	*	*	1%	1%	1%	*	-
DPD	32	7	8	6	11	3	3	1	4	3	*	1	3	2	5	3	3
	1%	1%	1%	*	1%	1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	1%
Parcelforce	25	8	6	6	5	*	2	6	1	3	2	4	2	*	*	3	2
	*	1%	1%	*	*	*	*	1%	*	1%	1%	1%	*	*	*	1%	1%
TNT Express	13	-	2	-	10	-	-	-	-	2	1	-	-	-	6	-	4
	*	-	*	-	1%ac	-	-	-	-	*	*	-	-	-	1%	-	1%
TNT Post UK	6	-	1	1	4	-	-	-	1	-	-	1	-	-	2	-	2
	*	-	*	*	*	-	-	-	*	-	-	*	-	-	1%	-	*
UPS	31	6	6	5	14	1	4	2	1	3	2	2	3	1	2	4	8
	1%	*	*	*	1%	*	1%	*	*	1%	*	*	1%	*	1%	1%	2%m
UK Mail (not to be confused with Royal Mail)	19	3	5	6	5	1	2	-	1	4	-	3	3	-	2	-	3
	*	*	*	*	*	*	*	-	*	1%	-	1%	1%	-	1%	-	1%
DX	9	1	*	5	3	-	1	-	-	-	*	*	3	2	1	-	2
	*	*	*	*	*	-	*	-	-	-	*	*	1%	1%	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Yodel	**40**	11	12	7	9	4	4	3	8	2	2	2	*	5	*	4	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%lm***	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	12	14	9	10	2	5	5	8	5	1	3	2	4	6	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%o***	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4702**	1170	1190	1202	1140	385	400	384	387	384	419	406	384	411	380	420	340
	91%	*91%*	***92%d***	***93%d***	*88%*	***91%p***	***92%p***	*90%*	*90%*	***92%p***	***94%np***	***94%np***	***93%p***	***93%p***	*88%*	***91%p***	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	**16**	-	16	16	-	6	2	8	1	-	-	-	7	9	-	-	14	2	11
	*	-	*	1%d	-	1%l	*	1%l	*	-	-	-	1%n	1%n	-	-	*	*	*
Collect + (Collect Plus)	**18**	-	18	15	3	4	2	10	2	-	-	-	6	12	-	-	13	6	15
	*	-	*	1%d	*	1%	*	1%l	*	-	-	-	*n	1%no	-	-	*	1%p	*
DHL	**66**	-	66	45	20	11	11	23	14	6	1	*	21	37	7	2	63	2	67
	1%	-	*1%*	2%d	*1%*	2%k	2%k	2%ljk	2%jk	*1%*	*	*	2%no	2%no	*	*	*1%*	*	*1%*
FedEx	**52**	-	52	36	15	19	9	14	5	2	*	3	28	19	4	3	43	9	42
	1%	-	*1%*	1%d	*1%*	3%hijk	1%lj	1%lj	*1%*	*	*	*1%*	2%no	1%n	*	*	*1%*	*2%*	*1%*
Hermes	**271**	-	271	105	167	52	31	62	32	48	31	17	83	94	95	47	233	32	281
	5%	-	*5%*	*4%*	6%c	8%k	*5%*	*6%*	*4%*	*5%*	*5%*	*3%*	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*5%*
Interlink	**17**	-	17	11	7	8	2	7	-	*	-	1	10	7	1	1	14	3	14
	*	-	*	*	*	1%hl	*	*1%*	-	*	-	*	1%n	*	*	*	*	*1%*	*
DPD	**66**	-	66	30	36	17	5	21	8	5	9	2	22	28	16	11	56	9	78
	1%	-	*1%*	*1%*	*1%*	2%ik	*1%*	2%ik	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*
Parcelforce	**48**	-	48	28	19	8	5	14	3	9	7	2	13	17	18	9	42	6	61
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
TNT Express	**12**	-	12	9	4	5	3	4	-	*	-	-	8	4	*	-	11	1	10
	*	-	*	*	*	*1%*	*	*	-	*	-	-	1%n	*	*	-	*	*	*
TNT Post UK	**2**	-	2	2	-	-	*	2	-	-	-	-	*	2	-	-	2	-	3
	*	-	*	*	-	-	*	*	-	-	-	-	*	*	-	-	*	-	*
UPS	**34**	-	34	25	10	6	1	17	5	1	1	3	8	22	5	4	22	12	31
	1%	-	*1%*	1%d	*	*1%*	*	2%lj	*1%*	*	*	*1%*	*1%*	1%n	*	*	*	2%p	*1%*
UK Mail (not to be confused with Royal Mail)	**17**	-	17	9	8	6	7	3	1	-	-	-	13	4	-	-	15	2	12
	*	-	*	*	*	1%l	1%l	*	*	-	-	-	1%mno	*	-	-	*	*	*
DX	**9**	-	9	6	3	1	1	5	2	-	1	-	1	7	1	1	7	2	9
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Yodel	**94**	-	94	43	51	8	17	17	22	12	11	5	25	40	29	17	83	10	99
	2%	-	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	-	79	34	45	8	6	23	9	21	8	5	14	32	33	13	76	3	75
	2%	-	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
{£QI1.QI1_oth}	**1**	-	1	1	1	-	-	*	-	-	1	*	-	*	1	1	1	-	4
	*	-	*	*	*	-	-	*	-	-	*	*	-	*	*	*	*	-	*
None of these	**4554**	-	4554	2210	2332	565	566	854	645	846	583	497	1130	1498	1926	1080	4106	414	4566
	88%	-	*88%*	*88%*	*89%*	*82%*	*87%*	*84%*	**90%eg**	**92%efg**	**92%efg**	**95%efgh**	*84%*	*86%*	**93%lm**	**93%lm**	*89%*	*86%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 313

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	**16**	13	*	4	-	13	4	16	*	-	*	2	1	13	4	-	16
	*	1%bd	*	*	-	*	*	1%h	*	-	*	*	*	1%ijkln	*	-	*
Collect + (Collect Plus)	**18**	6	5	4	2	12	7	17	1	3	-	7	3	6	10	3	16
	*	*1%*	*	*	*	*	*	1%h	*	*	-	*	*	*1%*	*	*	*
DHL	**66**	27	19	13	6	46	20	52	14	5	2	7	19	33	27	5	60
	1%	3%bd	*1%*	*1%*	*	*2%*	*1%*	2%h	*1%*	*1%*	*	*	2%jk	4%ijkln	*1%*	*1%*	*1%*
FedEx	**52**	26	11	10	4	37	14	49	2	2	2	11	14	20	27	2	48
	1%	3%bcd	*1%*	*1%*	*	*1%*	*1%*	2%h	*	*	*	*1%*	*1%*	2%ijkn	*1%*	*	*1%*
Hermes	**271**	54	82	69	65	137	135	175	94	36	32	77	57	43	166	36	217
	5%	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
Interlink	**17**	9	2	2	4	11	6	13	3	3	2	-	3	10	4	3	14
	*	1%b	*	*	*	*	*	*	*	1%k	*	-	*	1%kln	*	*1%*	*
DPD	**66**	18	16	12	21	34	32	44	21	11	6	21	16	9	43	11	52
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Parcelforce	**48**	14	15	9	11	29	20	32	14	3	6	14	5	13	25	3	39
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*
TNT Express	**12**	5	5	1	-	11	1	10	2	3	*	2	2	5	4	3	9
	*	*1%*	*	*	-	*	*	*	*	*	*	*	*	1%n	*	*	*
TNT Post UK	**2**	2	1	-	*	2	*	2	*	-	-	*	-	2	*	-	2
	*	*	*	-	*	*	*	*	*	-	-	*	-	*n	*	-	*
UPS	**34**	12	11	8	3	23	11	28	6	3	7	3	16	3	26	3	29
	1%	1%d	*1%*	*1%*	*	*1%*	*	1%h	*	*	*1%*	*	1%k	*	*1%*	*	*1%*
UK Mail (not to be confused with Royal Mail)	**17**	10	1	2	4	11	6	15	1	5	2	-	4	6	6	5	12
	*	1%b	*	*	*	*	*	*h	*	1%kn	*	-	*	1%k	*	*1%*	*
DX	**9**	4	-	2	2	4	5	6	3	*	-	*	5	3	5	*	8
	*	*b	-	*	*	*	*	*	*	*	-	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**94**	22	24	16	32	46	47	65	27	16	12	26	18	11	55	16	69
	2%	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	24	25	13	16	50	29	47	32	6	7	23	14	17	44	6	63
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**1**	1	*	*	-	1	*	*	1	-	*	-	1	*	1	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
None of these	**4554**	858	1579	987	1129	2437	2117	2640	1836	568	630	1240	1075	716	2945	576	3711
	88%	*83%*	**90%a**	**89%a**	**90%a**	*87%*	*89%*	*86%*	**92%g**	**90%m**	**91%m**	**90%m**	**89%m**	*82%*	**90%m**	*90%*	*88%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	16	15	1	*	15	1	*	1	1	5	-	-	-	-	8	-	-	1	-
	*	*	*	*	*	*	*	1%	1%	1%	-	-	-	-	1%	-	-	1%jklmopr	-
Collect + (Collect Plus)	18	18	*	*	16	1	1	*	1	4	-	1	4	-	4	3	-	1	-
	*	*	*	*	*	*	*	*	*	1%	-	*	1%	-	1%	*	-	1%jmpr	-
DHL	66	63	3	2	56	2	5	2	2	10	4	3	6	9	13	8	1	2	1
	1%	1%	*	1%	1%	1%	2%e	2%	1%	2%	1%	1%	1%	2%	2%	1%	*	2%pr	*
FedEx	52	51	1	1	44	3	3	1	3	6	3	-	4	3	14	9	3	1	2
	1%	1%b	*	*	1%	1%	1%	1%	2%k	1%	1%	-	1%	1%	2%k	1%	1%	1%k	1%
Hermes	271	237	35	10	232	15	19	5	11	21	29	17	45	15	25	56	12	1	14
	5%	5%	5%	4%	5%	3%	8%eg	4%	5%	4%	7%p	5%	10%ikmnpqr	3%	4%	8%imnpr	3%	2%	4%
Interlink	17	16	1	*	15	2	*	1	-	-	2	1	2	1	7	2	-	-	2
	*	*	*	*	*	*	*	1%	-	-	*	*	*	*	1%	*	-	-	1%
DPD	66	57	9	3	54	5	3	3	-	5	2	3	12	2	9	12	10	1	4
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	*	1%	3%hm	*	1%	2%	2%h	2%	1%
Parcelforce	48	44	4	3	35	8	2	3	1	8	5	4	3	1	5	7	1	*	8
	1%	1%	1%	1%	1%	2%d	1%	2%d	1%	1%	1%	1%	1%	*	1%	1%	*	1%	2%mp
TNT Express	12	12	*	*	10	1	1	-	1	2	-	-	2	1	3	-	2	1	-
	*	*	*	*	*	*	*	-	1%	*	-	-	*	*	*	-	*	1%jor	-
TNT Post UK	2	2	*	*	2	-	-	*	1	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
UPS	34	33	1	*	30	1	3	*	2	4	-	5	3	1	12	-	3	-	1
	1%	1%	*	*	1%	*	1%	*	1%o	1%	-	1%o	1%	*	2%o	-	1%	-	*
UK Mail (not to be confused with Royal Mail)	17	17	*	*	16	1	-	-	1	-	2	1	2	-	4	1	5	-	1
	*	*	*	*	*	*	-	-	*	-	*	*	*	-	1%	*	1%	-	*
DX	9	7	2	*	8	*	1	1	-	2	-	-	-	1	3	-	2	-	*
	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**94**	81	13	3	81	5	4	3	1	5	7	14	16	7	15	11	5	1	5
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*	*1%*	*2%*	**4%hi**	**4%hi**	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	64	15	9	68	7	3	1	3	6	8	9	6	10	1	16	7	1	6
	2%	*1%*	*2%*	**4%a**	*2%*	*2%*	*1%*	*	*1%*	*1%*	**2%n**	**3%n**	*1%*	**2%n**	*	**2%n**	**2%n**	*1%*	**2%n**
{EQI1.QI1_oth}	**1**	1	*	*	-	*	-	1	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	**1%de**	-	-	-	-	-	-	-	-	-	*	*
None of these	**4554**	3890	664	226	3805	400	218	132	185	512	376	329	387	433	584	605	394	64	335
	88%	*88%*	*90%*	*90%*	*88%*	*91%*	*87%*	*91%*	*89%*	**91%l**	*89%*	*88%*	*85%*	*91%*	*86%*	*86%*	*89%*	**95%lnq**	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	16	14	3	-	-	-	16	-	13	2	2	-	-	15	-
	*	1%b	*	-	-	-	*	-	1%i	*	*	-	-	*	-
Collect + (Collect Plus)	18	9	9	*	*	-	18	*	11	3	4	-	*	14	*
	*	*	*	*	*	-	*	*	1%	*	1%	-	*	*	*
DHL	66	35	20	5	4	2	55	6	27	26	11	1	*	53	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*
FedEx	52	24	12	11	1	3	36	4	20	18	7	5	2	38	7
	1%	1%	1%	2%	*	3%	1%	1%	1%	1%	1%	2%	3%	1%	2%
Hermes	271	74	128	33	31	4	203	35	101	122	37	8	4	223	12
	5%	4%	7%a	5%	9%acf	3%	5%	8%a	5%	6%	5%	3%	5%	6%	3%
Interlink	17	6	7	3	-	-	13	-	8	3	5	*	-	11	*
	*	*	*	*	-	-	*	-	*	*	1%	*	-	*	*
DPD	66	28	23	5	9	*	50	9	39	19	4	1	*	59	1
	1%	1%	1%	1%	3%	*	1%	2%	2%j	1%	1%	*	*	1%	*
Parcelforce	48	14	18	4	7	5	32	12	20	15	7	5	1	35	6
	1%	1%	1%	1%	2%	4%abcf	1%	3%abcf	1%	1%	1%	2%	2%	1%	2%
TNT Express	12	7	5	1	-	-	12	-	6	5	1	-	-	12	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
TNT Post UK	2	2	1	-	*	-	2	*	2	*	-	-	-	2	-
	*	*	*	-	*	-	*	*	*	*	-	-	-	*	-
UPS	34	16	7	8	3	*	23	3	13	11	8	1	2	24	2
	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	*	2%	1%	1%
UK Mail (not to be confused with Royal Mail)	17	15	-	-	1	-	15	1	8	5	3	-	-	13	-
	*	1%b	-	-	*	-	*b	*	*	*	*	-	-	*	-
DX	9	4	4	1	-	-	8	-	3	3	-	1	-	7	1
	*	*	*	*	-	-	*	-	*	*	-	1%	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**94**	29	43	12	7	3	72	9	43	40	8	*	3	83	3
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*	**3%k**	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	32	33	11	4	-	65	4	44	23	6	6	-	66	6
	2%	*2%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*2%*	*2%*
{£QI1.QI1_oth}	**1**	*	1	-	-	-	1	-	1	*	-	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
None of these	**4554**	1726	1727	651	296	112	3453	409	1714	1744	742	231	76	3458	307
	88%	*89%*	*87%*	*90%*	*87%*	*91%*	*88%*	*88%*	*87%*	*88%*	**91%h**	*91%*	*88%*	*88%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	**16**	9	8	-	12	4	-	15	1	-	-	16	-
	*	2%b	*	-	1%e	*	-	*	2%	-	-	*	-
Collect + (Collect Plus)	**18**	2	16	-	14	5	-	17	2	-	-	18	-
	*	1%	*	-	1%e	*	-	*	2%gk	-	-	*	-
DHL	**66**	13	50	3	37	18	10	53	11	2	-	66	-
	1%	3%b	1%	3%	2%e	1%	3%e	1%	17%gk	7%	-	1%	-
FedEx	**52**	8	44	1	41	7	4	49	1	2	-	52	-
	1%	2%	1%	1%	3%e	*	1%e	1%	1%	7%	-	1%	-
Hermes	**271**	32	236	4	94	167	11	269	2	*	-	271	-
	5%	8%b	5%	4%	6%	5%	4%	5%	4%	1%	-	5%	-
Interlink	**17**	3	14	-	10	5	2	16	-	-	-	16	2
	*	1%	*	-	1%e	*	1%	*	-	-	-	*	5%
DPD	**66**	13	53	1	34	29	3	64	-	1	-	64	2
	1%	3%b	1%	1%	2%e	1%	1%	1%	-	2%	-	1%	5%
Parcelforce	**48**	4	44	*	18	29	1	48	1	*	-	48	-
	1%	1%	1%	*	1%	1%	*	1%	1%	*	-	1%	-
TNT Express	**12**	2	10	-	6	5	1	12	1	-	-	12	-
	*	1%	*	-	*	*	*	*	1%	-	-	*	-
TNT Post UK	**2**	1	2	-	2	*	-	2	-	-	-	2	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
UPS	**34**	2	32	-	19	15	*	32	2	-	*	34	-
	1%	1%	1%	-	1%e	*	*	1%	3%gk	-	1%	1%	-
UK Mail (not to be confused with Royal Mail)	**17**	6	12	-	9	7	2	13	3	-	-	16	2
	*	1%b	*	-	1%	*	*	*	5%gk	-	-	*	5%
DX	**9**	2	7	-	4	3	1	8	-	-	-	8	1
	*	1%	*	-	*	*	*	*	-	-	-	*	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Yodel	**94**	10	84	-	41	51	2	92	-	*	1	92	-
	2%	*2%*	*2%*	-	**3%e**	*2%*	*1%*	*2%*	-	*	*11%*	*2%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	7	72	-	30	47	3	79	-	-	-	79	-
	2%	*2%*	*2%*	-	*2%*	*1%*	*1%*	*2%*	-	-	-	*2%*	-
{£QI1.QI1_oth}	**1**	1	*	-	1	*	-	1	-	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
None of these	**4554**	301	4160	93	1284	2991	279	4451	46	22	9	4519	26
	88%	*78%*	**89%a**	**93%a**	*84%*	**90%d**	**90%d**	**89%h**	*71%*	*85%*	*89%*	**88%h**	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	16	*	-	7	9	*	-	-	-	-	-	-	2	5	3	-	6
	*	*	-	1%b	1%ab	*	-	-	-	-	-	-	1%	1%	1%	-	1%fhjo
Collect + (Collect Plus)	18	2	2	6	7	1	2	*	2	-	-	-	4	2	5	-	2
	*	*	*	*	1%	*	*	*	1%	-	-	-	1%	*	1%	-	1%
DHL	66	8	7	20	31	2	2	4	4	-	3	5	9	6	10	8	12
	1%	1%	1%	2%	2%ab	*	*	1%	1%	-	1%	1%	2%l	1%	2%l	2%l	3%efjl
FedEx	52	10	9	8	25	3	*	6	2	3	4	1	4	3	8	8	10
	1%	1%	1%	1%	2%abc	1%	*	1%	*	1%	1%	*	1%	1%	2%f	2%	2%fk
Hermes	271	74	72	65	61	33	22	19	34	15	23	25	16	23	16	24	22
	5%	6%	6%	5%	5%	8%	5%	4%	8%in	4%	5%	6%	4%	5%	4%	5%	5%
Interlink	17	1	5	7	5	-	1	-	-	2	3	2	*	5	5	-	-
	*	*	*	1%	*	-	*	-	-	*	1%	*	*	1%	1%	-	-
DPD	66	8	19	18	21	1	2	5	12	4	3	3	5	11	10	4	6
	1%	1%	1%	1%	2%	*	1%	1%	3%e	1%	1%	1%	1%	2%e	2%e	1%	2%
Parcelforce	48	13	18	6	12	*	6	7	6	7	4	1	1	4	1	9	2
	1%	1%	1%	*	1%	*	1%	2%	1%	2%e	1%	*	*	1%	*	2%e	1%
TNT Express	12	2	2	3	5	-	2	*	-	2	-	-	3	-	1	3	2
	*	*	*	*	*	-	*	*	-	1%	-	-	1%	-	*	1%	*
TNT Post UK	2	*	-	2	1	-	*	-	-	-	-	-	-	2	-	-	1
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	-	*
UPS	34	4	6	10	15	-	*	3	1	2	3	3	6	1	3	3	9
	1%	*	*	1%	1%	-	*	1%	*	*	1%	1%	2%	*	1%	1%	2%efm
UK Mail (not to be confused with Royal Mail)	17	3	4	6	4	2	1	-	-	3	1	3	3	-	1	2	1
	*	*	*	*	*	*	*	-	-	1%	*	1%	1%	-	*	*	*
DX	9	1	2	2	4	-	-	1	-	1	2	-	-	2	2	2	1
	*	*	*	*	*	-	-	*	-	*	*	-	-	*	*	*	*
Yodel	94	28	22	20	24	11	5	12	12	6	4	6	5	9	5	10	9
	2%	2%	2%	2%	2%	3%	1%	3%	3%	1%	1%	1%	1%	2%	1%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**79**	15	29	20	16	2	6	7	15	9	6	3	3	14	6	7	3
	2%	*1%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	***3%eklp***	*2%*	*1%*	*1%*	*1%*	***3%e***	*1%*	*2%*	*1%*
{£QI1.QI1_oth}	**1**	-	1	*	*	-	-	-	-	1	-	*	*	-	-	-	*
	*	-	*	*	*	-	-	-	-	*	-	*	*	-	-	-	*
None of these	**4554**	1160	1142	1143	1110	381	393	386	367	375	400	393	373	377	374	401	335
	88%	***90%d***	*88%*	*89%*	*86%*	***90%p***	***90%p***	***90%p***	*85%*	***90%p***	*90%*	***91%p***	*90%*	*85%*	*87%*	*87%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	23	-	23	20	3	3	7	13	-	-	-	-	10	13	-	-	19	4	14
	*	-	*	1%d	*	*	1%hi	1%hij	-	-	-	-	1%no	1%no	-	-	*	1%	*
Collect + (Collect Plus)	43	-	43	29	14	15	10	18	*	-	-	-	24	19	-	-	31	12	38
	1%	-	1%	1%	1%	2%hijk	1%hijk	2%hijk	*	-	-	-	2%no	1%no	-	-	1%	2%p	1%
DHL	95	-	95	59	36	21	10	29	14	9	3	8	31	44	20	11	83	12	97
	2%	-	2%	2%	1%	3%ij	2%	3%ij	2%	1%	1%	1%	2%n	3%no	1%	1%	2%	2%	2%
FedEx	72	-	72	45	26	25	11	20	6	6	3	-	36	27	9	3	59	12	68
	1%	-	1%	2%	1%	4%hijk	2%k	2%ik	1%	1%	*	-	3%no	2%no	*	*	1%	3%	1%
Hermes	386	-	386	162	224	82	56	71	63	53	38	24	138	134	115	61	328	53	453
	7%	-	7%	6%	8%c	12%gijk	9%k	7%	9%k	6%	6%	5%	10%no	8%n	6%	5%	7%	11%p	9%
Interlink	16	-	16	14	2	-	4	9	3	-	-	-	4	11	-	-	14	1	7
	*	-	*	1%d	*	-	1%	1%l	*	-	-	-	*	1%no	-	-	*	*	*
DPD	109	-	109	49	60	31	14	28	17	13	5	1	45	45	19	6	85	24	146
	2%	-	2%	2%	2%	4%ijk	2%k	3%jk	2%k	1%	1%	*	3%no	3%no	1%	1%	2%	5%p	3%
Parcelforce	100	-	100	50	49	9	10	29	6	25	17	3	20	35	46	20	94	5	113
	2%	-	2%	2%	2%	1%	2%	3%hk	1%	3%hk	3%	1%	1%	2%	2%	2%	2%	1%	2%
TNT Express	16	-	16	12	3	5	2	6	-	2	*	-	7	6	2	*	15	*	16
	*	-	*	*	*	1%	*	1%	-	*	*	-	1%	*	*	*	*	*	*
TNT Post UK	17	-	17	13	4	7	2	7	1	-	-	-	8	9	-	-	15	2	11
	*	-	*	1%	*	1%l	*	1%	*	-	-	-	1%n	*n	-	-	*	*	*
UPS	46	-	46	24	22	12	4	23	4	3	*	-	16	26	3	*	36	9	55
	1%	-	1%	1%	1%	2%ijk	1%	2%hijk	1%	*	*	-	1%no	2%no	*	*	1%	2%	1%
UK Mail (not to be confused with Royal Mail)	31	-	31	18	13	7	16	7	-	1	-	-	23	7	1	-	26	5	26
	1%	-	1%	1%	*	1%h	2%ghijk	1%	-	*	-	-	2%mno	*	*	-	1%	1%	1%
DX	12	-	12	9	3	1	2	7	*	2	*	*	2	8	2	*	10	2	17
	*	-	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Yodel	**134**	-	134	70	64	17	18	33	24	23	15	5	35	57	42	20	113	18	158
	3%	-	*3%*	*3%*	*2%*	*3%*	*3%*	***3%k***	***3%k***	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	-	92	53	39	26	12	31	4	8	10	1	39	34	19	11	80	8	98
	2%	-	*2%*	*2%*	*1%*	***4%hik***	***2%k***	***3%hik***	*1%*	*1%*	*2%*	*	***3%no***	***2%n***	*1%*	*1%*	*2%*	*2%*	*2%*
{£QI1.QI1_oth}	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	*
None of these	**4385**	-	4385	2111	2262	524	539	826	618	822	570	486	1063	1444	1878	1056	3968	384	4323
	85%	-	*85%*	*84%*	*86%*	*76%*	***83%e***	*81%*	***86%e***	***89%efg***	***90%efg***	***93%efgh***	*79%*	***83%l***	***90%lm***	***91%lm***	***86%q***	*80%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	23	14	-	9	-	14	9	23	-	3	2	6	-	12	8	3	20
	*	1%bd	-	1%bd	-	*	*	1%h	-	*	*	*	-	1%ln	*	*	*
Collect + (Collect Plus)	43	19	8	9	7	27	16	38	5	2	2	11	14	15	26	2	41
	1%	2%bd	*	1%	1%	1%	1%	1%h	*	*	*	1%	1%	2%	1%	*	1%
DHL	95	20	36	24	16	55	40	72	23	13	6	19	20	34	45	13	80
	2%	2%	2%	2%	1%	2%	2%	2%h	1%	2%	1%	1%	2%	4%jkln	1%	2%	2%
FedEx	72	27	22	14	8	50	22	62	10	5	6	13	23	22	43	5	65
	1%	3%d	1%	1%	1%	2%	1%	2%h	1%	1%	1%	1%	2%	3%k	1%	1%	2%
Hermes	386	76	136	93	81	212	174	235	144	32	44	105	112	61	260	32	327
	7%	7%	8%	8%	6%	8%	7%	8%	7%	5%	6%	8%	9%i	7%	8%	5%	8%
Interlink	16	7	1	8	-	8	8	16	-	2	-	-	-	14	-	2	14
	*	1%bd	*	1%bd	-	*	*	1%h	-	*n	-	-	-	2%jkln	-	*	*
DPD	109	37	21	25	26	58	51	74	31	14	8	23	28	27	60	14	89
	2%	4%b	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	2%
Parcelforce	100	26	27	25	22	53	47	78	19	3	7	33	33	21	73	3	94
	2%	3%	2%	2%	2%	2%	2%	3%h	1%	1%	1%	2%l	3%l	2%l	2%l	1%	2%o
TNT Express	16	6	4	1	4	11	5	14	2	3	*	1	3	9	4	3	13
	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%kn	*	*	*
TNT Post UK	17	11	1	5	-	12	5	15	2	3	-	-	4	9	4	3	13
	*	1%bd	*	*	-	*	*	*	*	1%k	-	-	*	1%jkn	*	1%	*
UPS	46	10	11	16	9	21	25	37	9	5	2	15	13	10	30	5	39
	1%	1%	1%	1%	1%	1%	1%	1%h	*	1%	*	1%	1%	1%	1%	1%	1%
UK Mail (not to be confused with Royal Mail)	31	15	7	6	4	22	10	26	5	4	4	2	4	15	10	4	24
	1%	1%bd	*	1%	*	1%	*	1%h	*	1%	1%	*	*	2%kln	*	1%	1%
DX	12	6	*	2	4	6	6	9	3	1	1	1	4	5	5	1	11
	*	1%b	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**134**	30	52	19	32	82	52	101	31	9	13	35	48	22	97	9	120
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	***3%h***	*2%*	*1%*	*2%*	*3%*	***4%i***	*3%*	*3%*	*1%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	24	27	20	21	51	41	59	32	7	14	19	24	22	58	7	81
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
{EQI1.QI1_oth}	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
None of these	**4385**	828	1512	929	1116	2340	2045	2533	1780	564	611	1205	1007	670	2823	571	3546
	85%	*80%*	***86%a***	*84%*	***89%ac***	*84%*	*86%*	*83%*	***89%g***	***90%lm***	***88%lm***	***87%lm***	***83%m***	*77%*	***86%m***	***90%p***	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	23	23	-	-	23	-	-	-	3	9	-	3	-	-	6	-	1	-	-
	*	1%	-	-	1%	-	-	-	2%jlmor	2%lmor	-	1%	-	-	1%	-	*	-	-
Collect + (Collect Plus)	43	41	2	*	36	3	2	2	1	5	4	1	8	1	10	7	-	-	3
	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	*	2%p	*	1%	1%	-	-	1%
DHL	95	82	14	5	80	8	3	4	3	14	7	3	2	7	12	24	9	*	7
	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	1%	*	1%	2%	3%l	2%	1%	2%
FedEx	72	66	6	3	61	5	3	2	3	5	10	12	5	2	15	7	3	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%mp	1%	*	2%	1%	1%	1%	1%
Hermes	386	328	58	25	302	48	26	10	24	21	45	19	25	23	53	58	35	5	43
	7%	7%	8%	10%	7%	11%d	10%d	7%	12%iklm	4%	11%iklm	5%	6%	5%	8%	8%i	8%i	8%	11%iklm
Interlink	16	14	2	2	16	-	-	-	-	-	1	2	2	3	8	-	-	-	-
	*	*	*	1%	*	-	-	-	-	-	*	1%	*	1%	1%	-	-	-	-
DPD	109	86	22	8	80	15	6	7	2	11	8	3	11	7	26	7	6	4	11
	2%	2%	3%	3%	2%	4%d	2%	5%df	1%	2%	2%	1%	2%	1%	4%hko	1%	1%	6%hijkmop	3%ko
Parcelforce	100	83	17	8	80	13	4	4	6	6	7	2	14	7	12	15	12	2	11
	2%	2%	2%	3%	2%	3%	2%	3%	3%k	1%	2%	*	3%k	1%	2%	2%	3%	3%k	3%k
TNT Express	16	15	1	*	13	2	-	*	1	2	1	-	2	1	3	2	-	1	1
	*	*	*	*	*	*	-	*	1%	*	*	-	*	*	*	*	-	1%kp	*
TNT Post UK	17	14	2	2	17	-	-	-	3	2	-	2	2	1	3	5	-	-	-
	*	*	*	1%	*	-	-	-	1%jpr	*	-	1%	*	*	*	1%	-	-	-
UPS	46	39	7	4	37	3	3	2	1	7	1	2	1	4	5	9	7	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	2%	*	1%
UK Mail (not to be confused with Royal Mail)	31	29	2	2	29	2	*	*	2	4	4	4	3	3	7	1	1	*	2
	1%	1%	*	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*
DX	12	11	1	*	10	2	*	*	1	5	1	-	1	-	-	-	2	-	2
	*	*	*	*	*	*	*	*	1%	1%	*	-	*	-	-	-	*	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**134**	117	17	4	105	15	9	5	5	4	18	15	9	6	18	21	9	1	14
	3%	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*1%*	**4%im**	**4%i**	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	**4%i**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	76	16	8	79	8	3	2	5	6	11	9	3	4	13	17	10	*	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*2%*
{£QI1.QI1_oth}	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
None of these	**4385**	3753	632	213	3689	368	206	122	169	505	354	327	394	423	548	591	377	60	309
	85%	*85%*	*86%*	*85%*	*85%*	*84%*	*82%*	*83%*	*81%*	**90%hjnr**	*84%*	**88%hn**	*87%*	**89%hnr**	*81%*	*84%*	*85%*	*88%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	**23**	9	11	-	3	-	20	3	12	3	5	-	3	15	3
	*	*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	**3%hikm**	*	*1%*
Collect + (Collect Plus)	**43**	21	16	4	2	*	37	2	16	22	2	2	*	38	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
DHL	**95**	31	39	11	11	3	70	14	25	48	16	*	6	73	6
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	**2%h**	*2%*	*	**7%hjkm**	*2%*	*2%*
FedEx	**72**	30	29	9	3	1	58	4	37	25	6	3	*	62	3
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*2%*	*1%*
Hermes	**386**	127	172	42	38	1	299	39	154	150	46	27	7	304	34
	7%	*7%*	**9%e**	*6%*	**11%ace**	*1%*	**8%e**	**8%e**	*8%*	*8%*	*6%*	**11%j**	*8%*	*8%*	**10%j**
Interlink	**16**	14	-	-	1	-	14	1	10	5	1	-	-	14	-
	*	**1%b**	-	-	*	-	*b	*	*	*	*	-	-	*	-
DPD	**109**	40	43	15	7	2	83	9	44	37	17	6	3	80	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*
Parcelforce	**100**	30	45	16	6	3	76	8	27	56	9	3	5	83	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**3%hj**	*1%*	*1%*	**6%hj**	*2%*	*2%*
TNT Express	**16**	12	3	1	*	-	14	*	9	6	1	-	*	14	*
	*	*1%*	*	*	*	-	*	*	*	*	*	-	*	*	*
TNT Post UK	**17**	9	5	-	-	3	14	3	11	1	5	-	-	12	-
	*	*	*	-	-	**2%abcdf**	*	*1%*	**1%i**	*	**1%i**	-	-	*	-
UPS	**46**	16	21	9	*	*	36	1	17	20	5	1	4	36	5
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	**4%hij**	*1%*	*1%*
UK Mail (not to be confused with Royal Mail)	**31**	23	4	3	1	-	27	1	16	4	9	2	*	21	2
	1%	**1%b**	*	*	*	-	*1%*	*	**1%i**	*	**1%i**	*1%*	*	*1%*	*1%*
DX	**12**	8	2	1	1	-	10	1	3	8	1	*	-	11	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**134**	45	62	18	8	1	107	9	52	61	19	1	-	113	1
	3%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	***3%n***	***3%n***	*2%*	*1%*	-	***3%n***	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	30	46	12	3	*	77	3	38	37	9	4	3	76	7
	2%	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*
{EQI1.QI1_oth}	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4385**	1663	1658	634	282	111	3321	393	1676	1665	715	211	73	3340	284
	85%	*85%*	*84%*	*87%*	*83%*	*89%*	*85%*	*84%*	*85%*	*84%*	*87%*	*83%*	*85%*	*85%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	23	8	15	-	19	4	-	23	-	-	-	23	-
	*	2%b	*	-	1%e	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	43	11	32	-	25	10	8	38	4	-	-	42	1
	1%	3%b	1%	-	2%e	*	3%e	1%	6%gk	-	-	1%	5%
DHL	95	10	81	5	40	43	12	91	3	1	-	95	-
	2%	3%	2%	5%	3%e	1%	4%e	2%	4%	5%	-	2%	-
FedEx	72	16	55	1	37	29	6	70	-	2	-	72	-
	1%	4%b	1%	1%	2%e	1%	2%	1%	-	7%	-	1%	-
Hermes	386	28	349	8	127	240	19	378	2	2	4	382	1
	7%	7%	7%	8%	8%	7%	6%	8%	3%	7%	34%	7%	3%
Interlink	16	7	9	-	8	4	3	16	-	-	-	16	-
	*	2%b	*	-	1%e	*	1%e	*	-	-	-	*	-
DPD	109	19	88	1	53	52	4	104	2	1	*	107	2
	2%	5%b	2%	1%	3%e	2%	1%	2%	4%	4%	1%	2%	5%
Parcelforce	100	12	83	5	35	56	10	98	2	-	-	100	-
	2%	3%	2%	5%	2%	2%	3%	2%	3%	-	-	2%	-
TNT Express	16	10	5	-	9	6	-	16	-	-	-	16	-
	*	3%b	*	-	1%	*	-	*	-	-	-	*	-
TNT Post UK	17	6	11	-	10	7	-	15	1	-	-	17	-
	*	2%b	*	-	1%	*	-	*	2%	-	-	*	-
UPS	46	7	39	*	30	14	2	45	1	-	*	46	-
	1%	2%	1%	*	2%e	*	1%	1%	2%	-	1%	1%	-
UK Mail (not to be confused with Royal Mail)	31	13	18	-	14	15	2	27	5	-	-	31	-
	1%	3%b	*	-	1%	*	1%	1%	7%gk	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**12**	4	8	-	9	3	-	11	1	-	-	12	-
	*	1%b	*	-	1%e	*	-	*	1%	-	-	*	-
Yodel	**134**	15	118	1	49	80	5	133	-	-	-	133	1
	3%	*4%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	-	-	-	*3%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	13	78	*	45	43	4	90	2	-	-	92	-
	2%	*3%*	*2%*	*	3%e	*1%*	*1%*	*2%*	*2%*	-	-	*2%*	-
{EQI1.QI1_oth}	*	-	*	-	*	-	-	*	-	-	-	*	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
None of these	**4385**	283	4014	87	1232	2889	265	4286	46	21	7	4353	25
	85%	*74%*	86%a	87%a	*80%*	87%d	*85%*	85%h	*71%*	*81%*	*65%*	85%h	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	23	1	3	10	9	-	-	1	-	-	3	1	2	7	2	3	4
	*	*	*	1%a	1%a	-	-	*	-	-	1%	*	1%	1%	*	1%	1%
Collect + (Collect Plus)	43	7	9	11	15	4	*	3	3	2	4	2	5	4	11	1	4
	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	*	1%	1%	2%fo	*	1%
DHL	95	20	14	27	33	7	6	7	10	3	2	10	8	10	7	12	15
	2%	2%	1%	2%	3%b	2%	1%	2%	2%	1%	*	2%	2%	2%	2%	3%	4%ij
FedEx	72	11	23	18	20	4	4	3	10	6	6	5	3	9	8	6	6
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%
Hermes	386	126	85	79	96	45	39	43	40	19	25	26	24	29	33	35	29
	7%	10%bc	7%	6%	7%	11%ij	9%	10%i	9%i	5%	6%	6%	6%	7%	8%	8%	7%
Interlink	16	1	-	8	7	-	1	-	-	-	-	-	3	5	4	-	3
	*	*	-	1%b	1%	-	*	-	-	-	-	-	1%	1%	1%	-	1%
DPD	109	27	21	24	36	11	12	5	11	7	3	9	9	6	10	20	6
	2%	2%	2%	2%	3%	3%	3%	1%	3%	2%	1%	2%	2%	1%	2%	4%gj	2%
Parcelforce	100	31	27	28	14	14	3	14	11	8	9	8	7	12	3	8	3
	2%	2%	2%	2%	1%	3%fnp	1%	3%fp	3%	2%	2%	2%	2%	3%	1%	2%	1%
TNT Express	16	5	2	3	6	2	1	1	-	2	-	*	*	3	4	-	1
	*	*	*	*	*	1%	*	*	-	1%	-	*	*	1%	1%	-	*
TNT Post UK	17	-	4	*	12	-	-	-	-	4	-	-	*	-	4	4	3
	*	-	*	*	1%ac	-	-	-	-	1%	-	-	*	-	1%	1%	1%
UPS	46	13	7	13	13	5	6	3	2	4	1	4	8	1	4	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%	*	1%	1%	1%
UK Mail (not to be confused with Royal Mail)	31	5	8	7	11	2	2	2	3	4	1	-	3	4	2	4	5
	1%	*	1%	1%	1%	*	*	*	1%	1%	*	-	1%	1%	*	1%	1%
DX	12	2	2	2	6	1	-	1	1	-	1	*	2	-	2	-	4
	*	*	*	*	*	*	-	*	*	-	*	*	*	-	1%	-	1%
Yodel	134	33	34	29	38	10	9	14	17	7	11	9	7	13	15	11	13
	3%	3%	3%	2%	3%	2%	2%	3%	4%	2%	2%	2%	2%	3%	3%	2%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

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QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**92**	33	19	18	22	12	5	16	13	3	3	10	4	4	10	7	5
	2%	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	**4%ijm**	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
{£QI1.QI1_oth}	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
None of these	**4385**	1071	1132	1132	1050	346	375	350	358	375	400	388	370	373	346	381	323
	85%	*83%*	**88%ad**	**88%ad**	*81%*	*82%*	*86%*	*82%*	*83%*	**90%eghnop**	**89%eghnop**	**90%eghnop**	**89%egnop**	*84%*	*80%*	*83%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	**23**	-	23	21	2	3	3	15	1	1	-	-	6	17	1	-	19	4	18
	*	-	*	1%d	*	*	*	2%hijk	*	*	-	-	*	1%no	*	-	*	1%	*
Collect + (Collect Plus)	**13**	-	13	11	2	1	5	7	*	-	-	-	6	7	-	-	9	3	15
	*	-	*	*d	*	*	1%	1%	*	-	-	-	*n	*n	-	-	*	1%	*
DHL	**54**	-	54	42	12	10	8	21	3	4	8	-	18	24	12	8	47	8	53
	1%	-	1%	2%d	*	1%k	1%	2%hik	*	*	1%	-	1%	1%	1%	1%	1%	2%	1%
FedEx	**66**	-	66	54	12	24	9	23	5	2	-	3	33	28	5	3	60	6	47
	1%	-	1%	2%d	*	4%hijk	1%j	2%j	1%	*	-	1%	2%no	2%no	*	*	1%	1%	1%
Hermes	**144**	-	144	62	83	19	20	29	35	22	10	10	39	64	41	19	113	32	152
	3%	-	3%	2%	3%	3%	3%	3%	5%jk	2%	2%	2%	3%	4%no	2%	2%	2%	7%p	3%
Interlink	**14**	-	14	11	3	2	-	9	3	-	-	-	2	12	-	-	13	1	11
	*	-	*	*	*	*	-	1%i	*	-	-	-	*	1%no	-	-	*	*	*
DPD	**60**	-	60	30	30	16	9	13	6	6	5	4	25	19	16	10	48	12	77
	1%	-	1%	1%	1%	2%i	1%	1%	1%	1%	1%	1%	2%n	1%	1%	1%	1%	3%p	1%
Parcelforce	**21**	-	21	15	6	*	4	4	2	8	2	1	4	6	11	3	20	1	34
	*	-	*	1%	*	*	1%	*	*	1%	*	*	*	*	1%	*	*	*	1%
TNT Express	**11**	-	11	11	*	3	5	3	*	-	-	-	8	3	-	-	11	-	9
	*	-	*	*d	*	*	1%	*	*	-	-	-	1%n	*	-	-	*	-	*
TNT Post UK	**12**	-	12	8	4	5	*	6	1	-	-	-	5	7	-	-	9	3	10
	*	-	*	*	*	1%l	*	1%	*	-	-	-	*n	*n	-	-	*	1%	*
UPS	**21**	-	21	13	8	7	-	11	2	*	1	*	7	13	1	1	13	8	17
	*	-	*	1%	*	1%i	-	1%l	*	*	*	*	1%	1%n	*	*	*	2%p	*
UK Mail (not to be confused with Royal Mail)	**16**	-	16	11	5	3	2	7	-	-	4	-	5	7	4	4	11	5	12
	*	-	*	*	*	*	*	1%	-	-	1%	-	*	*	*	*	*	1%p	*
DX	**10**	-	10	10	-	2	1	8	-	-	-	-	3	8	-	-	8	2	8
	*	-	*	*d	-	*	*	1%l	-	-	-	-	*	*n	-	-	*	*	*
Yodel	**63**	-	63	26	37	7	6	19	10	11	5	4	13	30	20	9	52	11	66
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	-	45	16	28	5	2	12	7	7	12	*	7	19	19	12	41	2	49
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%k**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
{£QI1.QI1_oth}	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
None of these	**4730**	-	4730	2275	2441	601	597	894	667	870	594	506	1199	1561	1970	1100	4277	414	4733
	92%	-	*92%*	*91%*	**93%c**	*88%*	*91%*	*88%*	**93%eg**	**94%eg**	**94%eg**	**96%efgh**	*89%*	*90%*	**95%lm**	**95%lm**	**92%q**	*86%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	23	15	-	7	1	15	7	21	2	1	2	6	2	13	9	1	22
	*	1%bd	-	1%b	*	1%	*	1%h	*	*	*	*	*	1%kln	*	*	1%
Collect + (Collect Plus)	13	7	2	3	*	9	3	11	1	*	1	3	3	5	7	*	12
	*	1%d	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*
DHL	54	22	16	13	4	38	16	39	14	4	1	15	7	26	24	4	50
	1%	2%d	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	3%ijkln	1%	1%	1%
FedEx	66	41	7	14	4	48	18	63	2	3	2	7	12	38	21	3	59
	1%	4%bcd	*	1%	*	2%f	1%	2%h	*	1%	*	1%	1%	4%ijkln	1%	1%	1%
Hermes	144	40	42	28	36	81	63	98	46	19	17	38	26	37	81	19	118
	3%	4%	2%	2%	3%	3%	3%	3%	2%	3%	2%	3%	2%	4%ln	2%	3%	3%
Interlink	14	5	-	8	1	5	9	13	1	-	1	3	*	9	4	-	13
	*	*b	-	1%b	*	*	*	*	*	-	*	*	*	1%ln	*	-	*
DPD	60	24	8	18	10	32	28	35	24	11	6	16	9	16	31	11	47
	1%	2%bd	*	2%b	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%
Parcelforce	21	5	5	6	5	10	11	12	6	2	2	6	5	7	12	2	19
	*	1%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*
TNT Express	11	7	4	*	-	11	*	11	*	2	*	-	1	7	1	2	8
	*	1%d	*	*	-	*f	*	*h	*	*	*	-	*	1%kn	*	*	*
TNT Post UK	12	6	1	5	-	7	5	9	3	3	*	1	1	6	3	3	9
	*	1%d	*	*	-	*	*	*	*	1%	*	*	*	1%n	*	1%	*
UPS	21	8	5	6	3	13	8	14	6	*	2	5	8	5	14	*	21
	*	1%	*	1%	*	*	*	*	*	*	*	*	1%	1%	*	*	*
UK Mail (not to be confused with Royal Mail)	16	10	4	2	-	14	2	12	4	2	4	-	1	7	6	2	12
	*	1%bd	*	*	-	1%f	*	*	*	*	1%k	-	*	1%kn	*	*	*
DX	10	6	-	4	*	6	4	9	2	-	2	*	1	6	3	-	8
	*	1%bd	-	*	*	*	*	*	*	-	*	*	*	1%kn	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**63**	16	15	15	16	32	31	48	15	11	7	19	14	6	40	11	47
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	13	12	12	8	25	20	33	11	8	2	15	7	10	24	8	34
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
None of these	**4730**	871	1656	1018	1185	2527	2203	2758	1896	584	652	1282	1135	732	3068	591	3860
	92%	*84%*	**95%ac**	**92%a**	**94%a**	*91%*	**93%e**	*90%*	**95%g**	**93%m**	**94%m**	**93%m**	**94%m**	*84%*	**94%m**	*93%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	23	20	3	-	20	-	2	1	3	10	-	2	2	-	2	-	2	-	-
	*	*	*	-	*	-	1%	1%e	2%jmnor	2%jmor	-	*	*	-	*	-	*	-	-
Collect + (Collect Plus)	13	12	*	-	9	2	1	1	2	2	2	1	-	-	2	-	-	-	2
	*	*	*	-	*	*	*	1%	1%lmop	*	*	*	-	-	*	-	-	-	1%
DHL	54	46	8	2	50	1	1	2	2	14	5	1	5	3	9	7	3	*	1
	1%	1%	1%	1%	1%	*	*	2%e	1%	3%r	1%	*	1%	1%	1%	1%	1%	*	*
FedEx	66	58	8	6	59	2	4	1	1	12	3	4	4	-	24	6	5	-	2
	1%	1%	1%	2%	1%	1%	1%	1%	*	2%m	1%	1%	1%	-	4%hmor	1%	1%	-	1%
Hermes	144	125	19	4	125	8	9	2	8	11	9	15	21	8	28	16	10	*	8
	3%	3%	3%	2%	3%	2%	4%g	1%	4%	2%	2%	4%	5%m	2%	4%	2%	2%	1%	2%
Interlink	14	8	6	5	12	*	1	1	-	2	-	2	-	4	2	3	-	-	*
	*	*	1%a	2%a	*	*	*	1%e	-	*	-	1%	-	1%	*	*	-	-	*
DPD	60	48	12	4	52	3	3	2	1	9	6	9	8	2	11	4	3	*	2
	1%	1%	2%	1%	1%	1%	1%	2%	*	2%	1%	2%	2%	*	2%	1%	1%	*	1%
Parcelforce	21	16	5	2	16	2	2	1	1	-	7	1	-	2	2	2	2	1	1
	*	*	1%	1%	*	1%	1%	1%	1%	-	2%ll	*	-	*	*	*	*	1%ll	*
TNT Express	11	11	*	*	10	1	-	-	1	-	2	-	3	-	5	-	-	-	1
	*	*	*	*	*	*	-	-	*	-	*	-	1%	-	1%	-	-	-	*
TNT Post UK	12	10	2	2	12	*	*	-	2	-	-	2	3	-	1	2	1	-	*
	*	*	*	1%	*	*	*	-	1%l	-	-	1%	1%	-	*	*	*	-	*
UPS	21	18	3	*	18	1	2	*	-	4	-	2	-	1	11	-	-	-	1
	*	*	*	*	*	*	1%	*	-	1%	-	1%	-	*	2%o	-	-	-	*
UK Mail (not to be confused with Royal Mail)	16	14	2	2	15	-	1	-	-	2	1	-	2	-	5	4	1	-	-
	*	*	*	1%	*	-	*	-	-	*	*	-	*	-	1%	1%	*	-	-
DX	10	10	*	*	10	1	-	-	-	3	5	-	2	-	-	-	-	-	1
	*	*	*	*	*	*	-	-	-	1%	1%o	-	*	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**63**	58	5	2	55	4	3	1	1	6	5	4	6	-	14	16	4	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	**2%m**	**2%m**	*1%*	**1%m**	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	41	3	3	37	5	1	2	2	-	2	3	10	1	-	7	11	*	5
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	**1%n**	-	*	*1%*	**2%lmn**	*	-	*1%*	**2%lmn**	**1%n**	**1%n**
{EQI1.QI1_oth}	**3**	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
None of these	**4730**	4051	679	232	3951	414	229	136	192	510	395	343	405	456	592	649	408	65	349
	92%	*92%*	*92%*	*93%*	*91%*	*94%*	*91%*	*93%*	*92%*	*91%*	**93%n**	*92%*	*90%*	**96%lin**	*87%*	*92%*	*93%*	**96%n**	**94%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	23	15	6	-	-	2	21	2	14	6	1	2	-	20	2
	*	1%	*	-	-	1%c	1%	*	1%	*	*	1%	-	1%	1%
Collect + (Collect Plus)	13	9	4	-	*	-	13	*	5	5	3	-	*	10	*
	*	*	*	-	*	-	*	*	*	*	*	-	*	*	*
DHL	54	26	17	8	4	-	43	4	30	18	6	-	*	48	*
	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-	*	1%	*
FedEx	66	39	12	8	2	5	51	7	32	21	10	-	3	53	3
	1%	2%b	1%	1%	*	4%bcdf	1%	2%	2%	1%	1%	-	3%k	1%	1%
Hermes	144	54	61	14	13	1	116	14	60	64	16	3	*	125	3
	3%	3%	3%	2%	4%	1%	3%	3%	3%	3%	2%	1%	1%	3%	1%
Interlink	14	8	3	3	-	-	11	-	8	2	-	-	3	10	3
	*	*	*	*	-	-	*	-	*	*	-	-	3%hijkm	*	1%ij
DPD	60	29	23	4	2	3	52	4	33	14	7	5	-	47	5
	1%	1%	1%	1%	*	2%	1%	1%	2%i	1%	1%	2%	-	1%	2%
Parcelforce	21	8	6	5	2	1	13	3	10	6	3	2	1	15	3
	*	*	*	1%	1%	1%	*	1%	*	*	*	1%	1%	*	1%
TNT Express	11	11	1	*	-	-	11	-	2	7	2	-	-	10	-
	*	1%b	*	*	-	-	*	-	*	*	*	-	-	*	-
TNT Post UK	12	7	3	2	*	-	10	*	8	2	2	*	-	10	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
UPS	21	5	6	7	2	2	11	4	3	11	2	4	1	14	5
	*	*	*	1%f	1%	2%	*	1%	*	1%	*	2%hjm	2%h	*	2%hjm
UK Mail (not to be confused with Royal Mail)	16	8	7	-	-	-	16	-	7	4	5	-	-	11	-
	*	*	*	-	-	-	*	-	*	*	1%	-	-	*	-
DX	10	8	3	-	-	-	10	-	3	5	2	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**63**	23	26	6	5	3	48	8	20	33	6	1	2	54	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	18	23	2	2	-	40	2	22	17	4	1	-	39	1
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
{£QI1.QI1_oth}	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4730**	1769	1808	682	317	111	3576	427	1799	1809	757	238	78	3609	316
	92%	*91%*	*92%*	*94%*	*93%*	*89%*	*91%*	*92%*	*91%*	*91%*	*93%*	*94%*	*90%*	*91%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	23	7	15	1	15	6	2	22	1	-	-	23	-
	*	2%b	*	1%	1%e	*	*	*	2%	-	-	*	-
Collect + (Collect Plus)	13	4	9	1	9	3	1	13	-	-	-	13	-
	*	1%b	*	1%	1%e	*	*	*	-	-	-	*	-
DHL	54	13	37	4	24	23	7	49	4	1	-	54	-
	1%	3%b	1%	4%b	2%e	1%	2%e	1%	5%gk	5%	-	1%	-
FedEx	66	21	44	1	45	18	4	62	-	4	-	66	-
	1%	6%b	1%	1%	3%e	1%	1%	1%	-	15%	-	1%	-
Hermes	144	14	130	1	57	82	6	136	3	5	-	144	-
	3%	4%	3%	1%	4%	2%	2%	3%	5%	19%	-	3%	-
Interlink	14	5	8	1	9	5	-	14	-	-	-	14	-
	*	1%b	*	1%	1%e	*	-	*	-	-	-	*	-
DPD	60	12	46	2	32	24	3	59	1	*	-	60	-
	1%	3%b	1%	2%	2%e	1%	1%	1%	1%	2%	-	1%	-
Parcelforce	21	4	17	-	9	11	1	18	2	*	-	21	-
	*	1%	*	-	1%	*	*	*	3%gk	2%	-	*	-
TNT Express	11	5	6	-	6	5	1	10	2	*	-	11	-
	*	1%b	*	-	*	*	*	*	2%gk	*	-	*	-
TNT Post UK	12	4	8	-	7	5	-	11	1	-	-	12	-
	*	1%b	*	-	*	*	-	*	2%gk	-	-	*	-
UPS	21	-	21	-	9	8	5	20	-	-	-	20	1
	*	-	*	-	1%	*	1%e	*	-	-	-	*	5%
UK Mail (not to be confused with Royal Mail)	16	10	5	1	9	7	-	16	-	-	-	16	-
	*	3%b	*	1%	1%	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	**10**	7	3	-	6	3	2	10	-	-	-	10	-
	*	2%b	*	-	*	*	1%	*	-	-	-	*	-
Yodel	**63**	7	56	-	18	41	4	62	1	-	-	63	-
	1%	2%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	8	37	-	15	28	1	43	1	*	-	44	1
	1%	2%	1%	-	1%	1%	*	1%	1%	*	-	1%	2%
{EQI1.QI1_oth}	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
None of these	**4730**	312	4326	92	1363	3090	277	4619	56	18	10	4693	27
	92%	81%	93%a	92%a	89%	93%df	89%	92%	86%	70%	100%	92%	93%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 315

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	**23**	2	2	5	15	-	-	2	-	1	1	1	2	2	2	3	9
	*	*	*	*	**1%ab**	-	-	*	-	*	*	*	*1%*	*	*1%*	*1%*	**2%efhijk**
Collect + (Collect Plus)	**13**	2	1	5	5	-	1	*	-	-	1	1	2	2	3	-	2
	*	*	*	*	*	-	*	*	-	-	*	*	*1%*	*	*1%*	-	*
DHL	**54**	9	9	16	20	2	*	7	2	2	5	8	3	5	7	3	9
	1%	*1%*	*1%*	*1%*	*2%*	*	*	*2%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%f**
FedEx	**66**	3	10	29	23	*	*	3	5	3	3	6	13	10	6	10	8
	1%	*	*1%*	**2%ab**	**2%a**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%efij**	**2%ef**	*1%*	**2%ef**	**2%ef**
Hermes	**144**	34	38	24	49	7	20	7	15	14	8	10	5	9	20	17	13
	3%	*3%*	*3%*	*2%*	**4%c**	*2%*	**5%l**	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	*2%*	**5%l**	*4%*	*3%*
Interlink	**14**	1	-	3	10	-	-	1	-	-	-	-	3	*	5	2	3
	*	*	-	*	**1%ab**	-	-	*	-	-	-	-	*1%*	*	*1%*	*	*1%*
DPD	**60**	21	12	13	14	6	9	6	8	3	1	6	3	5	3	2	8
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*2%*
Parcelforce	**21**	4	2	9	6	1	*	3	*	2	*	3	1	5	1	1	4
	*	*	*	*1%*	*	*	*	*1%*	*	*	*	*1%*	*	*1%*	*	*	*1%*
TNT Express	**11**	-	3	5	3	-	-	-	-	3	-	*	3	2	2	-	1
	*	-	*	*	*	-	-	-	-	*1%*	-	*	*1%*	*	*1%*	-	*
TNT Post UK	**12**	*	3	2	7	*	-	-	*	3	-	-	-	2	4	-	2
	*	*	*	*	*1%*	*	-	-	*	*1%*	-	-	-	*	*1%*	-	*1%*
UPS	**21**	4	3	4	11	-	-	4	1	-	1	1	2	-	3	2	7
	*	*	*	*	*1%*	-	-	*1%*	*	-	*	*	*1%*	-	*1%*	*	**2%efim**
UK Mail (not to be confused with Royal Mail)	**16**	*	2	6	8	-	*	-	-	2	-	*	4	2	2	3	3
	*	*	*	*	**1%a**	-	*	-	-	*	-	*	*1%*	*1%*	*	*1%*	*1%*
DX	**10**	1	2	2	5	-	-	1	-	-	2	-	-	2	2	2	2
	*	*	*	*	*	-	-	*	-	-	*	-	-	*	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Yodel	**63**	17	17	14	16	12	4	1	11	-	5	4	3	7	6	4	6
	1%	*1%*	*1%*	*1%*	*1%*	**3%gi**	*1%*	*	**3%gi**	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**45**	20	9	6	9	8	5	7	5	1	4	1	3	2	5	3	1
	1%	**2%c**	*1%*	*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*	*
{£QI1.QI1_oth}	**3**	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*1%*	-	-	-	-	-	-	-
None of these	**4730**	1181	1205	1199	1145	387	405	390	394	391	420	405	387	407	379	420	347
	92%	**92%d**	**93%d**	**93%d**	*89%*	*92%*	**93%p**	*91%*	*92%*	**94%np**	**94%np**	**94%np**	**93%np**	*92%*	*88%*	*91%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	**20**	-	20	16	4	4	1	14	-	1	-	-	5	14	1	-	16	3	13
	*	-	*	1%d	*	*1%*	*	1%hijk	-	*	-	-	*	1%no	*	-	*	*1%*	*
Collect + (Collect Plus)	**35**	-	35	23	12	12	7	12	4	-	-	-	19	16	-	-	23	12	23
	1%	-	*1%*	*1%*	*	2%ijk	1%l	1%ij	*1%*	-	-	-	1%no	1%no	-	-	*	3%p	*
DHL	**41**	-	41	35	6	9	5	19	4	3	*	-	14	23	3	*	32	8	31
	1%	-	*1%*	1%d	*	1%k	*1%*	2%ijk	*1%*	*	*	-	1%no	1%no	*	*	*1%*	*2%*	*1%*
FedEx	**27**	-	27	23	5	9	4	14	-	-	*	-	13	14	*	*	16	11	25
	1%	-	*1%*	1%d	*	1%hl	*1%*	1%hijk	-	-	*	-	1%no	1%no	*	*	*	2%p	*
Hermes	**87**	-	87	51	35	17	13	27	15	12	-	4	30	41	16	4	75	9	77
	2%	-	*2%*	*2%*	*1%*	2%j	2%j	3%j	2%j	1%j	-	*1%*	2%no	2%no	*1%*	*	*2%*	*2%*	*1%*
Interlink	**9**	-	9	9	-	-	2	6	-	-	-	-	2	6	-	-	9	-	5
	*	-	*	*d	-	-	*	*1%*	-	-	-	-	*	*n	-	-	*	-	*
DPD	**35**	-	35	22	13	8	5	18	*	2	1	-	13	18	3	1	28	7	34
	1%	-	*1%*	*1%*	*	1%h	*1%*	2%hijk	*	*	*	-	1%no	1%no	*	*	*1%*	*2%*	*1%*
Parcelforce	**23**	-	23	14	9	6	6	6	-	4	1	-	11	6	6	1	18	5	28
	*	-	*	*1%*	*	*1%*	*1%*	*1%*	-	*	*	-	*1%*	*	*	*	*	*1%*	*1%*
TNT Express	**5**	-	5	5	-	-	-	2	3	*	-	-	-	5	*	-	5	-	4
	*	-	*	*	-	-	-	*	*	*	-	-	-	*	*	-	*	-	*
TNT Post UK	**11**	-	11	10	*	6	2	3	-	-	-	-	8	3	-	-	8	2	9
	*	-	*	*d	*	1%l	*	*	-	-	-	-	1%n	*	-	-	*	*	*
UPS	**16**	-	16	9	7	4	3	6	2	-	-	-	8	8	-	-	9	7	10
	*	-	*	*	*	*1%*	*1%*	*1%*	*	-	-	-	1%n	*n	-	-	*	1%p	*
UK Mail (not to be confused with Royal Mail)	**15**	-	15	12	3	7	3	5	-	-	-	-	10	5	-	-	10	6	9
	*	-	*	*	*	1%hl	*1%*	*	-	-	-	-	1%no	*	-	-	*	1%p	*
DX	**6**	-	6	6	-	-	-	6	-	-	-	-	-	6	-	-	6	*	5
	*	-	*	*	-	-	-	*1%*	-	-	-	-	-	*n	-	-	*	*	*
Yodel	**37**	-	37	24	12	6	7	14	3	3	2	3	13	17	7	4	33	4	32
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**23**	-	23	17	6	7	3	11	-	2	-	-	10	11	2	-	18	4	23
	*	-	*	*1%*	*	*1%*	*	**1%h**	-	*	-	-	**1%no**	**1%no**	*	-	*	*1%*	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4888**	-	4888	2325	2550	616	607	923	688	904	631	518	1223	1611	2053	1149	4417	434	4929
	95%	-	*95%*	*93%*	**97%c**	*90%*	*93%*	*91%*	**96%eg**	**98%efg**	**99%efgh**	**99%efgh**	*91%*	*93%*	**99%lm**	**99%lm**	**95%q**	*90%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	20	9	2	8	1	11	8	19	1	4	1	5	-	10	6	4	15
	*	1%bd	*	1%d	*	*	*	1%h	*	1%l	*	*	-	1%ln	*	1%	*
Collect + (Collect Plus)	35	19	10	5	2	28	7	32	3	4	*	7	12	12	19	4	31
	1%	2%bcd	1%	*	*	1%f	*	1%h	*	1%	*	*	1%	1%j	1%	1%	1%
DHL	41	20	7	11	4	26	15	33	8	6	5	8	2	20	15	6	35
	1%	2%bd	*	1%	*	1%	1%	1%	*	1%	1%	1%	*	2%kln	*	1%	1%
FedEx	27	9	6	8	4	15	12	23	4	4	2	6	6	9	14	4	23
	1%	1%	*	1%	*	1%	1%	1%h	*	1%	*	*	1%	1%	*	1%	1%
Hermes	87	35	16	24	13	50	37	66	21	11	11	23	16	22	50	11	72
	2%	3%bd	1%	2%b	1%	2%	2%	2%h	1%	2%	2%	2%	1%	3%	2%	2%	2%
Interlink	9	3	-	5	-	3	5	9	-	-	1	5	-	3	6	-	9
	*	*	-	*b	-	*	*	*	-	-	*	*	-	*	*	-	*
DPD	35	10	4	12	8	14	21	24	9	7	3	9	5	11	17	7	28
	1%	1%b	*	1%b	1%	1%	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%
Parcelforce	23	10	1	9	2	12	12	20	3	3	2	5	5	8	12	3	19
	*	1%bd	*	1%b	*	*	*	1%h	*	*	*	*	*	1%	*	*	*
TNT Express	5	1	2	3	-	2	3	5	-	-	-	-	-	5	-	-	5
	*	*	*	*	-	*	*	*	-	-	-	-	-	1%kn	-	-	*
TNT Post UK	11	8	3	-	*	10	*	8	2	1	-	1	1	7	2	1	10
	*	1%cd	*	-	*	*f	*	*	*	*	-	*	*	1%ln	*	*	*
UPS	16	7	5	2	1	12	4	14	2	-	3	4	3	4	10	-	14
	*	1%	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
UK Mail (not to be confused with Royal Mail)	15	5	4	3	3	9	6	14	-	3	2	1	4	3	7	3	11
	*	*	*	*	*	*	*	*h	-	1%	*	*	*	*	*	*	*
DX	6	3	-	3	*	3	3	6	*	-	2	3	-	2	5	-	6
	*	*	-	*	*	*	*	*	*	-	*	*	-	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**37**	11	2	13	12	13	24	25	13	8	2	9	8	9	19	8	28
	1%	**1%b**	*	**1%b**	**1%b**	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**23**	11	4	5	4	14	9	17	7	1	2	4	6	8	11	1	19
	*	**1%b**	*	*	*	*1%*	*	*1%*	*	*	*	*	*	*1%*	*	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4888**	925	1697	1046	1220	2622	2266	2851	1957	594	670	1337	1151	772	3158	601	3990
	95%	*89%*	**97%ac**	**94%a**	**97%ac**	*94%*	**96%e**	*93%*	**98%g**	**94%m**	**97%m**	**97%lm**	**95%m**	*89%*	**96%m**	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	20 *	17 *	3 *	3 1%	17 *	2 *	1 *	- -	1 *	4 1%	1 *	3 1%	- -	1 *	5 1%	3 *	- -	1 1%lp	1 *
Collect + (Collect Plus)	35 1%	31 1%	5 1%	3 1%	33 1%	1 *	1 *	* *	1 1%	4 1%	- -	3 1%	7 1%	- -	14 2%jmp	3 *	- -	- -	1 *
DHL	41 1%	37 1%	4 1%	1 *	38 1%	2 1%	- -	1 1%	1 1%	11 2%jk	- -	- -	1 *	1 *	11 2%	11 2%	1 *	1 1%l	2 *
FedEx	27 1%	26 1%	2 *	* *	23 1%	2 1%	1 *	1 *	1 *	5 1%	2 *	- -	4 1%	- -	10 1%	2 *	- -	- -	2 1%
Hermes	87 2%	75 2%	12 2%	4 2%	80 2%	4 1%	2 1%	1 1%	7 4%mpr	8 1%	15 3%mpr	7 2%	10 2%	2 *	11 2%	17 2%	2 1%	1 1%	3 1%
Interlink	9 *	6 *	3 *	3 1%a	8 *	- -	1 *	- -	- -	2 *	- -	- -	2 *	- -	- -	3 *	1 *	- -	- -
DPD	35 1%	24 1%	11 2%a	7 3%a	30 1%	3 1%	1 *	1 1%	- -	5 1%	4 1%	- -	1 *	3 1%	10 1%	4 1%	3 1%	1 1%	2 1%
Parcelforce	23 *	19 *	4 1%	* *	19 *	3 1%	1 *	* *	- -	2 *	7 2%mp	- -	5 1%	- -	3 *	2 *	- -	* *	3 1%
TNT Express	5 *	5 *	* *	- -	4 *	1 *	- -	* *	- -	- -	- -	- -	- -	3 1%	2 *	- -	- -	1 1%jlopr	- -
TNT Post UK	11 *	10 *	* *	- -	10 *	1 *	- -	* *	2 1%	3 1%	- -	- -	- -	- -	1 *	3 *	- -	- -	1 *
UPS	16 *	12 *	3 *	- -	15 *	* *	- -	* *	- -	6 1%	- -	- -	5 1%o	- -	4 1%	- -	- -	- -	* *
UK Mail (not to be confused with Royal Mail)	15 *	11 *	4 1%	2 1%	15 *	- -	- -	- -	1 1%	2 *	- -	2 *	4 1%	- -	5 1%	- -	1 *	- -	- -
DX	6 *	3 *	3 *	3 1%a	6 *	* *	- -	- -	- -	3 1%	- -	- -	- -	- -	- -	3 *	- -	- -	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**37**	31	7	3	35	1	*	*	-	7	4	3	7	-	6	7	1	*	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	-	*1%*	*1%*	*1%*	**2%m**	-	*1%*	*1%*	*	*	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**23**	20	3	*	22	1	*	-	1	5	-	-	2	3	6	6	-	-	1
	*	*	*	*	*1%*	*	*	-	*1%*	*1%*	-	-	*	*1%*	*1%*	*1%*	-	-	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4888**	4181	707	240	4075	427	244	142	194	528	399	356	419	465	620	662	431	67	361
	95%	*95%*	*96%*	*96%*	*94%*	**97%d**	**97%d**	**97%d**	*93%*	*94%*	*94%*	*96%*	*93%*	**98%hiln**	*91%*	*94%*	**98%hijlno**	**99%n**	**97%hln**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	20	8	4	3	5	-	12	5	6	3	5	-	5	9	5
	*	*	*	*	1%bf	-	*	1%	*	*	1%	-	6%hijkm	*	2%him
Collect + (Collect Plus)	35	15	14	2	*	3	30	3	20	9	6	*	*	28	1
	1%	1%	1%	*	*	2%d	1%	1%	1%	*	1%	*	*	1%	*
DHL	41	24	14	1	2	-	37	2	21	13	6	1	1	33	1
	1%	1%	1%	*	1%	-	1%	*	1%	1%	1%	*	1%	1%	*
FedEx	27	14	7	4	*	2	21	2	13	9	2	1	2	22	3
	1%	1%	*	1%	*	2%	1%	*	1%	*	*	*	3%ijm	1%	1%
Hermes	87	35	34	11	8	-	69	8	33	37	10	8	-	70	8
	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	1%	3%	-	2%	2%
Interlink	9	2	4	3	-	-	6	-	5	1	-	-	3	6	3
	*	*	*	*	-	-	*	-	*	*	-	-	3%hijkm	*	1%ijm
DPD	35	13	15	4	1	-	28	1	12	8	9	*	3	20	4
	1%	1%	1%	1%	*	-	1%	*	1%	*	1%	*	4%hikm	1%	1%
Parcelforce	23	9	9	3	1	*	19	1	8	11	2	*	2	18	3
	*	*	*	*	*	*	*	*	*	1%	*	*	3%hijkm	*	1%
TNT Express	5	5	*	-	-	-	5	-	5	*	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
TNT Post UK	11	5	1	1	1	3	5	4	2	4	4	-	-	7	-
	*	*	*	*	*	2%abci	*	1%bf	*	*	*	-	-	*	-
UPS	16	12	3	-	*	-	16	*	10	4	2	-	-	14	-
	*	1%	*	-	*	-	*	*	*	*	*	-	-	*	-
UK Mail (not to be confused with Royal Mail)	15	7	6	1	-	-	13	-	5	2	7	-	-	7	-
	*	*	*	*	-	-	*	-	*	*	1%im	-	-	*	-
DX	6	2	2	3	-	-	3	-	*	3	-	-	3	3	3
	*	*	*	*	-	-	*	-	*	*	-	-	3%hijkm	*	1%hjm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**37**	8	17	11	2	-	24	2	11	15	7	1	3	26	4
	1%	*	*1%*	**1%a**	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	**3%hm**	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**23**	6	16	2	-	-	21	-	14	9	*	-	-	23	-
	*	*	*1%*	*	-	-	*1%*	-	*1%*	*	*	-	-	*1%*	-
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4888**	1836	1874	691	327	118	3710	444	1865	1883	773	242	77	3748	319
	95%	*94%*	*95%*	*95%*	*96%*	*95%*	*95%*	*95%*	*95%*	*95%*	*94%*	*96%*	*89%*	*95%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	20	7	12	1	14	5	1	20	-	-	-	20	-
	*	2%b	*	1%	1%e	*	*	*	-	-	-	*	-
Collect + (Collect Plus)	35	7	26	3	22	10	3	32	3	-	-	35	-
	1%	2%b	1%	3%b	1%e	*	1%	1%	5%gk	-	-	1%	-
DHL	41	12	27	2	28	10	3	36	4	1	-	41	-
	1%	3%b	1%	2%	2%e	*	1%	1%	5%gk	5%	-	1%	-
FedEx	27	10	17	-	22	2	3	23	4	1	-	27	*
	1%	3%b	*	-	1%e	*	1%e	*	5%gk	3%	-	1%	1%
Hermes	87	16	72	-	42	37	9	77	6	5	-	87	-
	2%	4%b	2%	-	3%e	1%	3%	2%	9%gk	18%	-	2%	-
Interlink	9	-	8	1	5	4	-	9	-	-	-	9	-
	*	-	*	1%	*	*	-	*	-	-	-	*	-
DPD	35	8	27	*	20	11	4	33	-	*	-	33	2
	1%	2%b	1%	*	1%e	*	1%	1%	-	*	-	1%	6%
Parcelforce	23	4	20	-	15	5	2	23	-	-	-	23	-
	*	1%	*	-	1%e	*	1%	*	-	-	-	*	-
TNT Express	5	2	3	-	5	*	-	5	-	-	-	5	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
TNT Post UK	11	5	6	-	8	1	1	11	-	-	-	11	-
	*	1%b	*	-	1%e	*	*	*	-	-	-	*	-
UPS	16	2	14	-	9	6	-	14	2	-	-	16	-
	*	*	*	-	1%	*	-	*	2%gk	-	-	*	-
UK Mail (not to be confused with Royal Mail)	15	7	9	-	6	8	2	14	-	-	-	14	2
	*	2%b	*	-	*	*	*	*	-	-	-	*	5%
DX	6	2	5	-	3	3	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Yodel	37	8	28	1	22	13	2	34	-	1	1	35	1
	1%	**2%b**	*1%*	*1%*	**1%e**	*	*	*1%*	-	*4%*	*11%*	*1%*	*5%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	23	4	20	-	14	8	2	23	-	-	-	23	-
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	-	-	*	-
{EQI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4888	321	4473	94	1388	3214	285	4784	51	18	9	4853	26
	95%	*84%*	**96%a**	**94%a**	*90%*	**97%df**	*92%*	**95%h**	*78%*	*70%*	*89%*	**95%h**	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	20	1	-	11	7	-	1	-	-	-	-	1	5	6	5	2	1
	*	*	-	1%ab	1%b	-	*	-	-	-	-	*	1%	1%	1%	*	*
Collect + (Collect Plus)	35	1	9	12	12	-	1	*	4	2	4	3	7	2	5	2	5
	1%	*	1%	1%a	1%a	-	*	*	1%	*	1%	1%	2%	1%	1%	*	1%
DHL	41	3	9	12	17	1	2	*	1	3	4	-	6	7	7	4	7
	1%	*	1%	1%	1%a	*	*	*	*	1%	1%	-	1%	2%	2%	1%	2%gk
FedEx	27	5	6	5	11	2	*	3	1	2	4	*	3	2	8	1	2
	1%	*	*	*	1%	1%	*	1%	*	*	1%	*	1%	*	2%fk	*	*
Hermes	87	12	23	20	32	3	4	4	8	5	10	3	9	9	7	14	11
	2%	1%	2%	2%	2%a	1%	1%	1%	2%	1%	2%	1%	2%	2%	2%	3%	3%
Interlink	9	-	2	5	2	-	-	-	-	-	2	-	3	2	-	-	2
	*	-	*	*	*	-	-	-	-	-	1%	-	1%	*	-	-	*
DPD	35	6	7	16	6	3	1	1	1	3	2	5	8	3	2	2	2
	1%	*	1%	1%	*	1%	*	*	*	1%	*	1%	2%	1%	1%	1%	*
Parcelforce	23	8	3	7	5	3	*	5	2	2	-	*	3	4	2	2	1
	*	1%	*	1%	*	1%	*	1%	*	*	-	*	1%	1%	1%	*	*
TNT Express	5	-	-	*	5	-	-	-	-	-	-	-	-	*	2	-	3
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	1%	-	1%
TNT Post UK	11	-	2	-	8	-	-	-	-	1	1	-	-	-	3	3	3
	*	-	*	-	1%ac	-	-	-	-	*	*	-	-	-	1%	1%	1%
UPS	16	*	6	7	2	-	-	*	3	3	-	-	5	2	*	-	2
	*	*	*	1%	*	-	-	*	1%	1%	-	-	1%	*	*	-	*
UK Mail (not to be confused with Royal Mail)	15	2	5	5	4	2	-	-	2	3	-	-	3	2	-	1	3
	*	*	*	*	*	*	-	-	*	1%	-	-	1%	1%	-	*	1%
DX	6	-	*	3	3	-	-	-	-	-	*	-	3	-	2	-	2
	*	-	*	*	*	-	-	-	-	-	*	-	1%	-	*	-	*
Yodel	37	6	14	9	9	*	-	6	4	6	5	1	3	5	*	3	6
	1%	*	1%	1%	1%	*	-	1%	1%	1%	1%	*	1%	1%	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**23**	6	7	3	8	2	*	4	7	*	*	2	-	1	2	*	5
	*	*	*1%*	*	*1%*	*	*	*1%*	*2%*	*	*	*	-	*	*1%*	*	*1%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4888**	1250	1224	1228	1186	411	428	411	406	398	420	422	390	415	397	430	359
	95%	**97%bcd**	**95%d**	**95%d**	*92%*	**98%mnop**	**98%hjlmnop**	**96%p**	*95%*	**96%p**	*94%*	**98%mnop**	*94%*	*94%*	*92%*	*93%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	7 *	- -	7 *	7 *d	- -	- -	1 *	6 *1%*	- -	- -	- -	- -	1 *	6 *n	- -	- -	6 *	1 *	6 *
Collect + (Collect Plus)	16 *	- -	16 *	8 *	8 *	- -	5 *1%*	6 *1%*	2 *	1 *	1 *	- -	5 *	8 *	3 *	1 *	11 *	5 **1%p**	16 *
DHL	34 *1%*	- -	34 *1%*	27 **1%d**	7 *	10 **1%j**	3 *	9 *1%*	3 *	6 *1%*	* *	3 *1%*	13 *1%*	13 *1%*	9 *	3 *	33 *1%*	1 *	32 *1%*
FedEx	24 *	- -	24 *	19 **1%d**	5 *	3 *	5 *1%*	8 *1%*	1 *	4 *	* *	3 *1%*	7 *1%*	9 *1%*	8 *	3 *	21 *	3 *1%*	30 *1%*
Hermes	128 *2%*	- -	128 *2%*	57 *2%*	71 *3%*	11 *2%*	11 *2%*	38 **4%eh**	10 *1%*	30 *3%*	17 *3%*	12 *2%*	21 *2%*	47 *3%*	59 *3%*	28 *2%*	120 *3%*	7 *2%*	141 *3%*
Interlink	7 *	- -	7 *	5 *	2 *	2 *	* *	2 *	3 *	* *	- -	- -	3 *	4 *	* *	- -	6 *	2 *	6 *
DPD	48 *1%*	- -	48 *1%*	26 *1%*	22 *1%*	6 *1%*	8 *1%*	15 *1%*	6 *1%*	8 *1%*	3 *1%*	2 *	13 *1%*	21 *1%*	13 *1%*	5 *	42 *1%*	5 *1%*	56 *1%*
Parcelforce	33 *1%*	- -	33 *1%*	20 *1%*	11 *	6 *1%*	2 *	8 *1%*	6 *1%*	4 *	3 *	3 *1%*	9 *1%*	14 *1%*	10 *	6 *1%*	25 *1%*	8 **2%p**	27 *1%*
TNT Express	14 *	- -	14 *	11 *	2 *	6 *1%*	- -	4 *	- -	3 *	- -	- -	6 *	4 *	3 *	- -	11 *	2 *1%*	10 *
TNT Post UK	5 *	- -	5 *	2 *	4 *	2 *	3 *	1 *	- -	- -	- -	- -	4 *	1 *	- -	- -	4 *	1 *	6 *
UPS	17 *	- -	17 *	9 *	8 *	2 *	1 *	* *	1 *	6 *1%*	5 **1%g**	1 *	3 *	2 *	12 *1%*	6 *1%*	16 *	1 *	22 *
UK Mail (not to be confused with Royal Mail)	8 *	- -	8 *	6 *	2 *	5 *1%*	- -	4 *	- -	- -	- -	- -	5 *n	4 *	- -	- -	4 *	4 **1%p**	7 *
DX	5 *	- -	5 *	5 *	- -	- -	- -	3 *	- -	1 *	- -	- -	- -	3 *	1 *	- -	5 *	* *	5 *

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Yodel	**71**	-	71	33	38	2	10	16	9	14	9	13	11	25	36	22	66	6	69
	1%	-	*1%*	*1%*	*1%*	*	*1%*	**2%e**	*1%*	*2%*	*1%*	**2%e**	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	-	38	19	19	6	2	9	4	7	4	4	8	14	16	9	36	2	36
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
{£QI1.QI1_oth}	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
None of these	**4838**	-	4838	2341	2485	638	616	926	687	872	602	497	1255	1613	1971	1099	4352	446	4828
	94%	-	*94%*	*93%*	*94%*	*93%*	*94%*	*91%*	**96%g**	**94%g**	**95%g**	*95%*	*94%*	*93%*	*95%*	*95%*	*94%*	*93%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	7	6	1	-	-	7	-	7	-	-	-	-	1	6	1	-	7
	*	1%bd	*	-	-	*	-	*	-	-	-	-	*	1%kn	*	-	*
Collect + (Collect Plus)	16	1	4	4	7	5	11	11	5	*	3	7	4	2	14	*	15
	*	*	*	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*
DHL	34	16	5	6	6	22	13	27	7	4	2	6	7	12	15	4	28
	1%	2%b	*	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%n	*	1%	1%
FedEx	24	11	3	1	8	14	9	17	7	4	1	2	4	10	7	4	17
	*	1%bc	*	*	1%	1%	*	1%	*	1%	*	*	*	1%kn	*	1%	*
Hermes	128	29	42	25	31	71	56	79	47	9	20	31	29	27	81	9	111
	2%	3%	2%	2%	2%	3%	2%	3%	2%	1%	3%	2%	2%	3%	2%	1%	3%
Interlink	7	2	1	3	2	3	4	5	1	2	-	-	*	5	*	2	5
	*	*	*	*	*	*	*	*	*	*n	-	-	*	1%n	*	*	*
DPD	48	15	16	7	9	31	16	28	18	5	7	11	7	14	26	5	40
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Parcelforce	33	10	7	5	11	16	16	26	7	*	6	3	10	7	19	*	25
	1%	1%	*	*	1%	1%	1%	1%	*	*	1%	*	1%	1%	1%	*	1%
TNT Express	14	4	4	3	3	8	6	10	3	5	-	3	3	2	5	5	7
	*	*	*	*	*	*	*	*	*	1%n	-	*	*	*	*	1%p	*
TNT Post UK	5	4	2	-	*	5	*	4	2	*	*	2	3	1	4	*	5
	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
UPS	17	3	2	3	8	5	12	4	13	8	2	2	2	*	7	8	7
	*	*	*	*	1%	*	1%	*	1%g	1%klmn	*	*	*	*	*	1%p	*
UK Mail (not to be confused with Royal Mail)	8	4	-	2	3	4	5	7	*	3	-	1	-	2	1	3	3
	*	*	-	*	*	*	*	*	*	1%n	-	*	-	*	*	1%p	*
DX	5	2	2	*	1	3	1	4	1	1	2	*	2	-	4	1	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**71**	21	21	15	14	42	29	43	28	7	6	20	17	19	43	7	62
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	16	10	5	7	26	12	26	11	4	5	7	8	11	20	4	31
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
None of these	**4838**	941	1663	1048	1187	2603	2235	2857	1903	603	656	1312	1135	789	3103	610	3951
	94%	*91%*	**95%a**	**95%a**	**94%a**	*93%*	*94%*	*93%*	**95%g**	**96%m**	**95%m**	**95%m**	*94%*	*91%*	**95%m**	*96%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	7	7	-	-	7	-	-	-	1	2	-	-	2	-	-	-	2	-	-
	*	*	-	-	*	-	-	-	1%	*	-	-	*	-	-	-	1%	-	-
Collect + (Collect Plus)	16	13	3	-	13	*	2	1	-	5	-	1	-	3	1	2	-	*	*
	*	*	*	-	*	*	1%e	*	-	1%	-	*	-	1%	*	*	-	*	*
DHL	34	28	6	1	32	1	1	1	2	2	7	2	5	1	8	4	2	*	1
	1%	1%	1%	1%	1%	*	*	1%	1%	*	2%	*	1%	*	1%	1%	1%	*	*
FedEx	24	22	2	1	19	2	1	2	3	6	5	1	2	1	2	-	-	*	2
	*	*	*	*	*	*	*	1%d	2%mnop	1%	1%o	*	*	*	*	-	-	*	*
Hermes	128	103	25	3	108	5	10	5	9	8	25	7	6	8	13	33	-	1	4
	2%	2%	3%	1%	3%	1%	4%e	3%e	4%ilpr	1%	6%iklmnpr	2%p	1%	2%p	2%p	5%ilpr	-	1%	1%
Interlink	7	7	*	*	6	1	-	*	-	-	-	-	-	3	3	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	1%	*	-	-	-	*
DPD	48	34	13	1	41	3	3	1	1	4	10	1	1	2	8	9	5	*	3
	1%	1%	2%a	1%	1%	1%	1%	1%	*	1%	2%l	*	*	*	1%	1%	1%	1%	1%
Parcelforce	33	26	6	2	31	1	1	*	-	6	6	-	3	2	8	5	2	*	*
	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	-	1%	*	1%	1%	*	*	*
TNT Express	14	13	*	*	13	*	-	*	-	2	5	-	6	-	-	-	-	*	*
	*	*	*	*	*	*	-	*	-	*	1%o	-	1%no	-	-	-	-	*	*
TNT Post UK	5	5	*	*	4	1	-	*	-	-	-	-	-	3	1	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	1%	*	-	-	-	*
UPS	17	16	1	*	11	4	2	*	-	1	3	-	-	2	-	3	1	1	3
	*	*	*	*	*	1%	1%	*	-	*	1%	-	-	*	-	*	*	1%kln	1%
UK Mail (not to be confused with Royal Mail)	8	7	1	-	8	-	*	-	1	-	2	-	2	-	3	-	-	-	-
	*	*	*	-	*	-	*	-	1%	-	*	-	*	-	*	-	-	-	-
DX	5	5	*	*	5	*	*	-	-	2	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	*	1%	-	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**71**	50	22	8	61	3	7	*	3	6	14	6	2	7	8	13	3	-	3
	1%	*1%*	**3%a**	**3%a**	*1%*	*1%*	**3%deg**	*	*2%*	*1%*	**3%lpr**	*1%*	*	*1%*	*1%*	*2%*	*1%*	-	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	32	6	6	36	1	1	1	2	2	8	1	2	5	1	6	8	-	1
	1%	*1%*	*1%*	**2%a**	*1%*	*	*	*	*1%*	*	**2%nr**	*	*	*1%*	*	*1%*	**2%nr**	-	*
{EQI1.QI1_oth}	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4838**	4158	680	234	4044	425	232	138	193	530	384	356	434	445	635	648	419	66	358
	94%	*94%*	*92%*	*93%*	*94%*	**96%df**	*92%*	*95%*	*93%*	*94%*	*91%*	**96%j**	**96%j**	*93%*	*94%*	*92%*	*95%*	*97%*	**96%jo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	7 *	5 *	2 *	- -	- -	- -	7 *	- -	6 *	1 *	- -	- -	- -	7 *	- -
Collect + (Collect Plus)	16 *	7 *	2 *	5 1%b	1 *	- -	9 *	1 *	6 *	6 *	2 *	1 1%	* *	12 *	2 *
DHL	34 1%	13 1%	9 *	9 1%	1 *	2 2%	22 1%	3 1%	12 1%	12 1%	5 1%	5 2%	* *	24 1%	5 1%
FedEx	24 *	9 *	5 *	7 1%	2 1%	1 1%	14 *	3 1%	8 *	9 *	4 *	* *	3 4%hijkm	17 *	3 1%
Hermes	128 2%	51 3%	52 3%	14 2%	10 3%	1 *	103 3%	11 2%	44 2%	65 3%j	10 1%	8 3%	* *	109 3%	9 3%
Interlink	7 *	5 *	- -	* *	1 *	- -	5 *	1 *	3 *	2 *	1 *	* *	- -	5 *	* *
DPD	48 1%	12 1%	22 1%	8 1%	2 1%	2 1%	34 1%	4 1%	13 1%	17 1%	8 1%	7 3%him	* 1%	31 1%	8 2%hm
Parcelforce	33 1%	6 *	12 1%	7 1%	3 1%	4 3%abi	18 *	7 2%af	13 1%	11 1%	8 1%	1 *	- -	24 1%	1 *
TNT Express	14 *	8 *	3 *	3 *	- -	- -	11 *	- -	6 *	5 *	3 *	- -	- -	11 *	- -
TNT Post UK	5 *	- -	4 *	2 *	* *	- -	4 *	* *	- -	2 *	3 *	- -	- -	2 *	- -
UPS	17 *	8 *	5 *	4 1%	1 *	- -	12 *	1 *	7 *	8 *	2 *	* *	* 1%	14 *	1 *
UK Mail (not to be confused with Royal Mail)	8 *	5 *	* *	1 *	- -	- -	5 *	- -	5 *	- -	1 *	- -	- -	5 *	- -
DX	5 *	* *	3 *	1 *	- -	- -	4 *	- -	* *	3 *	1 *	- -	- -	4 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**71**	30	24	11	6	-	55	6	28	26	13	5	*	54	5
	1%	*2%*	*1%*	*2%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	24	7	6	*	-	31	*	22	12	3	*	-	34	*
	1%	*1%b*	*	*1%*	*	-	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*
{EQI1.QI1_oth}	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4838**	1811	1866	682	323	114	3677	437	1845	1848	774	241	81	3693	322
	94%	*93%*	*94%*	*94%*	*95%*	*92%*	*94%*	*94%*	*94%*	*93%*	*95%*	*95%*	*95%*	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	**7**	4	4	-	6	1	-	7	-	-	-	7	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	**16**	2	14	1	9	4	4	14	-	-	-	14	1
	*	*	*	*1%*	1%e	*	1%e	*	-	-	-	*	*5%*
DHL	**34**	9	25	-	23	10	1	31	3	-	-	34	-
	1%	2%b	*1%*	-	1%e	*	*	*1%*	4%gk	-	-	*1%*	-
FedEx	**24**	2	19	3	15	7	2	23	-	1	-	24	-
	*	*	*	3%b	1%e	*	*1%*	*	-	*4%*	-	*	-
Hermes	**128**	10	115	2	44	80	3	128	-	*	-	128	-
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	-	*	-	*2%*	-
Interlink	**7**	-	7	-	3	*	4	6	-	-	-	6	2
	*	-	*	-	*	*	1%de	*	-	-	-	*	*5%*
DPD	**48**	4	43	2	19	25	4	46	-	*	-	46	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*5%*
Parcelforce	**33**	4	28	1	18	14	1	33	-	-	-	33	-
	1%	*1%*	*1%*	*1%*	1%e	*	*	*1%*	-	-	-	*1%*	-
TNT Express	**14**	4	10	-	9	4	-	12	2	-	-	14	-
	*	1%b	*	-	1%e	*	-	*	2%gk	-	-	*	-
TNT Post UK	**5**	-	5	-	*	5	-	5	*	-	-	5	-
	*	-	*	-	*	*	-	*	*	-	-	*	-
UPS	**17**	1	16	-	12	5	-	17	-	-	-	17	-
	*	*	*	-	1%e	*	-	*	-	-	-	*	-
UK Mail (not to be confused with Royal Mail)	**8**	5	3	-	4	3	2	7	-	-	-	7	2
	*	1%b	*	-	*	*	*1%*	*	-	-	-	*	*5%*
DX	**5**	-	5	-	3	2	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Yodel	**71**	10	61	1	17	54	1	71	-	-	-	71	-
	1%	*3%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	-	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	4	34	-	12	26	-	38	-	-	-	38	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
{£QI1.QI1_oth}	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
None of these	**4838**	344	4402	93	1406	3138	294	4717	60	24	10	4802	26
	94%	*90%*	***94%a***	*93%*	*92%*	***95%d***	*95%*	*94%*	*93%*	*95%*	*100%*	*94%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	**7**	-	1	2	4	-	-	-	-	-	1	-	-	2	2	-	3
	*	-	*	*	*	-	-	-	-	-	*	-	-	*	*	-	*1%*
Collect + (Collect Plus)	**16**	5	2	4	6	*	1	3	-	*	1	1	2	-	2	2	2
	*	*	*	*	*	*	*	*1%*	-	*	*	*	*1%*	-	*	*	*1%*
DHL	**34**	4	4	14	12	*	*	4	*	*	3	6	-	9	5	3	4
	1%	*	*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*1%*	-	**2%fhij**	*1%*	*1%*	*1%*
FedEx	**24**	3	8	4	9	1	*	2	-	3	5	1	1	2	4	1	4
	*	*	*1%*	*	*1%*	*	*	*1%*	-	*1%*	*1%*	*	*	*	*1%*	*	*1%*
Hermes	**128**	30	26	29	43	13	11	6	6	7	13	9	5	14	13	21	8
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	**5%ghi**	*2%*
Interlink	**7**	*	2	-	5	*	-	-	-	2	-	-	-	-	3	-	3
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	*1%*	-	*1%*
DPD	**48**	5	11	9	22	1	3	1	1	4	7	5	2	2	9	5	8
	1%	*	*1%*	*1%*	**2%a**	*	*1%*	*	*	*1%*	*2%*	*1%*	*	*	**2%h**	*1%*	**2%h**
Parcelforce	**33**	9	8	5	10	*	6	3	*	8	-	-	1	5	*	10	*
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	**2%ehjknp**	-	-	*	*1%*	*	**2%ehjklnp**	*
TNT Express	**14**	1	6	5	2	*	*	1	-	6	-	3	-	2	2	*	-
	*	*	*	*	*	*	*	*	-	*1%*	-	*1%*	-	*	*	*	-
TNT Post UK	**5**	*	1	1	3	-	*	-	-	1	-	1	-	-	3	*	-
	*	*	*	*	*	-	*	-	-	*	-	*	-	-	*1%*	*	-
UPS	**17**	4	3	4	6	1	1	2	-	3	-	3	*	1	3	-	2
	*	*	*	*	*	*	*	*	-	*1%*	-	*1%*	*	*	*1%*	-	*1%*
UK Mail (not to be confused with Royal Mail)	**8**	*	5	-	3	-	*	-	-	3	2	-	-	-	2	1	-
	*	*	*	-	*	-	*	-	-	*1%*	*	-	-	-	*	*	-
DX	**5**	1	2	-	2	-	-	1	-	*	2	-	-	-	-	-	2
	*	*	*	-	*	-	-	*	-	*	*	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Yodel	**71**	9	15	27	21	2	3	3	1	6	8	7	1	19	7	8	6
	1%	*1%*	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*2%*	*	**4%efghl**	*2%*	*2%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	6	4	11	17	2	2	2	3	1	*	4	*	7	6	5	5
	1%	*	*	*1%*	**1%b**	*1%*	*	*	*1%*	*	*	*1%*	*	*2%*	*2%*	*1%*	*1%*
{£QI1.QI1_oth}	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
None of these	**4838**	1228	1222	1213	1176	404	414	410	419	385	418	403	404	406	393	422	361
	94%	**96%d**	**95%d**	**94%d**	*91%*	**96%np**	**95%p**	**96%np**	**97%ijkmnop**	*93%*	*94%*	*93%*	**97%ijkmnop**	*92%*	*91%*	*92%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Citipost	65	-	65	57	7	11	16	34	3	1	-	-	27	37	1	-	56	8	46
	1%	-	1%	2%d	*	2%ijk	2%hijk	3%hijk	*	*	-	-	2%no	2%no	*	-	1%	2%	1%
Collect + (Collect Plus)	98	-	98	63	35	33	29	27	6	2	1	-	62	33	3	1	74	24	82
	2%	-	2%	2%d	1%	5%hijk	4%hijk	3%ijk	1%	*	*	-	5%mno	2%no	*	*	2%	5%p	2%
DHL	246	-	246	170	76	61	32	72	33	22	12	14	93	105	48	26	218	28	240
	5%	-	5%	7%d	3%	9%fhijk	5%ij	7%ijk	5%	2%	2%	3%	7%no	6%no	2%	2%	5%	6%	5%
FedEx	188	-	188	133	55	61	31	54	21	12	4	6	92	74	21	10	157	31	169
	4%	-	4%	5%d	2%	9%fghijk	5%ijk	5%ijk	3%j	1%	1%	1%	7%mno	4%no	1%	1%	3%	6%p	3%
Hermes	820	-	820	327	492	147	106	162	128	142	85	51	253	290	278	136	723	90	891
	16%	-	16%	13%	19%c	21%gijk	16%k	16%k	18%k	15%k	13%	10%	19%no	17%no	13%	12%	16%	19%	17%
Interlink	49	-	49	39	10	10	11	24	3	1	-	1	20	27	2	1	43	6	37
	1%	-	1%	2%d	*	1%ij	2%ij	2%hijk	*	*	-	*	2%no	2%no	*	*	1%	1%	1%
DPD	255	-	255	124	132	60	33	68	34	29	23	8	94	102	60	31	213	41	319
	5%	-	5%	5%	5%	9%fhijk	5%k	7%ik	5%k	3%	4%	1%	7%no	6%no	3%	3%	5%	9%p	6%
Parcelforce	189	-	189	95	92	26	25	51	14	42	25	6	51	65	73	31	165	22	216
	4%	-	4%	4%	3%	4%k	4%k	5%hk	2%	5%hk	4%k	1%	4%	4%	3%	3%	4%	5%	4%
TNT Express	46	-	46	36	10	13	7	18	3	4	*	-	20	21	4	*	42	4	42
	1%	-	1%	1%d	*	2%ijk	1%	2%ijk	*	*	*	-	2%no	1%no	*	*	1%	1%	1%
TNT Post UK	31	-	31	21	10	11	5	13	1	1	-	-	16	15	1	-	27	4	28
	1%	-	1%	1%	*	2%hijk	1%	1%ijk	*	*	-	-	1%no	1%no	*	-	1%	1%	1%
UPS	122	-	122	68	54	34	11	42	16	10	5	4	44	58	20	9	100	22	123
	2%	-	2%	3%	2%	5%fhijk	2%	4%ijk	2%	1%	1%	1%	3%no	3%no	1%	1%	2%	5%p	2%
UK Mail (not to be confused with Royal Mail)	59	-	59	37	22	17	17	18	2	1	4	-	34	20	5	4	40	19	47
	1%	-	1%	1%	1%	2%hijk	3%hijk	2%hik	*	*	1%	-	3%mno	1%n	*	*	1%	4%p	1%
DX	37	-	37	29	8	5	4	22	2	2	1	*	9	24	3	1	30	7	37
	1%	-	1%	1%d	*	1%	1%	2%hijk	*	*	*	*	1%n	1%no	*	*	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Yodel	**328**	-	328	143	183	35	44	80	56	52	36	24	79	136	112	60	288	36	339
	6%	-	*6%*	*6%*	*7%*	*5%*	*7%*	*8%*	*8%*	*6%*	*6%*	*5%*	*6%*	***8%no***	*5%*	*5%*	*6%*	*7%*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**234**	-	234	103	132	37	26	63	24	43	35	7	63	86	85	43	214	16	236
	5%	-	*5%*	*4%*	*5%*	***5%k***	***4%k***	***6%hk***	*3%*	***5%k***	***6%k***	*1%*	*5%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*
{£QI1.QI1_oth}	**5**	-	5	1	4	-	-	*	3	-	1	*	-	3	1	1	5	-	7
	*	-	*	*	*	-	-	*	*	-	*	*	-	*	*	*	*	-	*
None of these	**3690**	-	3690	1824	1855	414	444	674	533	689	492	444	858	1206	1625	936	3348	310	3617
	72%	-	*72%*	*73%*	*71%*	*60%*	***68%e***	*66%*	***74%eg***	***75%efg***	***78%efg***	***85%efghij***	*64%*	***70%l***	***78%lm***	***81%lm***	***72%q***	*65%*	*70%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Citipost	65	40	5	19	1	45	20	62	3	4	2	11	6	40	19	4	59
	1%	4%bcd	*	2%bd	*	2%	1%	2%h	*	1%	*	1%	*	5%ijkln	1%	1%	1%
Collect + (Collect Plus)	98	44	26	11	17	70	28	83	15	8	5	21	32	31	58	8	89
	2%	4%bcd	2%	1%	1%	3%f	1%	3%h	1%	1%	1%	2%	3%j	4%ijkn	2%	1%	2%
DHL	246	85	80	53	28	166	81	187	58	27	15	50	52	99	116	27	216
	5%	8%bcd	5%d	5%d	2%	6%f	3%	6%h	3%	4%	2%	4%	4%	11%ijkln	4%	4%	5%
FedEx	188	78	49	40	21	127	61	162	25	15	11	32	51	69	94	15	163
	4%	8%bcd	3%	4%d	2%	5%f	3%	5%h	1%	2%	2%	2%	4%jk	8%ijkln	3%	2%	4%
Hermes	820	165	278	182	195	443	377	517	292	85	101	229	196	136	526	85	680
	16%	16%	16%	16%	15%	16%	16%	17%	15%	13%	15%	17%	16%	16%	16%	13%	16%
Interlink	49	24	4	16	5	28	21	43	5	6	2	5	5	30	12	6	42
	1%	2%bd	*	1%b	*	1%	1%	1%h	*	1%	*	*	*	3%ijkln	*	1%	1%
DPD	255	82	61	52	61	143	113	167	83	30	27	63	63	57	153	30	212
	5%	8%bcd	3%	5%	5%	5%	5%	5%	4%	5%	4%	5%	5%	7%	5%	5%	5%
Parcelforce	189	46	50	50	43	96	93	141	42	12	21	54	54	37	129	12	167
	4%	4%	3%	5%	3%	3%	4%	5%h	2%	2%	3%	4%	5%i	4%	4%	2%	4%o
TNT Express	46	14	15	10	7	29	17	40	6	6	*	5	10	22	16	6	38
	1%	1%	1%	1%	1%	1%	1%	1%h	*	1%	*	*	1%	3%jkln	*	1%	1%
TNT Post UK	31	21	3	5	2	24	7	26	5	6	1	2	8	15	10	6	25
	1%	2%bcd	*	*	*	1%	*	1%h	*	1%k	*	*	1%	2%jkn	*	1%	1%
UPS	122	38	33	29	22	71	51	92	29	18	11	20	39	27	70	18	98
	2%	4%bd	2%	3%	2%	3%	2%	3%h	1%	3%	2%	1%	3%k	3%	2%	3%	2%
UK Mail (not to be confused with Royal Mail)	59	27	16	10	7	42	17	48	9	7	10	4	12	20	26	7	47
	1%	3%bcd	1%	1%	1%	2%f	1%	2%h	*	1%	1%k	*	1%	2%kn	1%	1%	1%
DX	37	15	4	11	7	19	18	29	8	1	4	4	13	12	21	1	33
	1%	1%b	*	1%b	1%	1%	1%	1%	*	*	1%	*	1%	1%k	1%	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Yodel	**328**	85	95	67	80	181	147	227	97	38	32	92	86	56	210	38	270
	6%	*8%b*	*5%*	*6%*	*6%*	*6%*	*6%*	*7%h*	*5%*	*6%*	*5%*	*7%*	*7%*	*6%*	*6%*	*6%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**234**	65	67	49	53	132	102	149	84	32	29	65	39	50	133	32	187
	5%	*6%b*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*3%*	*6%l*	*4%*	*5%*	*4%*
{EQI1.QI1_oth}	**5**	1	3	*	-	4	*	3	1	-	3	*	1	*	4	-	5
	*	*	*	*	-	*	*	*	*	-	*	*	*	*	*	-	*
None of these	**3690**	660	1286	791	952	1946	1743	2091	1534	480	523	1011	870	538	2404	487	2982
	72%	*64%*	*73%a*	*71%a*	*76%a*	*70%*	*74%e*	*68%*	*77%g*	*76%m*	*75%m*	*73%m*	*72%m*	*62%*	*73%m*	*76%p*	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Citipost	65	59	6	3	59	3	2	1	8	14	3	4	3	1	16	5	4	1	2
	1%	1%	1%	1%	1%	1%	1%	1%	4%jklmopr	2%m	1%	1%	1%	*	2%	1%	1%	1%	1%
Collect + (Collect Plus)	98	89	8	3	82	6	7	2	5	10	4	6	9	6	30	12	-	1	6
	2%	2%	1%	1%	2%	1%	3%	2%	2%p	2%p	1%	2%p	2%p	1%	4%jmpr	2%	-	1%p	1%p
DHL	246	213	34	11	215	12	10	9	9	33	25	11	21	15	46	40	15	2	10
	5%	5%	5%	4%	5%e	3%	4%	6%e	4%	6%	6%	3%	5%	3%	7%r	6%	3%	3%	3%
FedEx	188	172	15	7	161	12	9	5	8	27	21	16	17	3	42	19	10	1	11
	4%	4%b	2%	3%	4%	3%	4%	4%	4%m	5%m	5%m	4%m	4%m	1%	6%mop	3%	2%	1%	3%m
Hermes	820	703	117	41	681	70	50	19	42	60	83	55	93	50	94	144	61	7	63
	16%	16%	16%	16%	16%	16%	20%dg	13%	20%im	11%	19%im	15%	20%imnq	11%	14%	21%imnpq	14%	10%	17%im
Interlink	49	43	6	5	44	3	2	1	1	4	4	3	2	6	18	4	1	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	3%ip	1%	*	-	1%
DPD	255	203	53	17	204	27	13	12	3	22	24	14	26	12	43	36	24	5	22
	5%	5%	7%a	7%	5%	6%	5%	8%d	1%	4%	6%h	4%	6%h	2%	6%hm	5%h	5%h	7%hm	6%hm
Parcelforce	189	156	33	15	154	19	8	8	7	22	21	8	22	11	24	24	16	3	16
	4%	4%	5%	6%	4%	4%	3%	5%	3%	4%	5%	2%	5%	2%	4%	3%	4%	5%	4%
TNT Express	46	44	1	1	40	3	2	1	4	8	5	-	6	6	8	2	2	1	2
	1%	1%	*	*	1%	1%	1%	*	2%ko	1%	1%	-	1%	1%	1%	*	*	1%k	1%
TNT Post UK	31	27	4	3	28	2	1	*	4	4	-	2	3	4	4	5	1	-	2
	1%	1%	1%	1%	1%	*	*	*	2%jp	1%	-	1%	1%	1%	1%	1%	*	-	1%
UPS	122	108	14	5	102	8	8	3	4	16	4	9	13	7	23	15	11	1	7
	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	3%	1%	3%	2%	2%	1%	2%
UK Mail (not to be confused with Royal Mail)	59	54	5	2	54	3	2	*	4	4	7	5	6	3	15	5	5	*	3
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	2%	1%	1%	1%	2%	1%	1%	*	1%
DX	37	32	5	3	33	2	1	1	1	8	9	-	4	1	3	3	4	-	2
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%km	-	1%	*	*	*	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Yodel	**328**	277	51	18	277	25	18	7	9	30	38	29	35	19	40	56	22	2	23
	6%	*6%*	*7%*	*7%*	*6%*	*6%*	*7%*	*5%*	*4%*	*5%*	**9%hm**	*8%*	*8%*	*4%*	*6%*	*8%*	*5%*	*3%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**234**	198	36	17	202	18	9	6	11	19	26	26	23	14	21	33	30	2	16
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*	*6%*	**7%mn**	*5%*	*3%*	*3%*	*5%*	**7%mn**	*2%*	*4%*
{£QI1.QI1_oth}	**5**	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	*	*
	*	*	*	*	*	*	*	**1%de**	-	-	-	-	-	-	*	-	-	*	*
None of these	**3690**	3148	542	177	3090	325	170	106	145	432	299	263	307	376	465	477	325	54	271
	72%	*71%*	*74%*	*71%*	*72%*	*74%*	*68%*	*72%*	*70%*	**77%lno**	*71%*	*71%*	*68%*	**79%hjklnq**	*69%*	*68%*	*74%*	*79%*	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Citipost	65 1%	33 2%	17 1%	9 1%	5 1%	2 1%	49 1%	6 1%	34 2%i	14 1%	7 1%	2 1%	8 9%hijkmn	48 1%	10 3%i
Collect + (Collect Plus)	98 2%	47 2%	37 2%	7 1%	3 1%	3 2%	84 2%	6 1%	45 2%	38 2%	12 1%	2 1%	* *	84 2%	2 1%
DHL	246 5%	100 5%	92 5%	25 3%	22 6%	6 5%	193 5%	28 6%	93 5%	103 5%	34 4%	9 4%	7 8%	197 5%	16 5%
FedEx	188 4%	69 4%	68 3%	31 4%	10 3%	10 8%abdf	136 3%	20 4%	68 3%	80 4%	23 3%	9 4%	8 10%hijm	147 4%	18 5%
Hermes	820 16%	280 14%	346 17%	103 14%	74 22%acef	12 10%	626 16%	86 19%	318 16%j	348 18%j	91 11%	49 19%j	11 12%	666 17%j	60 18%j
Interlink	49 1%	26 1%	14 1%	6 1%	2 1%	- -	40 1%	2 *	23 1%	14 1%	7 1%	1 *	3 3%i	37 1%	3 1%
DPD	255 5%	95 5%	107 5%	29 4%	18 5%	4 3%	203 5%	22 5%	114 6%	87 4%	34 4%	15 6%	4 5%	200 5%	19 6%
Parcelforce	189 4%	53 3%	83 4%	26 4%	17 5%	9 7%a	136 3%	26 6%a	66 3%	82 4%	23 3%	8 3%	10 11%hijkm	148 4%	17 5%
TNT Express	46 1%	28 1%b	11 1%	4 1%	2 *	1 1%	39 1%	3 1%	22 1%	20 1%	3 *	- -	* *	42 1%	* *
TNT Post UK	31 1%	13 1%	10 1%	2 *	2 1%	3 2%bc	24 1%	5 1%	14 1%	8 *	8 1%	* *	- -	22 1%	* *
UPS	122 2%	43 2%	44 2%	24 3%	7 2%	4 3%	87 2%	10 2%	43 2%	49 2%	17 2%	6 2%	7 8%hijm	92 2%	12 4%
UK Mail (not to be confused with Royal Mail)	59 1%	32 2%	19 1%	4 1%	2 1%	- -	51 1%	2 *	25 1%	14 1%	17 2%im	2 1%	* *	38 1%	2 1%
DX	37 1%	17 1%	12 1%	6 1%	2 1%	* *	29 1%	2 *	10 1%	18 1%	4 *	2 1%	3 3%hijm	28 1%	4 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Yodel	**328**	114	136	45	25	7	250	32	123	139	45	11	9	262	20
	6%	*6%*	*7%*	*6%*	*7%*	*5%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*	*11%*	*7%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**234**	87	106	29	11	1	193	12	115	81	21	14	3	196	17
	5%	*4%*	***5%g***	*4%*	*3%*	*1%*	*5%*	*2%*	***6%j***	*4%*	*3%*	*5%*	*3%*	***5%j***	*5%*
{EQI1.QI1_oth}	**5**	4	1	-	-	-	5	-	4	*	-	*	-	4	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
None of these	**3690**	1404	1380	551	229	88	2784	318	1398	1375	631	180	60	2773	240
	72%	*72%*	*70%*	***76%bdfg***	*67%*	*71%*	*71%*	*68%*	*71%*	*70%*	***77%him***	*71%*	*70%*	*70%*	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Citipost	65	23	41	1	43	17	4	63	1	-	-	65	-
	1%	6%b	1%	1%	3%e	1%	1%	1%	2%	-	-	1%	-
Collect + (Collect Plus)	98	23	71	3	60	23	14	89	7	-	-	96	1
	2%	6%b	2%	3%	4%e	1%	5%e	2%	11%gk	-	-	2%	5%
DHL	246	38	199	9	118	104	24	224	17	5	-	246	-
	5%	10%b	4%	9%	8%e	3%	8%e	4%	27%gk	18%	-	5%	-
FedEx	188	35	148	4	104	69	15	176	4	8	-	188	*
	4%	9%b	3%	4%	7%e	2%	5%e	3%	7%	30%	-	4%	1%
Hermes	820	66	738	16	277	501	43	801	8	7	4	816	1
	16%	17%	16%	16%	18%	15%	14%	16%	13%	27%	35%	16%	3%
Interlink	49	14	35	1	25	17	8	48	-	-	-	48	2
	1%	4%b	1%	1%	2%e	1%	2%e	1%	-	-	-	1%	5%
DPD	255	33	218	4	118	123	14	248	4	2	*	254	2
	5%	9%b	5%	4%	8%e	4%	5%	5%	7%	6%	1%	5%	6%
Parcelforce	189	20	164	5	76	101	12	185	3	1	-	189	-
	4%	5%	4%	5%	5%e	3%	4%	4%	5%	5%	-	4%	-
TNT Express	46	13	33	-	28	16	2	43	2	*	-	46	-
	1%	3%b	1%	-	2%e	*	1%	1%	3%	*	-	1%	-
TNT Post UK	31	8	23	-	18	13	1	30	1	-	-	31	-
	1%	2%b	*	-	1%e	*	*	1%	2%	-	-	1%	-
UPS	122	16	106	*	63	52	7	115	5	-	*	120	1
	2%	4%	2%	*	4%e	2%	2%	2%	8%gk	-	1%	2%	5%
UK Mail (not to be confused with Royal Mail)	59	19	39	1	26	29	4	52	5	1	-	57	2
	1%	5%b	1%	1%	2%	1%	1%	1%	7%gk	3%	-	1%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
DX	37	11	26	*	17	16	3	35	1	-	-	35	1
	1%	3%b	1%	*	1%	*	1%	1%	1%	-	-	1%	5%
Yodel	328	37	289	2	113	200	14	322	2	1	1	324	2
	6%	10%b	6%	2%	7%	6%	5%	6%	2%	4%	11%	6%	7%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	234	27	207	1	97	128	9	231	2	*	-	234	1
	5%	7%	4%	1%	6%e	4%	3%	5%	4%	*	-	5%	2%
{EQI1.QI1_oth}	5	1	4	-	4	*	-	5	-	-	-	5	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-
None of these	3690	222	3394	73	988	2484	217	3605	38	16	6	3659	25
	72%	58%	73%a	73%a	64%	75%d	70%	72%	58%	64%	55%	72%	87%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Citipost	65	7	5	23	29	2	1	5	-	1	4	4	6	13	7	6	15
	1%	1%	*	2%ab	2%ab	*	*	1%	-	*	1%	1%	2%	3%efhi	2%h	1%	4%efghijk
Collect + (Collect Plus)	98	15	23	26	33	4	4	7	10	2	11	8	9	10	16	2	14
	2%	1%	2%	2%	3%a	1%	1%	2%	2%	1%	2%	2%	2%	2%	4%efio	1%	4%fio
DHL	246	44	44	67	91	12	9	23	19	8	17	22	20	26	30	24	37
	5%	3%	3%	5%	7%ab	3%	2%	5%fi	4%	2%	4%	5%	5%	6%fi	7%efi	5%	9%efhij
FedEx	188	27	52	47	61	11	5	11	15	13	24	12	17	18	15	20	26
	4%	2%	4%a	4%	5%a	3%	1%	3%	4%	3%	5%f	3%	4%	4%f	4%	4%f	6%efg
Hermes	820	224	210	164	221	84	68	72	85	59	65	60	42	62	70	85	66
	16%	17%c	16%	13%	17%c	20%l	16%	17%l	20%l	14%	15%	14%	10%	14%	16%	19%l	16%l
Interlink	49	5	8	17	20	*	2	2	-	2	6	3	6	8	12	3	4
	1%	*	1%	1%	2%a	*	1%	*	-	*	1%	1%	1%	2%h	3%efghi	1%	1%
DPD	255	52	57	58	88	18	22	13	29	13	15	22	15	21	29	33	26
	5%	4%	4%	4%	7%ab	4%	5%	3%	7%	3%	3%	5%	4%	5%	7%	7%gi	7%
Parcelforce	189	54	51	47	37	18	12	24	18	18	16	15	12	19	7	21	8
	4%	4%	4%	4%	3%	4%	3%	6%np	4%	4%	4%	4%	3%	4%	2%	5%	2%
TNT Express	46	6	8	11	20	3	3	1	-	7	1	3	4	5	8	3	9
	1%	1%	1%	1%	2%a	1%	1%	*	-	2%h	*	1%	1%	1%	2%h	1%	2%hi
TNT Post UK	31	1	8	4	19	*	*	-	1	6	1	2	*	2	10	5	5
	1%	*	1%	*	1%ac	*	*	-	*	1%	*	*	*	*	2%efgjl	1%	1%
UPS	122	27	24	24	46	5	11	11	4	13	7	7	12	5	12	9	25
	2%	2%	2%	2%	4%b	1%	3%	3%	1%	3%	2%	2%	3%	1%	3%	2%	6%efhjkmo
UK Mail (not to be confused with Royal Mail)	59	8	13	20	18	4	2	2	3	6	4	3	12	4	3	8	7
	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%	1%	3%fg	1%	1%	2%	2%
DX	37	5	8	9	14	1	1	3	1	1	6	*	5	4	5	3	6
	1%	*	1%	1%	1%	*	*	1%	*	*	1%	*	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Yodel	**328**	79	85	75	88	34	19	27	34	17	33	20	17	38	23	31	35
	6%	*6%*	*7%*	*6%*	*7%*	*8%*	*4%*	*6%*	*8%*	*4%*	*7%*	*5%*	*4%*	**9%ll**	*5%*	*7%*	**9%ll**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**234**	68	52	50	65	27	14	27	23	16	13	15	13	22	26	23	16
	5%	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*6%*	*5%*	*4%*	*3%*	*3%*	*3%*	*5%*	*6%*	*5%*	*4%*
{£QI1.QI1_oth}	**5**	-	4	*	*	-	-	-	-	4	-	*	*	*	-	-	*
	*	-	*	*	*	-	-	-	-	*1%*	-	*	*	*	-	-	*
None of these	**3690**	922	930	967	870	298	328	296	297	309	325	340	323	305	287	323	260
	72%	*72%*	*72%*	**75%d**	*67%*	*71%*	**75%np**	*69%*	*69%*	**74%p**	*73%*	**79%ghmnop**	**78%ghmnp**	*69%*	*67%*	*70%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**46**	-	46	42	4	5	12	25	3	1	-	-	17	28	1	-	41	5	46
Weighted Base	**65***	-**	65*	57*	7**	11**	16**	34**	3**	1**	-**	-**	27**	37**	1**	-**	56**	8**	46*
Effective Base	**34**	-	34	31	3	3	10	20	2	1	-	-	12	22	1	-	30	4	46
Yes	**52**	-	52	46	6	9	10	29	3	1	-	-	20	31	1	-	44	8	34
	80%	-	*80%*	*80%*	*80%*	*84%*	*65%*	*84%*	*97%*	*100%*	-	-	*73%*	*85%*	*100%*	-	*77%*	*100%*	*74%*
No	**10**	-	10	9	2	2	3	5	*	-	-	-	5	5	-	-	10	-	9
	16%	-	*16%*	*15%*	*20%*	*16%*	*20%*	*16%*	*3%*	-	-	-	*18%*	*15%*	-	-	*18%*	-	*20%*
I can't remember	**3**	-	3	3	-	-	2	*	-	-	-	-	2	*	-	-	3	-	3
	4%	-	*4%*	*4%*	-	-	*15%*	*	-	-	-	-	*9%*	*	-	-	*5%*	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**46**	28	5	12	1	33	13	43	3	3	3	7	6	26	16	3	42
Weighted Base	**65***	40**	5**	19**	1**	45**	20**	62*	3**	4**	2**	11**	6**	40**	19**	4**	59*
Effective Base	**34**	21	3	9	1	24	10	32	2	2	2	6	4	20	11	2	31
Yes	**52**	36	2	13	1	38	14	50	2	3	2	6	5	34	13	3	47
	80%	*90%*	*37%*	*69%*	*100%*	*85%*	*70%*	*81%*	*64%*	*79%*	*95%*	*49%*	*89%*	*86%*	*66%*	*79%*	*80%*
No	**10**	3	1	6	-	4	6	9	1	1	-	6	*	3	6	1	9
	16%	*9%*	*21%*	*30%*	-	*10%*	*29%*	*15%*	*31%*	*21%*	-	*51%*	*2%*	*9%*	*31%*	*21%*	*16%*
I can't remember	**3**	1	2	*	-	2	*	2	*	-	*	-	1	2	1	-	3
	4%	*1%*	*42%*	*1%*	-	*5%*	*1%*	*4%*	*4%*	-	*5%*	-	*9%*	*5%*	*3%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 319

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**46**	41	5	2	37	4	4	1	10	8	2	2	2	1	7	2	3	2	2
Weighted Base	**65***	59*	6**	3**	59**	3**	2**	1**	8**	14**	3**	4**	3**	1**	16**	5**	4**	1**	2**
Effective Base	**34**	31	3	1	29	3	3	1	9	8	2	2	2	1	6	2	3	1	2
Yes	**52**	50	2	-	49	2	1	-	6	14	1	3	3	1	14	2	4	1	1
	80%	*85%*	*32%*	-	*82%*	*63%*	*65%*	-	*69%*	*100%*	*36%*	*64%*	*100%*	*100%*	*90%*	*45%*	*100%*	*85%*	*55%*
No	**10**	7	4	3	8	1	*	1	2	-	-	2	-	-	2	3	-	-	1
	16%	*11%*	*66%*	*96%*	*14%*	*32%*	*6%*	*100%*	*31%*	-	-	*36%*	-	-	*10%*	*55%*	-	-	*45%*
I can't remember	**3**	2	*	*	2	*	1	-	-	-	2	-	-	-	-	-	-	*	-
	4%	*4%*	*2%*	*4%*	*3%*	*4%*	*29%*	-	-	-	*64%*	-	-	-	-	-	-	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**46**	24	14	4	3	1	38	4	24	13	5	1	3	37	4
Weighted Base	**65***	33**	17**	9**	5**	2**	49**	6**	34**	14**	7**	2**	8**	48**	10**
Effective Base	**34**	17	10	4	2	1	27	3	17	10	4	1	3	26	4
Yes	**52**	31	11	4	4	2	42	6	28	12	5	2	5	40	7
	80%	*94%*	*68%*	*45%*	*81%*	*100%*	*85%*	*86%*	*83%*	*88%*	*66%*	*100%*	*64%*	*84%*	*71%*
No	**10**	2	5	3	1	-	7	1	3	2	3	-	3	5	3
	16%	*5%*	*29%*	*33%*	*19%*	-	*13%*	*14%*	*10%*	*12%*	*34%*	-	*36%*	*10%*	*29%*
I can't remember	**3**	*	1	2	-	-	1	-	3	-	-	-	-	3	-
	4%	*	*3%*	*22%*	-	-	*1%*	-	*8%*	-	-	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**46**	15	30	1	29	14	3	45	1	-	-	46	-
Weighted Base	**65***	23**	41**	1**	43**	17**	4**	63*	1**	-**	-**	65*	-**
Effective Base	**34**	10	24	1	21	11	3	33	1	-	-	34	-
Yes	**52**	23	28	1	43	7	2	50	1	-	-	52	-
	80%	*100%*	*69%*	*100%*	*99%*	*41%*	*40%*	*80%*	*100%*	-	-	*80%*	-
No	**10**	-	10	-	*	8	2	10	-	-	-	10	-
	16%	-	*25%*	-	*	*45%*	*60%*	*16%*	-	-	-	*16%*	-
I can't remember	**3**	*	2	-	*	2	-	3	-	-	-	3	-
	4%	*	*6%*	-	*	*14%*	-	*4%*	-	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**46**	6	4	12	24	2	1	3	-	1	3	3	4	5	7	4	13
Weighted Base	**65***	7**	5**	23**	29**	2**	1**	5**	-**	1**	4**	4**	6**	13**	7**	6**	15**
Effective Base	**34**	4	3	8	21	1	1	3	-	1	2	2	3	4	6	4	11
Yes	**52**	5	4	17	25	2	1	2	-	-	4	2	3	12	4	6	15
	80%	*68%*	*83%*	*75%*	*87%*	*94%*	*100%*	*51%*	-	-	*100%*	*45%*	*54%*	*93%*	*55%*	*100%*	*97%*
No	**10**	2	1	4	3	*	-	2	-	1	-	-	3	1	3	-	-
	16%	*32%*	*17%*	*16%*	*12%*	*6%*	-	*49%*	-	*100%*	-	-	*44%*	*7%*	*45%*	-	-
I can't remember	**3**	-	-	2	1	-	-	-	-	-	-	2	*	-	-	-	1
	4%	-	-	*9%*	*2%*	-	-	-	-	-	-	*55%*	*2%*	-	-	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**82**	-	82	48	34	21	25	25	6	3	2	-	46	31	5	2	68	14	82
Weighted Base	**98***	-**	98*	63*	35**	33**	29**	27**	6**	2**	1**	-**	62*	33**	3**	1**	74*	24**	82*
Effective Base	**54**	-	54	32	22	15	17	17	4	2	1	-	31	21	3	1	42	12	82
Yes	**58**	-	58	49	10	16	18	19	5	1	-	-	34	24	1	-	47	11	45
	60%	-	*60%*	*78%*	*27%*	*49%*	*64%*	*71%*	*75%*	*32%*	-	-	*56%*	*72%*	*19%*	-	*64%*	*48%*	*55%*
No	**34**	-	34	13	22	12	10	8	2	1	1	-	22	9	3	1	26	9	32
	35%	-	*35%*	*20%*	*62%*	*37%*	*36%*	*29%*	*25%*	*68%*	*100%*	-	*37%*	*28%*	*81%*	*100%*	*35%*	*36%*	*39%*
I can't remember	**5**	-	5	1	4	5	-	-	-	-	-	-	5	-	-	-	1	4	5
	5%	-	*5%*	*2%*	*10%*	*15%*	-	-	-	-	-	-	*8%*	-	-	-	*1%*	*16%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**82**	36	21	10	15	57	25	65	17	10	7	17	28	20	52	10	72
Weighted Base	**98***	44**	26**	11**	17**	70*	28**	83*	15**	8**	5**	21**	32**	31**	58*	8**	89*
Effective Base	**54**	21	16	6	12	36	18	43	13	7	6	12	18	14	35	7	48
Yes	**58**	37	11	6	5	48	11	55	3	3	1	10	18	27	28	3	55
	60%	*85%*	*41%*	*53%*	*29%*	*68%*	*38%*	*66%*	*24%*	*40%*	*11%*	*46%*	*57%*	*86%*	*49%*	*40%*	*62%*
No	**34**	7	13	4	10	20	15	28	7	2	4	11	13	4	28	2	33
	35%	*15%*	*49%*	*41%*	*62%*	*28%*	*54%*	*33%*	*47%*	*22%*	*70%*	*54%*	*41%*	*14%*	*49%*	*22%*	*36%*
I can't remember	**5**	-	3	1	1	3	2	*	4	3	1	-	1	-	2	3	2
	5%	-	*10%*	*6%*	*9%*	*4%*	*8%*	*1%*	*30%*	*38%*	*19%*	-	*2%*	-	*3%*	*38%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**82**	69	13	4	49	11	11	11	7	6	2	5	6	4	13	6	-	2	9
Weighted Base	**98***	89*	8**	3**	82*	6**	7**	2**	5**	10**	4**	6**	9**	6**	30**	12**	-**	1**	6**
Effective Base	**54**	49	5	1	41	8	9	10	7	6	2	4	6	4	11	6	-	1	7
Yes	**58**	54	5	3	52	3	3	1	5	7	-	4	5	3	23	5	-	1	2
	60%	*60%*	*55%*	*90%*	*63%*	*46%*	*37%*	*45%*	*100%*	*70%*	-	*65%*	*52%*	*49%*	*77%*	*42%*	-	*94%*	*40%*
No	**34**	31	4	*	26	3	4	1	-	2	4	2	4	3	5	7	-	*	3
	35%	*34%*	*45%*	*10%*	*32%*	*47%*	*55%*	*55%*	-	*16%*	*100%*	*35%*	*41%*	*51%*	*17%*	*58%*	-	*6%*	*52%*
I can't remember	**5**	5	-	-	4	*	1	-	-	1	-	-	1	-	2	-	-	-	*
	5%	*5%*	-	-	*5%*	*7%*	*8%*	-	-	*14%*	-	-	*7%*	-	*6%*	-	-	-	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**82**	33	30	11	5	3	63	8	30	36	11	2	3	66	5
Weighted Base	**98***	47**	37**	7**	3**	3**	84*	6**	45**	38**	12**	2**	***	84*	2**
Effective Base	**54**	24	21	6	3	2	44	5	21	25	7	2	3	45	2
Yes	**58**	36	16	4	1	1	52	2	35	19	4	-	*	55	*
	60%	*76%*	*43%*	*60%*	*32%*	*37%*	*62%*	*34%*	*78%*	*51%*	*30%*	-	*28%*	*66%*	*5%*
No	**34**	11	19	2	1	*	30	2	10	18	5	1	*	28	2
	35%	*24%*	*52%*	*33%*	*48%*	*4%*	*36%*	*27%*	*22%*	*48%*	*38%*	*77%*	*72%*	*34%*	*76%*
I can't remember	**5**	-	2	1	1	2	2	2	-	1	4	*	-	1	*
	5%	-	*5%*	*7%*	*21%*	*59%*	*2%*	*39%*	-	*2%*	*31%*	*23%*	-	*1%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**82**	15	65	2	49	21	12	75	6	-	-	81	1
Weighted Base	**98***	23**	71*	3**	60*	23**	14**	89*	7**	-**	-**	96*	1**
Effective Base	**54**	10	43	1	33	13	8	48	5	-	-	53	1
Yes	**58**	14	42	3	40	12	7	56	2	-	-	58	-
	60%	*59%*	*59%*	*84%*	*67%*	*50%*	*47%*	*63%*	*33%*	-	-	*61%*	-
No	**34**	8	26	1	16	11	7	31	2	-	-	33	1
	35%	*33%*	*37%*	*16%*	*27%*	*47%*	*50%*	*35%*	*28%*	-	-	*34%*	*100%*
I can't remember	**5**	2	3	-	4	1	*	2	3	-	-	5	-
	5%	*7%*	*4%*	-	*6%*	*3%*	*3%*	*2%*	*39%*	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**82**	15	17	18	32	5	5	5	7	3	7	5	5	8	16	3	13
Weighted Base	**98***	15**	23**	26**	33**	4**	4**	7**	10**	2**	11**	8**	9**	10**	16**	2**	14**
Effective Base	**54**	10	12	11	24	3	4	4	5	2	5	4	4	3	12	2	10
Yes	**58**	3	13	19	23	1	2	1	3	2	8	5	7	7	12	2	10
	60%	*23%*	*55%*	*72%*	*71%*	*23%*	*39%*	*13%*	*26%*	*77%*	*77%*	*60%*	*80%*	*73%*	*72%*	*78%*	*68%*
No	**34**	9	11	7	7	3	1	6	7	*	3	3	2	3	4	-	3
	35%	*63%*	*45%*	*28%*	*21%*	*62%*	*25%*	*87%*	*74%*	*23%*	*23%*	*40%*	*20%*	*27%*	*26%*	-	*19%*
I can't remember	**5**	2	-	-	3	1	1	-	-	-	-	-	-	-	*	1	2
	5%	*14%*	-	-	*8%*	*15%*	*36%*	-	-	-	-	-	-	-	*3%*	*22%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**240**	-	240	150	90	47	39	60	25	33	23	13	86	85	69	36	218	20	240
Weighted Base	**246**	-**	246	170*	76*	61*	32**	72*	33**	22**	12**	14**	93*	105*	48**	26**	218	28**	240
Effective Base	**132**	-	132	87	45	31	22	40	15	14	5	7	52	55	25	12	116	15	240
Yes	**151**	-	151	117	33	34	19	50	28	8	4	8	53	78	19	11	136	15	133
	61%	-	*61%*	**69%d**	*44%*	*56%*	*60%*	*69%*	*85%*	*35%*	*31%*	*56%*	*57%*	*74%*	*40%*	*44%*	*63%*	*51%*	*55%*
No	**87**	-	87	46	41	27	11	22	5	8	8	6	38	27	22	14	73	14	101
	35%	-	*35%*	*27%*	**53%c**	*44%*	*34%*	*31%*	*15%*	*38%*	*62%*	*44%*	*41%*	*26%*	*46%*	*52%*	*33%*	*49%*	*42%*
I can't remember	**9**	-	9	7	2	-	2	-	-	6	1	-	2	-	7	1	9	-	6
	4%	-	*4%*	*4%*	*3%*	-	*6%*	-	-	*27%*	*8%*	-	*2%*	-	*14%*	*4%*	*4%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

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QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**240**	83	80	47	30	163	77	162	77	25	18	51	59	78	128	25	209
Weighted Base	**246**	85*	80*	53**	28**	166*	81*	187*	58*	27**	15**	50**	52**	99*	116*	27**	216
Effective Base	**132**	45	41	28	20	86	47	96	36	19	8	24	29	51	61	19	112
Yes	**151**	61	46	35	9	107	44	127	22	14	6	24	29	74	59	14	134
	61%	*72%*	*57%*	*66%*	*31%*	*65%*	*54%*	**68%h**	*38%*	*51%*	*40%*	*49%*	*55%*	**75%n**	*51%*	*51%*	*62%*
No	**87**	24	29	18	15	54	33	56	31	11	9	24	20	23	53	11	76
	35%	*28%*	*37%*	*34%*	*55%*	*32%*	*41%*	*30%*	**53%g**	*39%*	*60%*	*49%*	*39%*	*23%*	**46%m**	*39%*	*35%*
I can't remember	**9**	-	5	-	4	5	4	4	5	3	-	1	3	2	4	3	6
	4%	*-*	*6%*	*-*	*14%*	*3%*	*5%*	*2%*	*8%*	*11%*	*-*	*2%*	*6%*	*2%*	*4%*	*11%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**240**	150	90	45	123	38	34	45	10	18	15	8	14	9	21	18	10	8	30
Weighted Base	**246**	213	34**	11**	215	12**	10**	9**	9**	33**	25**	11**	21**	15**	46**	40**	15**	2**	10**
Effective Base	**132**	110	24	9	104	20	15	28	9	15	14	7	12	8	18	17	9	4	17
Yes	**151**	134	16	7	136	4	7	3	6	14	5	11	19	12	29	29	11	2	3
	61%	*63%*	*48%*	*70%*	*63%*	*37%*	*68%*	*35%*	*69%*	*44%*	*18%*	*94%*	*89%*	*80%*	*64%*	*73%*	*72%*	*83%*	*28%*
No	**87**	70	16	3	70	7	3	6	2	18	13	1	1	3	17	11	4	*	7
	35%	*33%*	*49%*	*30%*	*33%*	*63%*	*32%*	*65%*	*19%*	*56%*	*53%*	*6%*	*7%*	*20%*	*36%*	*27%*	*28%*	*17%*	*72%*
I can't remember	**9**	8	1	-	9	-	-	-	1	-	7	-	1	-	-	-	-	-	-
	4%	*4%*	*3%*	-	*4%*	-	-	-	*12%*	-	*28%*	-	*4%*	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**240**	97	89	20	26	7	186	33	97	93	30	11	9	190	20
Weighted Base	**246**	100*	92*	25**	22**	6**	193*	28**	93*	103*	34**	9**	7**	197	16**
Effective Base	**132**	50	50	14	15	4	100	19	46	58	20	5	3	104	8
Yes	**151**	78	48	10	9	6	126	15	61	63	17	3	6	124	10
	61%	***78%b***	*52%*	*41%*	*40%*	*99%*	*65%*	*53%*	*65%*	*61%*	*51%*	*38%*	*88%*	*63%*	*60%*
No	**87**	19	44	10	13	*	63	13	28	37	15	6	1	65	6
	35%	*19%*	***47%a***	*40%*	*60%*	*1%*	*33%*	*47%*	*30%*	*36%*	*45%*	*62%*	*12%*	*33%*	*40%*
I can't remember	**9**	3	1	5	-	-	4	-	5	3	1	-	-	8	-
	4%	*3%*	*1%*	*19%*	-	-	*2%*	-	*5%*	*3%*	*4%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**240**	29	206	5	104	114	22	223	14	3	-	240	-
Weighted Base	**246**	38**	199	9**	118*	104*	24**	224	17**	5**	-**	246	-**
Effective Base	**132**	19	109	4	62	56	14	120	10	2	-	132	-
Yes	**151**	30	116	4	79	52	20	136	12	3	-	151	-
	61%	*79%*	*58%*	*49%*	*67%*	*51%*	*80%*	*60%*	*67%*	*73%*	-	*61%*	-
No	**87**	8	74	4	35	47	5	80	6	1	-	87	-
	35%	*21%*	*37%*	*51%*	*29%*	*46%*	*20%*	*36%*	*33%*	*27%*	-	*35%*	-
I can't remember	**9**	-	9	-	5	4	-	9	-	-	-	9	-
	4%	-	*4%*	-	*4%*	*4%*	-	*4%*	-	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**240**	57	47	58	78	17	17	23	18	10	19	20	17	21	27	19	32
Weighted Base	**246**	44**	44**	67*	91*	12**	9**	23**	19**	8**	17**	22**	20**	26**	30**	24**	37**
Effective Base	**132**	23	24	33	53	8	6	10	10	6	9	12	10	11	20	13	21
Yes	**151**	20	21	41	69	4	5	11	10	3	7	12	11	18	20	19	31
	61%	*45%*	*47%*	*61%*	*76%*	*32%*	*53%*	*50%*	*55%*	*41%*	*41%*	*55%*	*55%*	*70%*	*66%*	*77%*	*83%*
No	**87**	23	23	21	20	8	4	10	8	5	10	7	9	6	8	5	6
	35%	*52%*	*53%*	*32%*	*21%*	*68%*	*47%*	*45%*	*45%*	*59%*	*59%*	*32%*	*45%*	*22%*	*28%*	*19%*	*17%*
I can't remember	**9**	1	-	5	3	-	-	1	-	-	-	3	-	2	2	1	-
	4%	*3%*	-	*7%*	*3%*	-	-	*5%*	-	-	-	*13%*	-	*8%*	*6%*	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**169**	-	169	101	68	52	31	46	13	18	7	2	83	59	27	9	148	20	169
Weighted Base	**188**	-**	188	133*	55*	61*	31**	54**	21**	12**	4**	6**	92*	74*	21**	10**	157*	31**	169
Effective Base	**100**	-	100	67	35	32	18	30	9	8	3	2	50	39	12	4	83	18	169
Yes	**109**	-	109	82	27	32	18	42	10	4	*	3	50	52	8	3	91	18	86
	58%	-	*58%*	*62%*	*50%*	*52%*	*59%*	*77%*	*48%*	*39%*	*9%*	*53%*	*54%*	*69%*	*37%*	*35%*	*58%*	*60%*	*51%*
No	**71**	-	71	45	26	28	11	12	9	4	4	3	40	21	10	6	58	12	73
	38%	-	*38%*	*34%*	*48%*	*46%*	*36%*	*22%*	*42%*	*36%*	*91%*	*47%*	*43%*	*28%*	*49%*	*65%*	*37%*	*40%*	*43%*
I can't remember	**8**	-	8	6	1	1	2	*	2	3	-	-	3	2	3	-	8	-	10
	4%	-	*4%*	*5%*	*3%*	*2%*	*5%*	*	*10%*	*25%*	-	-	*3%*	*3%*	*14%*	-	*5%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**169**	69	48	28	24	117	52	124	43	16	13	35	43	50	91	16	143
Weighted Base	**188**	78*	49**	40**	21**	127*	61*	162*	25**	15**	11**	32**	51**	69*	94*	15**	163*
Effective Base	**100**	39	27	20	16	66	35	82	23	13	7	18	28	32	52	13	84
Yes	**109**	53	29	21	6	82	27	104	5	7	5	13	26	53	45	7	98
	58%	*68%*	*59%*	*53%*	*27%*	*65%*	*44%*	*64%*	*22%*	*43%*	*51%*	*41%*	*51%*	**77%n**	*47%*	*43%*	*60%*
No	**71**	24	17	18	12	40	31	55	16	6	4	19	22	16	45	6	61
	38%	*30%*	*34%*	*47%*	*58%*	*32%*	*51%*	*34%*	*64%*	*37%*	*35%*	*59%*	*43%*	*23%*	**48%m**	*37%*	*37%*
I can't remember	**8**	1	3	-	3	5	3	4	4	3	1	*	3	-	5	3	5
	4%	*2%*	*7%*	*-*	*15%*	*4%*	*5%*	*3%*	*15%*	*20%*	*14%*	***	*6%*	*-*	*5%*	*20%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**169**	125	44	19	93	28	25	23	10	15	13	8	12	3	19	7	6	5	23
Weighted Base	**188**	172*	15**	7**	161*	12**	9**	5**	8**	27**	21**	16**	17**	3**	42**	19**	10**	1**	11**
Effective Base	**100**	90	12	4	78	15	15	18	9	14	11	8	11	3	16	7	5	2	13
Yes	**109**	102	7	3	95	7	5	2	6	15	12	10	9	-	31	6	6	1	6
	58%	*59%*	*46%*	*38%*	*59%*	*55%*	*56%*	*44%*	*81%*	*54%*	*58%*	*64%*	*54%*	-	*74%*	*31%*	*64%*	*73%*	*53%*
No	**71**	63	8	5	61	4	3	3	2	12	6	3	8	3	11	13	3	*	4
	38%	*36%*	*52%*	*61%*	*38%*	*36%*	*28%*	*52%*	*19%*	*46%*	*28%*	*22%*	*46%*	*100%*	*26%*	*69%*	*36%*	*27%*	*37%*
I can't remember	**8**	7	*	*	5	1	1	*	-	-	3	2	-	-	-	-	-	-	1
	4%	*4%*	*2%*	*1%*	*3%*	*9%*	*16%*	*5%*	-	-	*14%*	*14%*	-	-	-	-	-	-	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**169**	59	60	25	17	7	119	24	63	71	24	6	4	134	10
Weighted Base	**188**	69*	68*	31**	10**	10**	136*	20**	68*	80*	23**	9**	8**	147*	18**
Effective Base	**100**	34	37	16	10	5	72	13	36	44	15	4	3	80	7
Yes	**109**	56	35	9	4	6	90	10	51	42	10	3	3	93	6
	58%	**81%b**	*51%*	*29%*	*39%*	*56%*	*66%*	*48%*	**75%i**	*52%*	*44%*	*34%*	*38%*	*63%*	*36%*
No	**71**	13	30	17	5	5	43	10	15	35	10	6	5	50	11
	38%	*19%*	**45%a**	*56%*	*57%*	*44%*	*32%*	*50%*	*22%*	**44%h**	*44%*	*66%*	*62%*	*34%*	*64%*
I can't remember	**8**	-	3	5	*	-	3	*	2	3	3	-	-	5	-
	4%	-	*4%*	*15%*	*4%*	-	*2%*	*2%*	*3%*	*4%*	*11%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**169**	24	140	5	88	67	14	158	5	5	-	168	1
Weighted Base	**188**	35**	148*	4**	104*	69*	15**	176*	4**	8**	-**	188	***
Effective Base	**100**	16	81	4	56	36	8	93	4	4	-	100	1
Yes	**109**	33	75	2	67	35	7	106	3	-	-	109	-
	58%	*92%*	*50%*	*48%*	*65%*	*51%*	*49%*	*61%*	*68%*	-	-	*58%*	-
No	**71**	2	66	2	32	30	8	62	1	8	-	71	*
	38%	*7%*	*45%*	*52%*	*31%*	*44%*	*51%*	*35%*	*20%*	*100%*	-	*38%*	*100%*
I can't remember	**8**	*	8	-	4	3	-	7	1	-	-	8	-
	4%	*1%*	*5%*	-	*4%*	*5%*	-	*4%*	*12%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**169**	33	43	39	54	13	9	11	15	8	20	13	14	12	16	17	21
Weighted Base	**188**	27**	52**	47**	61*	11**	5**	11**	15**	13**	24**	12**	17**	18**	15**	20**	26**
Effective Base	**100**	17	30	20	35	7	3	7	9	6	15	7	8	6	11	11	14
Yes	**109**	6	21	38	45	3	3	*	6	8	7	12	10	16	12	14	19
	58%	*21%*	*40%*	*80%*	*73%*	*24%*	*53%*	*3%*	*41%*	*58%*	*30%*	*94%*	*59%*	*90%*	*76%*	*70%*	*74%*
No	**71**	20	30	9	12	8	2	10	9	5	16	1	7	2	2	3	6
	38%	*75%*	*57%*	*19%*	*19%*	*76%*	*47%*	*86%*	*59%*	*40%*	*65%*	*6%*	*39%*	*10%*	*13%*	*17%*	*24%*
I can't remember	**8**	1	1	*	5	*	-	1	-	*	1	-	*	-	2	3	1
	4%	*5%*	*3%*	*1%*	*8%*	*	-	*11%*	-	*2%*	*5%*	-	*2%*	-	*11%*	*13%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**891**	-	891	357	532	143	114	171	123	197	94	49	257	294	340	143	827	56	891
Weighted Base	**820**	-**	820	327	492	147*	106*	162*	128*	142*	85*	51**	253	290	278	136*	723	90*	891
Effective Base	**471**	-	471	193	277	95	65	97	65	94	35	29	160	162	151	62	431	39	891
Yes	**386**	-	386	175	211	46	56	75	55	76	47	32	102	129	155	79	341	42	402
	47%	-	*47%*	**53%d**	*43%*	*31%*	**53%e**	**46%e**	*43%*	**54%e**	**55%e**	*62%*	*40%*	*45%*	**56%l**	**58%l**	*47%*	*47%*	*45%*
No	**390**	-	390	141	249	98	41	79	67	51	37	18	139	146	106	54	343	44	444
	48%	-	*48%*	*43%*	*51%*	**67%fgjl**	*39%*	*49%*	**52%l**	*36%*	*43%*	*35%*	**55%no**	**50%n**	*38%*	*40%*	*47%*	*48%*	*50%*
I can't remember	**44**	-	44	11	31	3	9	8	7	14	1	1	12	15	17	3	39	4	45
	5%	-	*5%*	*3%*	*6%*	*2%*	*9%*	*5%*	*5%*	**10%e**	*2%*	*3%*	*5%*	*5%*	*6%*	*2%*	*5%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**891**	230	286	163	212	516	375	465	412	94	118	239	224	143	581	94	744
Weighted Base	**820**	165*	278	182*	195	443	377	517	292	85*	101*	229	196	136*	526	85*	680
Effective Base	**471**	91	156	96	132	247	224	268	204	57	68	122	110	75	298	57	383
Yes	**386**	84	114	97	91	198	188	235	146	40	61	106	70	76	237	40	322
	47%	*51%*	*41%*	*53%*	*47%*	*45%*	*50%*	*45%*	*50%*	*47%*	**61%ln**	*46%*	*36%*	**55%l**	*45%*	*47%*	*47%*
No	**390**	74	152	77	87	227	163	263	121	31	37	119	115	51	270	31	330
	48%	*45%*	*55%*	*42%*	*45%*	*51%*	*43%*	**51%h**	*42%*	*37%*	*36%*	**52%j**	**58%ijm**	*38%*	**51%ijm**	*37%*	*49%*
I can't remember	**44**	7	11	8	17	18	26	19	25	14	3	5	11	10	19	14	29
	5%	*4%*	*4%*	*5%*	*9%*	*4%*	*7%*	*4%*	**9%g**	**16%jkln**	*3%*	*2%*	*6%*	*7%*	*4%*	**16%p**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**891**	545	346	156	416	219	172	84	51	35	53	39	57	31	42	66	42	25	194
Weighted Base	**820**	703	117*	41*	681	70*	50*	19*	42*	60*	83*	55*	93*	50**	94*	144*	61*	7**	63*
Effective Base	**471**	390	85	35	347	94	76	52	48	33	48	35	43	27	38	62	38	10	84
Yes	**386**	327	59	23	326	26	26	7	20	33	33	30	53	28	45	67	18	3	24
	47%	*47%*	*50%*	*55%*	*48%*	*38%*	**53%e**	*38%*	*47%*	**55%p**	*40%*	**55%p**	**57%pr**	*56%*	*48%*	*46%*	*29%*	*40%*	*38%*
No	**390**	336	54	18	316	42	21	11	19	23	41	21	36	21	45	69	42	4	38
	48%	*48%*	*46%*	*43%*	*46%*	**60%df**	*42%*	**60%f**	*47%*	*38%*	*50%*	*38%*	*39%*	*41%*	*48%*	*48%*	**69%hiklo**	*58%*	**60%ikl**
I can't remember	**44**	40	4	1	39	2	3	*	3	4	9	4	4	2	4	9	2	*	2
	5%	*6%*	*3%*	*1%*	*6%*	*3%*	*5%*	*2%*	*7%*	*7%*	*11%*	*7%*	*4%*	*3%*	*4%*	*6%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**891**	321	361	99	88	17	682	105	381	350	100	45	14	731	59
Weighted Base	**820**	280	346	103*	74*	12**	626	86*	318	348	91*	49**	11**	666	60*
Effective Base	**471**	161	191	59	51	8	352	59	189	189	59	29	6	377	35
Yes	**386**	148	163	32	35	8	312	42	159	171	36	16	4	330	20
	47%	**53%c**	**47%c**	*31%*	*47%*	*64%*	**50%c**	**49%c**	*50%*	*49%*	*40%*	*33%*	*34%*	*49%*	*33%*
No	**390**	116	172	63	33	3	288	37	144	162	49	30	6	305	36
	48%	*41%*	*50%*	**61%afg**	*45%*	*26%*	*46%*	*42%*	*45%*	*46%*	*54%*	*62%*	*54%*	*46%*	*60%*
I can't remember	**44**	16	10	8	6	1	26	7	16	16	6	3	1	32	4
	5%	*6%*	*3%*	*8%*	*8%*	*10%*	*4%*	**9%b**	*5%*	*5%*	*6%*	*5%*	*11%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**891**	70	802	19	301	543	47	871	6	9	3	886	2
Weighted Base	**820**	66*	738	16**	277	501	43**	801	8**	7**	4**	816	1**
Effective Base	**471**	40	422	9	164	282	26	461	5	3	2	469	2
Yes	**386**	38	338	10	131	238	17	376	7	3	-	386	*
	47%	*58%*	*46%*	*60%*	*47%*	*48%*	*40%*	*47%*	*89%*	*44%*	-	*47%*	*30%*
No	**390**	21	364	5	125	242	24	385	1	3	1	389	1
	48%	*32%*	**49%a**	*34%*	*45%*	*48%*	*55%*	*48%*	*11%*	*40%*	*29%*	*48%*	*70%*
I can't remember	**44**	7	36	1	21	21	2	40	-	1	3	41	-
	5%	*10%*	*5%*	*6%*	*8%*	*4%*	*5%*	*5%*	-	*16%*	*71%*	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**891**	238	224	193	236	85	70	83	85	69	70	74	53	66	74	87	75
Weighted Base	**820**	224	210	164	221	84*	68*	72*	85*	59*	65*	60*	42**	62*	70*	85*	66*
Effective Base	**471**	122	119	101	130	40	38	45	46	36	37	39	25	38	40	49	41
Yes	**386**	104	106	68	107	39	38	27	44	32	30	25	23	20	36	40	31
	47%	*47%*	*51%*	*41%*	*48%*	*47%*	**55%m**	*38%*	*52%*	*54%*	*46%*	*42%*	*54%*	*32%*	*52%*	*47%*	*46%*
No	**390**	113	90	90	97	44	29	41	38	20	32	33	19	37	30	39	28
	48%	*51%*	*43%*	*55%*	*44%*	*52%*	*43%*	*56%*	*44%*	*34%*	*49%*	*56%*	*46%*	**60%i**	*42%*	*46%*	*42%*
I can't remember	**44**	7	13	6	17	1	1	4	3	7	4	1	*	5	4	6	8
	5%	*3%*	*6%*	*4%*	*8%*	*1%*	*2%*	*6%*	*4%*	*11%*	*5%*	*2%*	*	*8%*	*6%*	*7%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**37**	-	37	27	10	10	7	15	1	3	-	1	17	16	4	1	32	5	37
Weighted Base	**49***	-**	49**	39**	10**	10**	11**	24**	3**	1**	-**	1**	20**	27**	2**	1**	43**	6**	37*
Effective Base	**25**	-	25	20	5	7	5	12	1	2	-	1	11	13	2	1	21	5	37
Yes	**30**	-	30	24	6	3	6	18	3	1	-	-	9	21	1	-	29	2	21
	62%	-	*62%*	*62%*	*61%*	*30%*	*58%*	*75%*	*100%*	*77%*	-	-	*45%*	*78%*	*31%*	-	*66%*	*32%*	*57%*
No	**14**	-	14	12	2	4	2	6	-	*	-	1	6	6	1	1	11	3	12
	28%	-	*28%*	*31%*	*19%*	*41%*	*24%*	*25%*	-	*23%*	-	*100%*	*32%*	*22%*	*69%*	*100%*	*26%*	*42%*	*32%*
I can't remember	**5**	-	5	3	2	3	2	-	-	-	-	-	5	-	-	-	3	2	4
	10%	-	*10%*	*7%*	*20%*	*29%*	*18%*	-	-	-	-	-	*24%*	-	-	-	*7%*	*26%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**37**	18	5	8	6	23	14	31	5	5	3	2	7	19	12	5	31
Weighted Base	**49***	24**	4**	16**	5**	28**	21**	43**	5**	6**	2**	5**	5**	30**	12**	6**	42**
Effective Base	**25**	13	3	6	5	16	10	21	4	4	2	2	3	14	6	4	21
Yes	**30**	19	1	9	2	20	11	30	-	2	1	-	5	23	5	2	28
	62%	*79%*	*25%*	*56%*	*32%*	*71%*	*50%*	*71%*	-	*36%*	*23%*	-	*96%*	*77%*	*43%*	*36%*	*67%*
No	**14**	5	*	7	2	5	9	10	4	2	1	5	*	5	7	2	11
	28%	*21%*	*2%*	*44%*	*39%*	*18%*	*43%*	*23%*	*81%*	*26%*	*57%*	*100%*	*4%*	*16%*	*53%*	*26%*	*27%*
I can't remember	**5**	-	3	-	2	3	2	2	1	2	*	-	-	2	*	2	2
	10%	-	*73%*	-	*29%*	*12%*	*7%*	*5%*	*19%*	*38%*	*19%*	-	-	*7%*	*3%*	*38%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**37**	29	8	6	24	5	4	4	1	2	3	2	1	4	8	2	1	-	5
Weighted Base	**49***	43**	6**	5**	44**	3**	2**	1**	1**	4**	4**	3**	2**	6**	18**	4**	1**	-**	3**
Effective Base	**25**	22	3	2	21	4	3	2	1	2	3	2	1	3	7	2	1	-	4
Yes	**30**	28	2	2	28	1	1	*	1	-	2	3	2	4	15	-	1	-	1
	62%	*66%*	*37%*	*42%*	*64%*	*30%*	*94%*	*10%*	*100%*	-	*53%*	*100%*	*100%*	*66%*	*82%*	-	*100%*	-	*30%*
No	**14**	10	4	3	12	1	*	1	-	4	-	-	-	2	2	4	-	-	1
	28%	*23%*	*63%*	*58%*	*28%*	*23%*	*6%*	*90%*	-	*100%*	-	-	-	*34%*	*9%*	*100%*	-	-	*23%*
I can't remember	**5**	5	-	-	3	1	-	-	-	-	2	-	-	-	2	-	-	-	1
	10%	*11%*	-	-	*8%*	*47%*	-	-	-	-	*47%*	-	-	-	*9%*	-	-	-	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**37**	17	13	4	2	-	30	2	16	12	4	2	1	28	3
Weighted Base	**49***	26**	14**	6**	2**	-**	40**	2**	23**	14**	7**	1**	3**	37**	3**
Effective Base	**25**	12	9	2	2	-	20	2	11	9	3	1	1	19	1
Yes	**30**	23	7	-	1	-	29	1	17	9	4	-	-	26	-
	62%	*87%*	*48%*	-	*55%*	-	*73%*	*55%*	*77%*	*64%*	*61%*	-	-	*72%*	-
No	**14**	3	7	4	-	-	10	-	3	5	2	*	3	8	3
	28%	*13%*	*49%*	*65%*	-	-	*26%*	-	*15%*	*36%*	*25%*	*21%*	*100%*	*23%*	*87%*
I can't remember	**5**	-	*	2	1	-	*	1	2	-	1	*	-	2	*
	10%	-	*3%*	*35%*	*45%*	-	*1%*	*45%*	*8%*	-	*13%*	*79%*	-	*5%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**37**	7	29	1	19	13	5	36	-	-	-	36	1
Weighted Base	**49***	14**	35**	1**	25**	17**	8**	48**	-**	-**	-**	48**	2**
Effective Base	**25**	6	19	1	13	9	4	24	-	-	-	24	1
Yes	**30**	12	18	1	19	8	3	30	-	-	-	30	-
	62%	*89%*	*51%*	*100%*	*76%*	*50%*	*41%*	*64%*	-	-	-	*64%*	-
No	**14**	2	12	-	6	6	2	14	-	-	-	14	-
	28%	*11%*	*35%*	-	*24%*	*38%*	*21%*	*29%*	-	-	-	*29%*	-
I can't remember	**5**	-	5	-	-	2	3	3	-	-	-	3	2
	10%	-	*14%*	-	-	*12%*	*38%*	*7%*	-	-	-	*7%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**37**	7	5	9	16	2	3	2	-	1	4	2	3	4	11	2	3
Weighted Base	**49***	5**	8**	17**	20**	***	2**	2**	-**	2**	6**	3**	6**	8**	12**	3**	4**
Effective Base	**25**	4	4	7	12	2	2	2	-	1	3	2	2	3	9	2	2
Yes	**30**	2	3	12	13	-	1	1	-	-	3	1	3	8	5	3	4
	62%	*48%*	*42%*	*72%*	*65%*	-	*45%*	*56%*	-	-	*52%*	*25%*	*54%*	*100%*	*44%*	*100%*	*100%*
No	**14**	2	3	3	6	*	1	1	-	-	3	-	3	-	6	-	-
	28%	*52%*	*38%*	*17%*	*29%*	*100%*	*55%*	*44%*	-	-	*48%*	-	*46%*	-	*46%*	-	-
I can't remember	**5**	-	2	2	1	-	-	-	-	2	-	2	-	-	1	-	-
	10%	-	*20%*	*11%*	*7%*	-	-	-	-	*100%*	-	*75%*	-	-	*11%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**319**	-	319	145	174	56	46	75	46	54	35	7	102	121	96	42	290	26	319
Weighted Base	**255**	-**	255	124*	132*	60*	33**	68*	34**	29**	23**	8**	94*	102*	60*	31**	213	41**	319
Effective Base	**148**	-	148	70	78	34	22	37	18	23	12	5	55	55	39	17	131	18	319
Yes	**121**	-	121	70	52	29	17	38	15	10	11	3	46	52	23	14	100	20	139
	48%	-	*48%*	**56%d**	*39%*	*48%*	*50%*	*56%*	*43%*	*33%*	*47%*	*37%*	*49%*	*51%*	*39%*	*45%*	*47%*	*50%*	*44%*
No	**114**	-	114	43	71	28	11	28	17	14	12	4	39	45	30	16	95	18	160
	44%	-	*44%*	*35%*	**54%c**	*47%*	*32%*	*41%*	*50%*	*47%*	*53%*	*56%*	*41%*	*44%*	*50%*	*53%*	*45%*	*43%*	*50%*
I can't remember	**20**	-	20	11	9	3	6	3	2	6	*	1	9	5	6	1	17	3	20
	8%	-	*8%*	*9%*	*7%*	*5%*	*18%*	*4%*	*7%*	*20%*	*	*8%*	*10%*	*5%*	*11%*	*2%*	*8%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**319**	101	95	62	61	196	123	181	131	32	39	75	88	64	202	32	269
Weighted Base	**255**	82*	61*	52*	61*	143*	113*	167*	83*	30**	27**	63*	63*	57*	153*	30**	212
Effective Base	**148**	51	36	31	31	87	62	86	62	21	17	33	34	35	84	21	120
Yes	**121**	51	26	27	18	76	45	83	37	15	11	25	30	35	67	15	102
	48%	**62%d**	*42%*	*51%*	*30%*	*53%*	*40%*	*50%*	*44%*	*50%*	*41%*	*40%*	*48%*	*61%*	*44%*	*50%*	*48%*
No	**114**	29	31	21	33	60	54	74	37	8	13	33	30	20	76	8	98
	44%	*36%*	*50%*	*39%*	*55%*	*42%*	*48%*	*45%*	*44%*	*25%*	*49%*	*53%*	*47%*	*35%*	*50%*	*25%*	*46%*
I can't remember	**20**	2	5	5	9	7	14	10	9	8	3	5	3	2	10	8	13
	8%	*2%*	*8%*	*9%*	**15%a**	*5%*	*12%*	*6%*	*11%*	*25%*	*10%*	*8%*	*5%*	*4%*	*7%*	*25%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 325

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**319**	165	154	79	118	85	63	53	4	14	14	9	17	9	22	15	14	14	71
Weighted Base	**255**	203	53*	17**	204	27*	13**	12*	3**	22**	24**	14**	26**	12**	43**	36**	24**	5**	22*
Effective Base	**148**	113	37	15	101	39	30	33	3	13	13	8	13	8	20	13	13	6	34
Yes	**121**	98	23	6	101	11	7	3	1	19	6	9	11	9	23	11	12	1	9
	48%	*49%*	*44%*	*39%*	**49%g**	*39%*	*55%*	*24%*	*48%*	*86%*	*23%*	*64%*	*44%*	*76%*	*53%*	*31%*	*48%*	*27%*	*42%*
No	**114**	86	27	10	85	15	5	8	2	2	12	5	11	3	19	20	13	3	12
	44%	*43%*	*51%*	*58%*	*42%*	*57%*	*34%*	**71%d**	*52%*	*7%*	*49%*	*36%*	*44%*	*24%*	*43%*	*56%*	*52%*	*71%*	*54%*
I can't remember	**20**	18	3	1	18	1	1	1	-	1	7	-	3	-	2	5	-	*	1
	8%	*9%*	*5%*	*3%*	*9%*	*4%*	*11%*	*4%*	-	*7%*	*29%*	-	*11%*	-	*4%*	*13%*	-	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**319**	131	117	33	30	6	248	36	143	112	42	14	6	255	20
Weighted Base	**255**	95*	107*	29**	18**	4**	203	22**	114*	87*	34**	15**	4**	200	19**
Effective Base	**148**	55	59	16	14	3	115	17	64	50	24	9	2	114	11
Yes	**121**	54	53	4	8	2	107	10	63	37	18	4	*	99	4
	48%	*57%*	*49%*	*15%*	*45%*	*53%*	*53%*	*46%*	*55%*	*42%*	*53%*	*24%*	*12%*	*50%*	*21%*
No	**114**	40	47	14	10	2	87	12	39	50	9	12	4	89	15
	44%	*42%*	*44%*	*49%*	*55%*	*47%*	*43%*	*54%*	*35%*	**58%h**	*26%*	*75%*	*88%*	*45%*	*78%*
I can't remember	**20**	1	8	10	*	-	8	*	11	-	7	*	-	11	*
	8%	*1%*	*7%*	*36%*	*	-	*4%*	*	**10%l**	-	*21%*	*1%*	-	*6%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**319**	32	280	7	134	164	21	309	4	3	1	316	2
Weighted Base	**255**	33**	218	4**	118*	123*	14**	248	4**	2**	***	254	2**
Effective Base	**148**	18	127	5	66	72	12	143	3	2	1	147	1
Yes	**121**	20	99	3	56	57	8	117	3	2	-	121	-
	48%	*62%*	*45%*	*63%*	*48%*	*47%*	*56%*	*47%*	*71%*	*100%*	-	*48%*	-
No	**114**	8	104	2	51	58	5	112	1	-	*	113	*
	44%	*23%*	*48%*	*37%*	*43%*	*47%*	*32%*	*45%*	*29%*	-	*100%*	*45%*	*13%*
I can't remember	**20**	5	16	-	11	8	2	19	-	-	-	19	2
	8%	*15%*	*7%*	-	*9%*	*6%*	*13%*	*8%*	-	-	-	*7%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**319**	78	80	71	90	31	25	22	37	24	19	26	21	24	28	34	28
Weighted Base	**255**	52*	57*	58**	88*	18**	22**	13**	29**	13**	15**	22**	15**	21**	29**	33**	26**
Effective Base	**148**	34	34	29	53	14	12	9	15	10	9	13	8	8	18	18	18
Yes	**121**	23	25	23	51	8	7	8	13	3	9	12	6	5	16	18	17
	48%	*43%*	*44%*	*40%*	*58%*	*46%*	*32%*	*60%*	*43%*	*24%*	*62%*	*56%*	*40%*	*22%*	*54%*	*55%*	*64%*
No	**114**	27	27	28	32	10	13	4	16	7	5	8	9	11	12	13	8
	44%	*51%*	*48%*	*48%*	*36%*	*54%*	*61%*	*28%*	*54%*	*52%*	*31%*	*35%*	*59%*	*54%*	*40%*	*38%*	*30%*
I can't remember	**20**	3	5	7	6	*	1	1	1	3	1	2	*	5	2	2	2
	8%	*6%*	*9%*	*12%*	*6%*	*1%*	*7%*	*11%*	*2%*	*24%*	*7%*	*9%*	*1%*	*23%*	*6%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**216**	-	216	110	105	26	31	51	22	55	23	8	57	73	86	31	197	17	216
Weighted Base	**189**	-**	189	95*	92*	26**	25**	51*	14**	42**	25**	6**	51*	65*	73*	31**	165*	22**	216
Effective Base	**101**	-	101	60	43	16	18	30	8	22	8	4	33	38	32	11	89	11	216
Yes	**81**	-	81	42	37	13	10	28	5	12	13	1	22	33	25	14	73	7	74
	43%	-	*43%*	*44%*	*41%*	*48%*	*39%*	*55%*	*35%*	*28%*	*51%*	*16%*	*44%*	*51%*	*35%*	*44%*	*44%*	*33%*	*34%*
No	**100**	-	100	47	53	12	13	23	9	27	11	5	25	32	43	16	86	13	131
	53%	-	*53%*	*50%*	*57%*	*45%*	*53%*	*45%*	*64%*	*64%*	*45%*	*84%*	*49%*	*49%*	*59%*	*53%*	*52%*	*59%*	*61%*
I can't remember	**8**	-	8	6	2	2	2	-	*	3	1	-	4	*	4	1	6	2	11
	4%	-	*4%*	*7%*	*2%*	*7%*	*8%*	-	*2%*	*8%*	*4%*	-	*8%*	*	*6%*	*3%*	*4%*	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**216**	64	67	40	45	131	85	141	69	18	20	51	67	46	138	18	187
Weighted Base	**189**	46**	50**	50**	43**	96*	93*	141*	42*	12**	21**	54**	54*	37**	129*	12**	167*
Effective Base	**101**	20	28	28	25	48	54	67	35	8	12	23	32	24	65	8	88
Yes	**81**	27	15	25	14	42	39	67	11	6	5	20	24	21	49	6	70
	43%	*59%*	*30%*	*49%*	*33%*	*44%*	*42%*	***48%h***	*25%*	*55%*	*24%*	*37%*	*44%*	*58%*	*38%*	*55%*	*42%*
No	**100**	18	30	26	26	48	52	69	28	5	14	33	29	14	77	5	91
	53%	*40%*	*59%*	*51%*	*61%*	*50%*	*56%*	*49%*	*66%*	*44%*	*70%*	*62%*	*54%*	*37%*	*60%*	*44%*	*55%*
I can't remember	**8**	*	5	-	2	6	2	4	4	*	1	1	2	2	4	*	6
	4%	*1%*	*11%*	*-*	*6%*	*6%*	*3%*	*3%*	*9%*	*2%*	*6%*	*2%*	*3%*	*5%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**216**	122	94	49	89	53	36	38	7	12	14	6	12	7	11	10	10	9	44
Weighted Base	**189**	156*	33**	15**	154*	19**	8**	8*	7**	22**	21**	8**	22**	11**	24**	24**	16**	3**	16**
Effective Base	**101**	79	23	13	71	26	19	30	6	11	13	5	7	6	10	9	9	4	22
Yes	**81**	71	10	5	73	4	1	2	4	10	9	2	16	2	12	10	10	1	3
	43%	*46%*	*29%*	*35%*	*48%*	*22%*	*18%*	*27%*	*62%*	*47%*	*42%*	*19%*	*71%*	*15%*	*49%*	*40%*	*63%*	*41%*	*19%*
No	**100**	77	23	9	73	14	7	5	3	11	9	7	5	8	10	14	6	2	13
	53%	*49%*	*69%*	*63%*	*48%*	*75%*	*81%*	**70%d**	*38%*	*53%*	*43%*	*81%*	*24%*	*72%*	*43%*	*60%*	*37%*	*59%*	*79%*
I can't remember	**8**	8	1	*	7	*	*	*	-	-	3	-	1	1	2	-	-	-	*
	4%	*5%*	*2%*	*2%*	*5%*	*2%*	*1%*	*4%*	-	-	*15%*	-	*4%*	*13%*	*8%*	-	-	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**216**	72	85	25	25	8	157	33	89	81	31	8	7	170	15
Weighted Base	**189**	53*	83*	26**	17**	9**	136*	26**	66*	82*	23**	8**	10**	148*	17**
Effective Base	**101**	34	38	14	14	5	69	18	38	39	16	5	5	76	10
Yes	**81**	26	38	10	6	-	65	6	33	35	8	3	3	68	5
	43%	*50%*	*46%*	*40%*	*33%*	-	*48%*	*22%*	*50%*	*43%*	*33%*	*35%*	*28%*	*46%*	*31%*
No	**100**	26	43	12	12	7	69	19	30	42	16	5	7	72	12
	53%	*50%*	*51%*	*45%*	*67%*	*82%*	*50%*	*72%*	*45%*	*51%*	*67%*	*65%*	*72%*	*49%*	*69%*
I can't remember	**8**	*	2	4	-	2	3	2	3	5	-	-	-	8	-
	4%	*	*3%*	*15%*	-	*18%*	*2%*	*6%*	*5%*	*6%*	-	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**216**	22	188	6	87	114	15	209	4	3	-	216	-
Weighted Base	**189**	20**	164*	5**	76*	101*	12**	185*	3**	1**	-**	189	-**
Effective Base	**101**	12	86	3	46	50	6	97	3	2	-	101	-
Yes	**81**	11	70	-	34	39	8	79	2	-	-	81	-
	43%	*54%*	*43%*	-	*45%*	*39%*	*63%*	*43%*	*70%*	-	-	*43%*	-
No	**100**	8	87	5	40	56	4	98	1	1	-	100	-
	53%	*39%*	*53%*	*100%*	*52%*	*55%*	*35%*	*53%*	*30%*	*100%*	-	*53%*	-
I can't remember	**8**	1	7	-	2	6	*	8	-	-	-	8	-
	4%	*7%*	*4%*	-	*3%*	*6%*	*2%*	*4%*	-	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**216**	53	56	59	48	19	14	20	25	17	14	15	18	26	14	21	13
Weighted Base	**189**	54**	51**	47*	37**	18**	12**	24**	18**	18**	16**	15**	12**	19**	7**	21**	8**
Effective Base	**101**	22	29	31	23	5	7	11	10	10	8	10	8	13	7	11	7
Yes	**81**	24	18	21	18	11	4	10	6	8	4	2	5	14	4	8	5
	43%	*45%*	*36%*	*44%*	*48%*	*61%*	*30%*	*40%*	*35%*	*44%*	*27%*	*11%*	*41%*	*72%*	*61%*	*40%*	*58%*
No	**100**	28	31	22	19	7	6	14	11	8	11	9	7	6	3	13	3
	53%	*51%*	*61%*	*47%*	*52%*	*39%*	*54%*	*60%*	*65%*	*47%*	*71%*	*61%*	*58%*	*28%*	*39%*	*60%*	*40%*
I can't remember	**8**	2	2	4	*	*	2	-	-	2	*	4	*	-	-	-	*
	4%	*4%*	*3%*	*9%*	*	*	*16%*	-	-	*9%*	*1%*	*28%*	*	-	-	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**42**	-	42	30	12	11	4	16	2	8	1	-	15	18	9	1	39	3	42
Weighted Base	**46***	-**	46**	36**	10**	13**	7**	18**	3**	4**	***	-**	20**	21**	4**	***	42**	4**	42*
Effective Base	**26**	-	26	20	6	7	3	11	1	4	1	-	11	12	4	1	24	2	42
Yes	**30**	-	30	25	5	9	6	11	3	*	*	-	16	14	*	*	28	1	27
	65%	-	*65%*	*71%*	*45%*	*69%*	*89%*	*62%*	*97%*	*6%*	*100%*	-	*76%*	*67%*	*7%*	*100%*	*68%*	*35%*	*64%*
No	**13**	-	13	7	6	4	1	7	*	1	-	-	5	7	1	-	10	3	13
	29%	-	*29%*	*21%*	*55%*	*31%*	*11%*	*38%*	*3%*	*28%*	-	-	*24%*	*33%*	*28%*	-	*25%*	*65%*	*31%*
I can't remember	**3**	-	3	3	-	-	-	-	-	3	-	-	-	-	3	-	3	-	2
	6%	-	*6%*	*8%*	-	-	-	-	-	*66%*	-	-	-	-	*65%*	-	*7%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**42**	14	14	7	7	28	14	30	12	5	3	6	13	14	22	5	36
Weighted Base	**46***	14**	15**	10**	7**	29**	17**	40**	6**	6**	***	5**	10**	22**	16**	6**	38**
Effective Base	**26**	7	10	4	4	17	9	21	5	4	3	3	6	11	10	4	21
Yes	**30**	9	10	9	2	19	10	28	2	3	*	3	5	17	8	3	25
	65%	*65%*	*70%*	*89%*	*25%*	*67%*	*61%*	*69%*	*37%*	*52%*	*18%*	*63%*	*46%*	*76%*	*51%*	*52%*	*66%*
No	**13**	5	5	1	3	9	4	12	1	-	*	2	6	5	8	-	13
	29%	*35%*	*30%*	*11%*	*35%*	*33%*	*22%*	*31%*	*14%*	-	*82%*	*37%*	*54%*	*24%*	*49%*	-	*34%*
I can't remember	**3**	-	-	-	3	-	3	-	3	3	-	-	-	-	-	3	-
	6%	-	-	-	*40%*	-	*17%*	-	*50%*	*48%*	-	-	-	-	-	*48%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**42**	30	12	6	24	9	4	5	5	4	3	-	3	3	4	1	1	3	6
Weighted Base	**46***	44**	1**	1**	40**	3**	2**	1**	4**	8**	5**	-**	6**	6**	8**	2**	2**	1**	2**
Effective Base	**26**	24	8	5	21	4	3	5	4	4	3	-	3	3	4	1	1	2	3
Yes	**30**	29	1	*	26	1	2	*	1	3	-	-	6	6	8	-	2	1	1
	65%	*66%*	*43%*	*20%*	*64%*	*52%*	*100%*	*59%*	*38%*	*39%*	-	-	*100%*	*100%*	*100%*	-	*100%*	*82%*	*39%*
No	**13**	12	1	*	11	1	-	*	2	5	2	-	-	-	-	2	-	*	1
	29%	*28%*	*57%*	*80%*	*29%*	*48%*	-	*41%*	*62%*	*61%*	*40%*	-	-	-	-	*100%*	-	*18%*	*61%*
I can't remember	**3**	3	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-
	6%	*7%*	-	-	*7%*	-	-	-	-	-	*60%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**42**	23	10	6	2	1	33	3	20	17	4	-	1	37	1
Weighted Base	**46***	28**	11**	4**	2**	1**	39**	3**	22**	20**	3**	-**	***	42**	***
Effective Base	**26**	15	6	3	1	1	21	2	13	10	3	-	1	23	1
Yes	**30**	19	7	1	2	1	26	3	13	14	2	-	*	27	*
	65%	*67%*	*67%*	*16%*	*100%*	*100%*	*67%*	*100%*	*60%*	*70%*	*65%*	-	*100%*	*65%*	*100%*
No	**13**	9	4	*	-	-	13	-	7	6	-	-	-	13	-
	29%	*33%*	*33%*	*7%*	-	-	*33%*	-	*32%*	*30%*	-	-	-	*31%*	-
I can't remember	**3**	-	-	3	-	-	-	-	2	-	1	-	-	2	-
	6%	-	-	*77%*	-	-	-	-	*8%*	-	*35%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**42**	8	34	-	22	18	2	39	2	1	-	42	-
Weighted Base	**46***	13**	33**	-**	28**	16**	2**	43**	2**	***	-**	46**	-**
Effective Base	**26**	7	19	-	16	8	2	24	2	1	-	26	-
Yes	**30**	6	23	-	21	7	2	28	2	-	-	30	-
	65%	*49%*	*72%*	-	*74%*	*45%*	*100%*	*64%*	*100%*	-	-	*65%*	-
No	**13**	7	6	-	4	9	-	13	-	*	-	13	-
	29%	*51%*	*20%*	-	*16%*	*55%*	-	*30%*	-	*100%*	-	*29%*	-
I can't remember	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	6%	-	*9%*	-	*10%*	-	-	*7%*	-	-	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**42**	7	6	11	18	2	3	2	-	5	1	3	3	5	8	4	6
Weighted Base	**46***	6**	8**	11**	20**	3**	3**	1**	-**	7**	1**	3**	4**	5**	8**	3**	9**
Effective Base	**26**	4	5	5	13	1	2	1	-	4	1	1	1	2	6	3	5
Yes	**30**	2	5	6	17	-	2	*	-	4	1	3	3	*	6	2	9
	65%	*27%*	*59%*	*55%*	*85%*	-	*63%*	*5%*	-	*54%*	*100%*	*97%*	*87%*	*6%*	*77%*	*64%*	*100%*
No	**13**	4	3	5	1	3	1	-	-	3	-	*	*	4	*	1	-
	29%	*54%*	*41%*	*45%*	*6%*	*100%*	*37%*	-	-	*46%*	-	*3%*	*13%*	*94%*	*2%*	*36%*	-
I can't remember	**3**	1	-	-	2	-	-	1	-	-	-	-	-	-	2	-	-
	6%	*19%*	-	-	*8%*	-	-	*95%*	-	-	-	-	-	-	*21%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**28**	-	28	18	10	10	5	11	1	1	-	-	15	12	1	-	25	3	28
Weighted Base	**31***	-**	31**	21**	10**	11**	5**	13**	1**	1**	-**	-**	16**	15**	1**	-**	27**	4**	28*
Effective Base	**18**	-	18	13	6	6	3	8	1	1	-	-	9	9	1	-	16	3	28
Yes	**22**	-	22	18	4	9	2	9	1	1	-	-	11	10	1	-	20	2	19
	71%	-	*71%*	*84%*	*41%*	*80%*	*46%*	*68%*	*100%*	*100%*	-	-	*69%*	*71%*	*100%*	-	*73%*	*58%*	*68%*
No	**6**	-	6	3	3	2	*	4	-	-	-	-	2	4	-	-	5	2	7
	20%	-	*20%*	*16%*	*31%*	*18%*	*3%*	*32%*	-	-	-	-	*13%*	*29%*	-	-	*17%*	*42%*	*25%*
I can't remember	**3**	-	3	-	3	*	3	-	-	-	-	-	3	-	-	-	3	-	2
	9%	-	*9%*	-	*28%*	*1%*	*51%*	-	-	-	-	-	*17%*	-	-	-	*10%*	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**28**	16	4	3	5	20	8	21	6	6	2	2	7	11	11	6	22
Weighted Base	**31***	21**	3**	5**	2**	24**	7**	26**	5**	6**	1**	2**	8**	15**	10**	6**	25**
Effective Base	**18**	11	3	3	2	14	5	14	4	5	2	1	4	9	5	5	14
Yes	**22**	14	3	3	2	17	5	19	2	4	*	1	2	14	4	4	18
	71%	*66%*	*95%*	*67%*	*97%*	*69%*	*76%*	*73%*	*51%*	*73%*	*75%*	*96%*	*27%*	*90%*	*41%*	*73%*	*70%*
No	**6**	5	-	2	*	5	2	4	2	2	-	*	3	2	3	2	5
	20%	*22%*	-	*33%*	*3%*	*19%*	*24%*	*17%*	*45%*	*27%*	-	*4%*	*39%*	*10%*	*31%*	*27%*	*19%*
I can't remember	**3**	3	*	-	-	3	-	3	*	-	*	-	3	-	3	-	3
	9%	*13%*	*5%*	-	-	*12%*	-	*10%*	*4%*	-	*25%*	-	*33%*	-	*28%*	-	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**28**	21	7	3	19	4	2	3	6	3	-	1	2	2	2	2	1	-	4
Weighted Base	**31***	27**	4**	3**	28**	2**	1**	***	4**	4**	-**	2**	3**	4**	4**	5**	1**	-**	2**
Effective Base	**18**	16	3	2	15	2	2	3	5	3	-	1	2	2	2	2	1	-	2
Yes	**22**	19	4	3	20	1	1	*	3	4	-	2	3	1	1	3	1	-	1
	71%	*68%*	*88%*	*98%*	*72%*	*48%*	*100%*	*33%*	*78%*	*100%*	-	*100%*	*100%*	*33%*	*35%*	*65%*	*100%*	-	*48%*
No	**6**	6	*	*	5	1	-	*	1	-	-	-	-	-	3	2	-	-	1
	20%	*21%*	*12%*	*2%*	*19%*	*52%*	-	*17%*	*22%*	-	-	-	-	-	*65%*	*35%*	-	-	*52%*
I can't remember	**3**	3	-	-	3	-	-	*	-	-	-	-	-	3	-	-	-	-	-
	9%	*10%*	-	-	*9%*	-	-	*49%*	-	-	-	-	-	*67%*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**28**	11	8	4	4	1	19	5	10	11	5	1	-	21	1
Weighted Base	**31***	13**	10**	2**	2**	3**	24**	5**	14**	8**	8**	***	-**	22**	***
Effective Base	**18**	9	5	2	2	1	14	2	8	8	3	1	-	15	1
Yes	**22**	13	2	2	2	3	15	5	11	6	4	*	-	18	*
	71%	*93%*	*24%*	*92%*	*94%*	*100%*	*63%*	*97%*	*81%*	*76%*	*48%*	*100%*	-	*79%*	*100%*
No	**6**	1	5	-	*	-	6	*	3	2	2	-	-	5	-
	20%	*7%*	*51%*	-	*6%*	-	*26%*	*3%*	*19%*	*24%*	*20%*	-	-	*21%*	-
I can't remember	**3**	-	3	*	-	-	3	-	-	-	3	-	-	-	-
	9%	-	*26%*	*8%*	-	-	*11%*	-	-	-	*32%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**28**	6	22	-	17	10	1	26	2	-	-	28	-
Weighted Base	**31***	8**	23**	-**	18**	13**	1**	30**	1**	-**	-**	31**	-**
Effective Base	**18**	5	13	-	11	7	1	17	1	-	-	18	-
Yes	**22**	8	14	-	17	5	1	21	1	-	-	22	-
	71%	*100%*	*60%*	-	*95%*	*35%*	*100%*	*70%*	*88%*	-	-	*71%*	-
No	**6**	-	6	-	1	6	-	6	-	-	-	6	-
	20%	-	*27%*	-	*4%*	*44%*	-	*21%*	-	-	-	*20%*	-
I can't remember	**3**	-	3	-	*	3	-	3	*	-	-	3	-
	9%	-	*12%*	-	*1%*	*21%*	-	*9%*	*12%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**28**	2	6	4	16	1	1	-	2	3	1	2	1	1	7	4	5
Weighted Base	**31***	1**	8**	4**	19**	***	***	-**	1**	6**	1**	2**	***	2**	10**	5**	5**
Effective Base	**18**	1	4	3	11	1	1	-	1	3	1	2	1	1	5	2	4
Yes	**22**	*	5	2	14	*	-	-	1	3	1	1	-	2	5	4	5
	71%	*89%*	*65%*	*65%*	*74%*	*100%*	-	-	*94%*	*53%*	*100%*	*40%*	-	*100%*	*55%*	*96%*	*88%*
No	**6**	*	3	1	2	-	*	-	*	3	-	1	*	-	2	-	1
	20%	*11%*	*35%*	*35%*	*12%*	-	*100%*	-	*6%*	*47%*	-	*60%*	*100%*	-	*17%*	-	*12%*
I can't remember	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-	3	*	-
	9%	-	-	-	*15%*	-	-	-	-	-	-	-	-	-	*28%*	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**123**	-	123	59	64	35	14	31	18	15	6	4	49	49	25	10	106	16	123
Weighted Base	**122***	-**	122*	68*	54*	34**	11**	42**	16**	10**	5**	4**	44*	58*	20**	9**	100*	22**	123
Effective Base	**73**	-	73	39	34	23	8	21	10	7	4	2	31	31	12	6	62	11	123
Yes	**48**	-	48	24	24	11	1	19	12	2	3	-	12	31	5	3	40	8	48
	40%	-	*40%*	*35%*	*45%*	*32%*	*9%*	*46%*	*76%*	*23%*	*54%*	-	*27%*	***55%I***	*26%*	*29%*	*40%*	*38%*	*39%*
No	**62**	-	62	34	28	21	7	19	4	5	1	4	28	23	10	5	49	12	66
	51%	-	*51%*	*50%*	*51%*	*62%*	*71%*	*46%*	*24%*	*49%*	*19%*	*94%*	*64%*	*40%*	*51%*	*53%*	*49%*	*56%*	*54%*
I can't remember	**12**	-	12	10	2	2	2	3	-	3	1	*	4	3	5	2	10	1	9
	10%	-	*10%*	*15%*	*4%*	*6%*	*20%*	*8%*	-	*28%*	*28%*	*6%*	*9%*	*5%*	*23%*	*18%*	*11%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**123**	42	35	24	22	77	46	82	40	17	13	21	37	29	71	17	101
Weighted Base	**122***	38**	33**	29**	22**	71*	51**	92*	29**	18**	11**	20**	39**	27**	70*	18**	98*
Effective Base	**73**	24	20	15	15	44	29	51	23	12	7	10	22	18	39	12	58
Yes	**48**	16	17	10	4	34	15	37	11	4	3	5	16	17	24	4	41
	40%	*43%*	*53%*	*36%*	*19%*	*48%*	*28%*	*41%*	*38%*	*21%*	*30%*	*23%*	*40%*	*64%*	*34%*	*21%*	*42%*
No	**62**	21	13	17	10	34	27	51	10	7	7	14	21	10	41	7	52
	51%	*55%*	*41%*	*59%*	*45%*	*49%*	*53%*	*55%*	*33%*	*42%*	*65%*	*68%*	*52%*	*36%*	*59%*	*42%*	*53%*
I can't remember	**12**	1	2	1	8	2	10	4	8	7	1	2	3	-	5	7	5
	10%	*1%*	*6%*	*5%*	*36%*	*3%*	*19%*	*4%*	*29%*	*37%*	*5%*	*8%*	*8%*	-	*7%*	*37%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**123**	86	37	16	62	20	21	20	6	10	3	5	8	5	11	7	7	2	18
Weighted Base	**122***	108*	14**	5**	102*	8**	8**	3**	4**	16**	4**	9**	13**	7**	23**	15**	11**	1**	7**
Effective Base	**73**	64	10	3	55	11	13	13	6	10	3	5	8	5	10	7	7	1	10
Yes	**48**	46	2	*	39	2	5	2	2	10	-	6	4	4	9	1	3	-	2
	40%	*43%*	*17%*	*4%*	*38%*	*28%*	*68%*	*47%*	*56%*	*62%*	-	*69%*	*29%*	*53%*	*37%*	*9%*	*27%*	-	*32%*
No	**62**	53	8	4	52	6	3	2	1	3	1	3	6	3	13	13	8	1	5
	51%	*49%*	*59%*	*90%*	*50%*	*68%*	*32%*	*53%*	*30%*	*19%*	*28%*	*31%*	*43%*	*47%*	*56%*	*91%*	*73%*	*100%*	*65%*
I can't remember	**12**	9	3	*	12	*	-	-	1	3	3	-	4	-	1	-	-	-	*
	10%	*8%*	*24%*	*6%*	*11%*	*3%*	-	-	*15%*	*19%*	*72%*	-	*28%*	-	*6%*	-	-	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**123**	44	44	19	12	3	88	15	47	44	17	7	8	91	15
Weighted Base	**122***	43**	44**	24**	7**	4**	87*	10**	43**	49**	17**	6**	7**	92*	12**
Effective Base	**73**	27	27	12	6	2	53	8	27	27	11	4	4	54	8
Yes	**48**	20	21	5	2	*	41	2	23	21	3	1	1	44	2
	40%	*47%*	*47%*	*22%*	*30%*	*3%*	*47%*	*20%*	*54%*	*42%*	*15%*	*19%*	*13%*	*48%*	*16%*
No	**62**	21	22	11	4	4	43	8	16	23	14	3	5	40	8
	51%	*49%*	*49%*	*45%*	*62%*	*97%*	*49%*	*75%*	*38%*	*47%*	*78%*	*55%*	*79%*	*43%*	*68%*
I can't remember	**12**	2	2	8	1	-	3	1	3	5	1	1	1	9	2
	10%	*4%*	*4%*	*33%*	*8%*	-	*4%*	*5%*	*8%*	*11%*	*7%*	*25%*	*8%*	*9%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**123**	13	109	1	60	54	9	116	5	-	1	121	1
Weighted Base	**122***	16**	106*	***	63*	52**	7**	115*	5**	-**	***	120*	1**
Effective Base	**73**	10	63	1	40	28	5	69	4	-	1	72	1
Yes	**48**	5	43	-	29	15	4	47	1	-	-	48	-
	40%	*32%*	*41%*	-	*47%*	*30%*	*49%*	*41%*	*22%*	-	-	*40%*	-
No	**62**	9	52	*	27	33	2	58	3	-	*	62	-
	51%	*57%*	*49%*	*100%*	*42%*	*63%*	*31%*	*50%*	*68%*	-	*100%*	*51%*	-
I can't remember	**12**	2	10	-	7	4	1	10	1	-	-	10	1
	10%	*11%*	*10%*	-	*10%*	*8%*	*20%*	*9%*	*10%*	-	-	*9%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**123**	30	24	29	40	8	9	13	8	9	7	9	11	9	14	9	17
Weighted Base	**122***	27**	24**	24**	46**	5**	11**	11**	4**	13**	7**	7**	12**	5**	12**	9**	25**
Effective Base	**73**	16	16	14	27	3	6	7	4	8	5	5	5	4	9	5	14
Yes	**48**	3	6	14	26	2	-	1	2	1	3	5	6	3	7	5	14
	40%	*10%*	*26%*	*56%*	*56%*	*33%*	*-*	*11%*	*43%*	*10%*	*47%*	*73%*	*45%*	*57%*	*60%*	*51%*	*56%*
No	**62**	23	15	10	13	3	11	9	2	10	2	2	7	1	3	2	8
	51%	*85%*	*62%*	*41%*	*29%*	*67%*	*100%*	*78%*	*57%*	*79%*	*33%*	*24%*	*55%*	*32%*	*26%*	*26%*	*31%*
I can't remember	**12**	1	3	1	7	-	-	1	-	1	1	*	-	1	2	2	3
	10%	*4%*	*12%*	*3%*	*15%*	*-*	*-*	*11%*	*-*	*11%*	*21%*	*4%*	*-*	*11%*	*14%*	*23%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**47**	-	47	27	20	11	13	17	3	1	2	-	24	20	3	2	35	12	47
Weighted Base	**59***	-**	59*	37**	22**	17**	17**	18**	2**	1**	4**	-**	34**	20**	5**	4**	40**	19**	47*
Effective Base	**32**	-	32	21	11	9	10	10	2	1	1	-	19	12	2	1	22	9	47
Yes	**37**	-	37	27	10	12	14	10	-	-	*	-	26	10	*	*	27	10	27
	62%	-	*62%*	*73%*	*45%*	*71%*	*86%*	*57%*	-	-	*2%*	-	*78%*	*51%*	*2%*	*2%*	*67%*	*53%*	*57%*
No	**18**	-	18	9	10	2	2	8	2	1	4	-	4	10	5	4	11	7	16
	31%	-	*31%*	*24%*	*44%*	*13%*	*9%*	*43%*	*100%*	*100%*	*98%*	-	*11%*	*49%*	*98%*	*98%*	*28%*	*39%*	*34%*
I can't remember	**4**	-	4	1	2	3	1	-	-	-	-	-	4	-	-	-	2	2	4
	6%	-	*6%*	*3%*	*11%*	*16%*	*5%*	-	-	-	-	-	*11%*	-	-	-	*5%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**47**	19	11	9	8	30	17	36	10	7	8	6	12	11	26	7	37
Weighted Base	**59***	27**	16**	10**	7**	42**	17**	48**	9**	7**	10**	4**	12**	20**	26**	7**	47**
Effective Base	**32**	13	8	6	6	21	12	27	4	5	5	4	6	10	14	5	24
Yes	**37**	19	6	9	2	25	12	34	3	3	4	1	10	13	15	3	28
	62%	*72%*	*39%*	*98%*	*31%*	*60%*	*70%*	*71%*	*29%*	*47%*	*43%*	*20%*	*79%*	*66%*	*56%*	*47%*	*61%*
No	**18**	7	10	*	2	16	2	12	6	2	5	2	3	7	9	2	16
	31%	*25%*	*61%*	*1%*	*30%*	*38%*	*13%*	*25%*	*71%*	*30%*	*48%*	*50%*	*21%*	*34%*	*36%*	*30%*	*35%*
I can't remember	**4**	1	-	*	3	1	3	2	*	2	1	1	-	-	2	2	2
	6%	*3%*	-	*	*39%*	*2%*	*17%*	*4%*	*	*22%*	*8%*	*30%*	-	-	*8%*	*22%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**47**	37	10	3	32	7	6	2	4	2	4	4	3	2	8	2	3	1	6
Weighted Base	**59***	54**	5**	2**	54**	3**	2**	***	4**	4**	7**	5**	6**	3**	15**	5**	5**	***	3**
Effective Base	**32**	28	4	1	27	5	3	2	4	2	4	4	3	2	7	2	2	1	4
Yes	**37**	33	3	2	35	1	1	*	2	2	7	2	6	1	9	1	5	-	1
	62%	*62%*	*70%*	*89%*	*65%*	*21%*	*53%*	*34%*	*47%*	*40%*	*100%*	*30%*	*100%*	*53%*	*62%*	*23%*	*100%*	-	*22%*
No	**18**	18	*	*	16	2	1	*	1	2	-	4	-	1	4	4	-	*	1
	31%	*34%*	*5%*	*11%*	*30%*	*50%*	*47%*	*66%*	*19%*	*60%*	-	*70%*	-	*47%*	*28%*	*77%*	-	*100%*	*48%*
I can't remember	**4**	2	1	-	3	1	-	-	1	-	-	-	-	-	2	-	-	-	1
	6%	*4%*	*25%*	-	*5%*	*29%*	-	-	*34%*	-	-	-	-	-	*10%*	-	-	-	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**47**	25	14	4	3	-	39	3	21	14	9	1	1	35	2
Weighted Base	**59***	32**	19**	4**	2**	-**	51**	2**	25**	14**	17**	2**	***	38**	2**
Effective Base	**32**	19	8	3	2	-	26	2	15	9	7	1	1	23	1
Yes	**37**	24	10	2	1	-	34	1	14	10	11	2	*	24	2
	62%	*74%*	*52%*	*46%*	*62%*	-	*66%*	*62%*	*57%*	*73%*	*63%*	*100%*	*100%*	*63%*	*100%*
No	**18**	8	9	*	1	-	17	1	10	4	4	-	-	14	-
	31%	*26%*	*48%*	*6%*	*38%*	-	*34%*	*38%*	*43%*	*27%*	*25%*	-	-	*37%*	-
I can't remember	**4**	*	-	2	-	-	*	-	*	-	2	-	-	*	-
	6%	*	-	*48%*	-	-	*	-	*	-	*12%*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**47**	13	32	2	22	20	5	43	2	1	-	46	1
Weighted Base	**59***	19**	39**	1**	26**	29**	4**	52**	5**	1**	-**	57*	2**
Effective Base	**32**	11	20	1	16	13	4	28	2	1	-	31	1
Yes	**37**	16	21	1	18	17	2	32	5	-	-	37	-
	62%	*83%*	*52%*	*100%*	*69%*	*59%*	*48%*	*62%*	*100%*	-	-	*64%*	-
No	**18**	3	15	-	8	10	1	18	-	1	-	18	-
	31%	*17%*	*39%*	-	*31%*	*34%*	*16%*	*34%*	-	*100%*	-	*32%*	-
I can't remember	**4**	*	4	-	*	2	2	2	-	-	-	2	2
	6%	*	*9%*	-	*	*7%*	*36%*	*4%*	-	-	-	*4%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**47**	10	12	9	16	5	4	1	2	5	5	2	4	3	3	7	6
Weighted Base	**59***	8**	13**	20**	18**	4**	2**	2**	3**	6**	4**	3**	12**	4**	3**	8**	7**
Effective Base	**32**	7	9	7	13	4	2	1	2	5	3	1	4	2	3	5	5
Yes	**37**	4	8	11	14	3	1	-	2	4	3	3	6	2	2	7	6
	62%	*48%*	*65%*	*55%*	*76%*	*64%*	*51%*	*-*	*58%*	*64%*	*71%*	*100%*	*46%*	*47%*	*47%*	*84%*	*82%*
No	**18**	4	2	9	3	1	1	2	1	1	*	-	7	2	2	*	1
	31%	*52%*	*17%*	*45%*	*18%*	*36%*	*49%*	*100%*	*42%*	*12%*	*6%*	*-*	*54%*	*53%*	*53%*	*1%*	*18%*
I can't remember	**4**	-	2	-	1	-	-	-	-	2	1	-	-	-	-	1	-
	6%	*-*	*19%*	*-*	*7%*	*-*	*-*	*-*	*-*	*24%*	*23%*	*-*	*-*	*-*	*-*	*15%*	*-*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**37**	-	37	27	10	5	6	15	3	4	3	1	11	18	8	4	29	8	37
Weighted Base	**37***	-**	37**	29**	8**	5**	4**	22**	2**	2**	1**	***	9**	24**	3**	1**	30**	7**	37*
Effective Base	**24**	-	24	19	6	4	5	12	1	2	2	1	9	14	4	2	19	6	37
Yes	**26**	-	26	19	7	3	3	17	2	*	1	-	6	19	1	1	21	5	24
	70%	-	*70%*	*67%*	*82%*	*54%*	*68%*	*76%*	*95%*	*13%*	*100%*	-	*60%*	*78%*	*38%*	*93%*	*72%*	*66%*	*65%*
No	**6**	-	6	5	1	1	1	4	*	1	-	*	2	4	1	*	5	1	9
	16%	-	*16%*	*16%*	*18%*	*13%*	*21%*	*17%*	*5%*	*27%*	-	*100%*	*17%*	*16%*	*21%*	*7%*	*17%*	*13%*	*24%*
I can't remember	**5**	-	5	5	-	2	1	1	-	1	-	-	2	1	1	-	3	1	4
	13%	-	*13%*	*17%*	-	*33%*	*11%*	*7%*	-	*59%*	-	-	*23%*	*6%*	*41%*	-	*11%*	*20%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**37**	13	5	10	9	18	19	24	13	3	3	5	15	9	23	3	32
Weighted Base	**37***	15**	4**	11**	7**	19**	18**	29**	8**	1**	4**	4**	13**	12**	21**	1**	33**
Effective Base	**24**	11	3	6	6	13	11	18	7	1	3	2	9	8	14	1	21
Yes	**26**	12	2	8	4	14	12	24	2	*	2	3	8	10	13	*	23
	70%	*81%*	*46%*	*73%*	*58%*	*74%*	*66%*	*83%*	*23%*	*6%*	*40%*	*79%*	*63%*	*87%*	*62%*	*6%*	*71%*
No	**6**	2	2	1	*	4	2	4	2	*	1	1	3	2	4	*	6
	16%	*16%*	*54%*	*12%*	*6%*	*23%*	*10%*	*15%*	*22%*	*8%*	*17%*	*21%*	*22%*	*13%*	*21%*	*8%*	*18%*
I can't remember	**5**	1	-	2	3	1	4	1	4	1	2	-	2	-	4	1	4
	13%	*3%*	*-*	*15%*	*36%*	*3%*	*24%*	*2%*	*55%*	*86%*	*43%*	*-*	*15%*	*-*	*17%*	*86%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 331

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**37**	26	11	6	22	6	7	2	2	5	6	-	3	1	2	1	2	-	6
Weighted Base	**37***	32**	5**	3**	33**	2**	1**	1**	1**	8**	9**	-**	4**	1**	3**	3**	4**	-**	2**
Effective Base	**24**	22	3	1	20	4	4	1	2	5	6	-	3	1	2	1	2	-	4
Yes	**26**	23	3	3	24	1	*	1	1	6	6	-	1	1	2	3	4	-	1
	70%	*71%*	*66%*	*95%*	*73%*	*46%*	*39%*	*100%*	*60%*	*80%*	*66%*	-	*39%*	*100%*	*53%*	*100%*	*100%*	-	*46%*
No	**6**	6	*	*	5	1	*	-	1	2	2	-	1	-	-	-	-	-	1
	16%	*18%*	*5%*	*5%*	*14%*	*54%*	*15%*	-	*40%*	*20%*	*21%*	-	*17%*	-	-	-	-	-	*54%*
I can't remember	**5**	3	1	-	4	-	1	-	-	-	1	-	2	-	1	-	-	-	-
	13%	*11%*	*28%*	-	*13%*	-	*46%*	-	-	-	*13%*	-	*44%*	-	*47%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**37**	18	11	5	2	1	29	3	14	16	3	2	1	30	3
Weighted Base	**37***	17**	12**	6**	2**	***	29**	2**	10**	18**	4**	2**	3**	28**	4**
Effective Base	**24**	11	9	3	2	1	20	3	7	12	3	1	1	19	2
Yes	**26**	14	8	3	1	*	22	1	8	13	1	-	3	21	3
	70%	*84%*	*63%*	*50%*	*63%*	*100%*	*75%*	*70%*	*82%*	*73%*	*28%*	-	*100%*	*77%*	*64%*
No	**6**	3	2	*	1	-	5	1	1	5	-	*	-	6	*
	16%	*16%*	*20%*	*4%*	*37%*	-	*18%*	*30%*	*13%*	*27%*	-	*7%*	-	*21%*	*3%*
I can't remember	**5**	-	2	3	-	-	2	-	1	-	3	1	-	1	1
	13%	-	*18%*	*47%*	-	-	*7%*	-	*5%*	-	*72%*	*93%*	-	*2%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**37**	8	28	1	19	16	2	35	1	-	-	36	1
Weighted Base	**37***	11**	26**	***	17**	16**	3**	35**	1**	-**	-**	35**	1**
Effective Base	**24**	7	17	1	13	10	2	23	1	-	-	23	1
Yes	**26**	10	16	*	14	12	-	26	-	-	-	26	-
	70%	*95%*	*61%*	*100%*	*82%*	*71%*	-	*75%*	-	-	-	*73%*	-
No	**6**	1	6	-	2	4	-	5	1	-	-	6	-
	16%	*5%*	*21%*	-	*10%*	*26%*	-	*16%*	*100%*	-	-	*17%*	-
I can't remember	**5**	-	5	-	1	1	3	3	-	-	-	3	1
	13%	-	*18%*	-	*7%*	*3%*	*100%*	*10%*	-	-	-	*10%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**37**	5	12	8	12	1	1	3	3	2	7	3	2	3	5	2	5
Weighted Base	**37***	5**	8**	9**	14**	1**	1**	3**	1**	1**	6**	***	5**	4**	5**	3**	6**
Effective Base	**24**	5	6	4	10	1	1	3	2	1	4	3	2	2	4	2	4
Yes	**26**	3	4	9	10	-	1	2	-	1	3	*	5	4	5	2	4
	70%	*62%*	*47%*	*99%*	*68%*	-	*100%*	*62%*	-	*100%*	*47%*	*72%*	*100%*	*100%*	*84%*	*50%*	*64%*
No	**6**	1	3	*	2	1	-	-	1	-	2	*	-	-	1	-	2
	16%	*13%*	*36%*	*1%*	*17%*	*100%*	-	-	*100%*	-	*30%*	*28%*	-	-	*16%*	-	*27%*
I can't remember	**5**	1	1	-	2	-	-	1	-	-	1	-	-	-	-	2	1
	13%	*25%*	*18%*	-	*15%*	-	-	*38%*	-	-	*23%*	-	-	-	-	*50%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**339**	-	339	145	193	38	39	77	51	71	41	22	77	128	134	63	311	23	339
Weighted Base	**328**	-**	328	143*	183*	35**	44**	80*	56**	52**	36**	24**	79*	136*	112*	60**	288	36**	339
Effective Base	**169**	-	169	78	90	24	25	46	27	29	13	11	49	72	51	24	151	16	339
Yes	**151**	-	151	74	77	16	20	35	29	19	16	16	36	64	51	32	128	21	145
	46%	-	*46%*	*52%*	*42%*	*47%*	*45%*	*43%*	*51%*	*35%*	*45%*	*66%*	*46%*	*47%*	*45%*	*54%*	*45%*	*59%*	*43%*
No	**153**	-	153	62	91	16	23	39	22	28	17	8	39	60	53	25	135	15	173
	47%	-	*47%*	*43%*	*50%*	*46%*	*51%*	*48%*	*39%*	*54%*	*47%*	*34%*	*49%*	*44%*	*48%*	*42%*	*47%*	*41%*	*51%*
I can't remember	**24**	-	24	8	15	3	2	7	5	6	3	-	4	12	8	3	24	-	21
	7%	-	*7%*	*5%*	*8%*	*8%*	*3%*	*8%*	*9%*	*11%*	*7%*	-	*5%*	*9%*	*7%*	*4%*	*8%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**339**	103	103	54	79	206	133	188	147	37	43	80	95	60	218	37	283
Weighted Base	**328**	85*	95*	67*	80*	181*	147*	227	97*	38**	32**	92*	86*	56**	210	38**	270
Effective Base	**169**	36	52	36	48	86	84	105	67	25	21	43	43	29	106	25	136
Yes	**151**	42	46	38	24	88	62	109	40	17	10	42	30	39	82	17	124
	46%	*49%*	*48%*	***58%d***	*30%*	*49%*	*42%*	*48%*	*41%*	*47%*	*32%*	*45%*	*35%*	*69%*	*39%*	*47%*	*46%*
No	**153**	43	39	25	45	83	70	106	45	14	16	45	50	16	112	14	129
	47%	*51%*	*41%*	*38%*	*56%*	*46%*	*48%*	*47%*	*46%*	*36%*	*51%*	*49%*	*58%*	*29%*	*53%*	*36%*	*48%*
I can't remember	**24**	*	10	3	11	10	15	13	12	6	5	5	6	1	16	6	17
	7%	*	***10%a***	*5%*	***14%a***	*5%*	*10%*	*6%*	*12%*	*17%*	*17%*	*5%*	*7%*	*2%*	*8%*	*17%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**339**	200	139	63	154	92	60	33	11	17	21	19	20	12	17	24	13	14	78
Weighted Base	**328**	277	51**	18**	277	25*	18**	7**	9**	30**	38**	29**	35**	19**	40**	56**	22**	2**	23*
Effective Base	**169**	141	28	9	127	38	26	23	10	16	18	17	13	11	15	23	11	7	33
Yes	**151**	125	26	10	129	9	10	2	2	17	16	15	18	10	21	24	5	1	8
	46%	*45%*	*51%*	*55%*	*47%*	*38%*	*55%*	*29%*	*29%*	*57%*	*43%*	*50%*	*50%*	*55%*	*53%*	*44%*	*22%*	*59%*	*36%*
No	**153**	129	23	8	126	13	8	5	2	11	15	9	15	9	19	31	14	1	13
	47%	*47%*	*46%*	*42%*	*46%*	*54%*	*44%*	*71%*	*28%*	*38%*	*41%*	*32%*	*42%*	*45%*	*47%*	*56%*	*67%*	*30%*	*56%*
I can't remember	**24**	23	2	*	22	2	*	-	4	2	6	5	3	-	-	-	3	*	2
	7%	*8%*	*3%*	*3%*	*8%*	*9%*	*1%*	-	*43%*	*6%*	*16%*	*18%*	*8%*	-	-	-	*12%*	*11%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**339**	123	145	35	26	9	268	35	134	140	44	11	10	274	21
Weighted Base	**328**	114*	136*	45**	25**	7**	250	32**	123*	139*	45**	11**	9**	262	20**
Effective Base	**169**	61	66	22	16	5	127	21	62	70	27	6	5	132	11
Yes	**151**	58	66	12	12	2	124	15	53	73	21	3	1	126	4
	46%	*51%*	*48%*	*26%*	*49%*	*35%*	*50%*	*46%*	*43%*	*53%*	*46%*	*28%*	*10%*	*48%*	*19%*
No	**153**	48	64	26	10	3	112	14	57	59	22	8	7	116	15
	47%	*42%*	*47%*	*58%*	*42%*	*47%*	*45%*	*43%*	*46%*	*43%*	*48%*	*72%*	*78%*	*44%*	*75%*
I can't remember	**24**	8	6	7	2	1	14	3	14	6	3	-	1	20	1
	7%	*7%*	*5%*	*16%*	*9%*	*18%*	*6%*	*11%*	*11%*	*5%*	*6%*	-	*13%*	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**339**	33	300	6	116	205	18	332	2	2	1	336	2
Weighted Base	**328**	37**	289	2**	113*	200*	14**	322	2**	1**	1**	324	2**
Effective Base	**169**	21	146	3	66	97	8	165	2	1	1	167	2
Yes	**151**	17	132	2	44	100	7	149	-	1	-	151	-
	46%	*47%*	*46%*	*77%*	*39%*	*50%*	*47%*	*46%*	-	*100%*	-	*46%*	-
No	**153**	14	138	*	58	87	8	148	2	-	1	150	2
	47%	*39%*	*48%*	*23%*	*51%*	*43%*	*53%*	*46%*	*100%*	-	*100%*	*46%*	*100%*
I can't remember	**24**	5	19	-	11	14	-	24	-	-	-	24	-
	7%	*13%*	*7%*	-	*9%*	*7%*	-	*8%*	-	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**339**	83	88	86	82	27	25	31	37	19	32	26	26	34	24	27	31
Weighted Base	**328**	79*	85*	75*	88*	34**	19**	27**	34**	17**	33**	20**	17**	38**	23**	31**	35**
Effective Base	**169**	35	46	41	48	11	11	15	20	9	18	12	12	19	13	17	19
Yes	**151**	26	42	40	43	13	6	6	14	13	14	8	10	22	15	11	16
	46%	*32%*	*49%*	*53%*	*49%*	*39%*	*33%*	*23%*	*43%*	*78%*	*42%*	*39%*	*58%*	*58%*	*67%*	*38%*	*47%*
No	**153**	51	38	28	36	21	12	18	18	4	16	11	7	10	6	16	14
	47%	***64%cd***	*45%*	*38%*	*40%*	*61%*	*67%*	*67%*	*52%*	*22%*	*49%*	*56%*	*41%*	*26%*	*26%*	*52%*	*40%*
I can't remember	**24**	3	5	7	9	*	-	3	2	-	3	1	*	6	2	3	5
	7%	*4%*	*6%*	*9%*	*11%*	*	-	*10%*	*6%*	-	*9%*	*5%*	*1%*	*16%*	*7%*	*10%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**236**	-	236	103	133	35	33	65	31	42	24	6	68	96	72	30	216	15	236
Weighted Base	**234**	-**	234	103*	132*	37**	26**	63*	24**	43**	35**	7**	63*	86*	85*	43**	214	16**	236
Effective Base	**129**	-	129	61	68	23	21	38	16	26	12	2	43	54	37	14	116	10	236
Yes	**130**	-	130	60	70	16	16	39	16	24	13	7	32	55	43	20	117	9	125
	56%	-	*56%*	*58%*	*53%*	*43%*	*61%*	*62%*	*68%*	*56%*	*37%*	*92%*	*51%*	*64%*	*51%*	*46%*	*55%*	*57%*	*53%*
No	**96**	-	96	38	58	21	10	22	7	16	20	1	31	29	36	21	89	7	100
	41%	-	*41%*	*37%*	*44%*	*55%*	*38%*	*35%*	*32%*	*37%*	*57%*	*8%*	*48%*	*34%*	*43%*	*49%*	*42%*	*43%*	*42%*
I can't remember	**8**	-	8	5	3	*	*	2	-	3	2	-	1	2	5	2	8	-	11
	4%	-	*4%*	*5%*	*2%*	*1%*	*	*4%*	-	*8%*	*6%*	-	*1%*	*3%*	*6%*	*5%*	*4%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**236**	62	64	46	64	126	110	123	110	36	26	57	49	43	132	36	179
Weighted Base	**234**	65**	67*	49**	53*	132*	102*	149*	84*	32**	29**	65**	39**	50**	133*	32**	187*
Effective Base	**129**	27	39	28	44	63	70	71	61	23	18	30	24	25	70	23	98
Yes	**130**	37	36	27	29	73	57	84	44	18	17	33	15	33	66	18	100
	56%	*57%*	*54%*	*56%*	*55%*	*55%*	*56%*	*57%*	*52%*	*58%*	*59%*	*51%*	*39%*	*65%*	*49%*	*58%*	*54%*
No	**96**	28	28	20	20	56	40	63	33	10	12	27	24	17	63	10	82
	41%	*43%*	*42%*	*41%*	*37%*	*42%*	*39%*	*42%*	*40%*	*33%*	*41%*	*42%*	*61%*	*34%*	*47%*	*33%*	*44%*
I can't remember	**8**	*	3	1	4	3	5	2	7	3	*	4	*	*	4	3	5
	4%	*1%*	*4%*	*3%*	*7%*	*2%*	*5%*	*1%*	***8%g***	*9%*	*	*7%*	*	*1%*	*3%*	*9%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**236**	158	78	33	125	48	34	29	12	11	16	15	14	10	13	16	18	6	42
Weighted Base	**234**	198	36**	17**	202*	18**	9**	6**	11**	19**	26**	26**	23**	14**	21**	33**	30**	2**	16**
Effective Base	**129**	110	20	7	100	27	20	22	11	10	13	13	8	9	13	14	15	3	24
Yes	**130**	108	22	13	117	7	4	3	5	15	10	20	10	7	14	21	14	*	6
	56%	*55%*	*61%*	*72%*	*58%*	*36%*	*43%*	*45%*	*49%*	*80%*	*40%*	*77%*	*45%*	*54%*	*67%*	*62%*	*48%*	*5%*	*39%*
No	**96**	82	14	5	78	11	5	3	4	3	12	6	12	6	7	13	15	1	10
	41%	*41%*	*38%*	*27%*	*38%*	*60%*	*57%*	*47%*	*40%*	*15%*	*45%*	*23%*	*51%*	*46%*	*33%*	*38%*	*52%*	*58%*	*61%*
I can't remember	**8**	8	*	*	7	1	*	*	1	1	4	-	1	-	-	-	-	1	-
	4%	*4%*	*1%*	*1%*	*4%*	*3%*	*	*7%*	*11%*	*5%*	*16%*	-	*4%*	-	-	-	-	*37%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**236**	88	100	27	17	2	188	19	116	81	21	16	2	197	18
Weighted Base	**234**	87*	106*	29**	11**	1**	193	12**	115*	81*	21**	14**	3**	196	17**
Effective Base	**129**	50	54	16	9	1	104	10	67	39	14	10	1	106	10
Yes	**130**	49	57	15	8	*	106	9	74	37	12	7	*	111	7
	56%	*57%*	*54%*	*53%*	*77%*	*14%*	*55%*	*73%*	*64%*	*45%*	*55%*	*52%*	*4%*	*57%*	*43%*
No	**96**	35	47	11	2	1	82	3	36	43	8	6	3	79	9
	41%	*40%*	*45%*	*37%*	*22%*	*86%*	*42%*	*26%*	*31%*	**53%h**	*39%*	*41%*	*96%*	*40%*	*51%*
I can't remember	**8**	3	2	3	*	-	5	*	5	1	1	1	-	6	1
	4%	*4%*	*2%*	*10%*	*	-	*3%*	*	*4%*	*2%*	*6%*	*7%*	-	*3%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**236**	31	203	2	112	113	11	232	2	1	-	235	1
Weighted Base	**234**	27**	207	1**	97*	128*	9**	231	2**	***	-**	234	1**
Effective Base	**129**	17	112	2	66	60	7	127	2	1	-	129	1
Yes	**130**	19	111	-	57	67	6	127	2	-	-	130	1
	56%	*70%*	*54%*	-	*58%*	*53%*	*62%*	*55%*	*100%*	-	-	*55%*	*100%*
No	**96**	8	88	1	36	57	4	96	-	-	-	96	-
	41%	*29%*	*42%*	*100%*	*37%*	*44%*	*38%*	*42%*	-	-	-	*41%*	-
I can't remember	**8**	*	8	-	4	4	-	8	-	*	-	8	-
	4%	*1%*	*4%*	-	*5%*	*3%*	-	*4%*	-	*100%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**236**	63	59	48	66	23	16	24	23	18	18	16	14	18	23	23	20
Weighted Base	**234**	68*	52*	50**	65*	27**	14**	27**	23**	16**	13**	15**	13**	22**	26**	23**	16**
Effective Base	**129**	32	33	26	40	10	9	16	15	10	8	10	6	11	14	15	12
Yes	**130**	31	33	27	39	7	11	13	19	5	10	5	7	15	16	13	10
	56%	*46%*	*63%*	*55%*	*60%*	*27%*	*81%*	*47%*	*80%*	*30%*	*74%*	*35%*	*58%*	*67%*	*62%*	*56%*	*63%*
No	**96**	34	19	21	21	20	3	12	5	11	3	9	5	7	7	8	6
	41%	*51%*	*37%*	*43%*	*33%*	*73%*	*19%*	*44%*	*20%*	*70%*	*26%*	*58%*	*42%*	*33%*	*27%*	*37%*	*37%*
I can't remember	**8**	3	-	1	5	-	-	3	-	-	-	1	*	-	3	2	-
	4%	*4%*	-	*2%*	*7%*	-	-	*10%*	-	-	-	*6%*	*1%*	-	*11%*	*7%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**7**	-	7	5	2	-	-	1	2	-	3	1	-	3	4	4	7	-	7
Weighted Base	**5***	-**	5**	1**	4**	-**	-**	***	3**	-**	1**	***	-**	3**	1**	1**	5**	-**	7*
Effective Base	**2**	-	2	4	1	-	-	1	1	-	2	1	-	1	3	3	2	-	7
Yes	**4**	-	4	*	4	-	-	-	3	-	1	*	-	3	1	1	4	-	4
	86%	-	*86%*	*19%*	*100%*	-	-	-	*100%*	-	*57%*	*100%*	-	*96%*	*59%*	*59%*	*86%*	-	*57%*
No	**1**	-	1	1	-	-	-	-	-	-	1	-	-	-	1	1	1	-	2
	12%	-	*12%*	*67%*	-	-	-	-	-	-	*43%*	-	-	-	*41%*	*41%*	*12%*	-	*29%*
I can't remember	*	-	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	1
	3%	-	*3%*	*15%*	-	-	-	*100%*	-	-	-	-	-	*4%*	-	-	*3%*	-	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**7**	4	2	1	-	6	1	3	4	-	2	1	2	2	5	-	7
Weighted Base	**5***	1**	3**	***	-**	4**	***	3**	1**	-**	3**	***	1**	***	4**	-**	5**
Effective Base	**2**	2	1	1	-	2	1	1	2	-	1	1	1	1	2	-	2
Yes	**4**	1	3	-	-	4	-	3	1	-	3	-	1	*	4	-	4
	86%	*80%*	*91%*	-	-	*88%*	-	*91%*	*70%*	-	*96%*	-	*100%*	*19%*	*92%*	-	*86%*
No	**1**	*	*	-	-	1	-	*	*	-	-	*	-	*	*	-	1
	12%	*20%*	*9%*	-	-	*12%*	-	*9%*	*19%*	-	-	*100%*	-	*81%*	*5%*	-	*12%*
I can't remember	*	-	-	*	-	-	*	-	*	-	*	-	-	-	*	-	*
	3%	-	-	*100%*	-	-	*100%*	-	*11%*	-	*4%*	-	-	-	*3%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	7	4	3	2	1	2	1	3	-	-	-	-	-	-	1	-	-	1	1
Weighted Base	5*	4**	***	***	3**	***	***	1**	-**	-**	-**	-**	-**	-**	3**	-**	-**	***	***
Effective Base	2	2	3	2	1	2	1	2	-	-	-	-	-	-	1	-	-	1	1
Yes	4	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	-	*
	86%	*88%*	*56%*	*38%*	*100%*	*38%*	*100%*	*57%*	-	-	-	-	-	-	*100%*	-	-	-	*100%*
No	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	12%	*12%*	-	-	-	-	-	*43%*	-	-	-	-	-	-	-	-	-	-	-
I can't remember	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-	*44%*	*62%*	-	*62%*	-	-	-	-	-	-	-	-	-	-	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**7**	3	4	-	-	-	7	-	5	1	-	1	-	6	1
Weighted Base	**5***	4**	1**	-**	-**	-**	5**	-**	4**	***	-**	***	-**	4**	***
Effective Base	**2**	1	2	-	-	-	2	-	2	1	-	1	-	2	1
Yes	**4**	3	1	-	-	-	4	-	4	-	-	*	-	4	*
	86%	*88%*	*80%*	-	-	-	*86%*	-	*92%*	-	-	*100%*	-	*86%*	*100%*
No	**1**	*	*	-	-	-	1	-	*	*	-	-	-	1	-
	12%	*9%*	*20%*	-	-	-	*12%*	-	*5%*	*100%*	-	-	-	*12%*	-
I can't remember	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	3%	*3%*	-	-	-	-	*3%*	-	*3%*	-	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**7**	2	5	-	4	3	-	7	-	-	-	7	-
Weighted Base	**5***	1**	4**	-**	4**	***	-**	5**	-**	-**	-**	5**	-**
Effective Base	**2**	1	1	-	2	2	-	2	-	-	-	2	-
Yes	**4**	1	3	-	4	*	-	4	-	-	-	4	-
	86%	*86%*	*86%*	-	*92%*	*31%*	-	*86%*	-	-	-	*86%*	-
No	**1**	-	1	-	*	*	-	1	-	-	-	1	-
	12%	-	*14%*	-	*5%*	*69%*	-	*12%*	-	-	-	*12%*	-
I can't remember	*	*	-	-	*	-	-	*	-	-	-	*	-
	3%	*14%*	-	-	*3%*	-	-	*3%*	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**7**	-	2	3	2	-	-	-	-	2	-	1	1	1	-	-	2
Weighted Base	**5***	-**	4**	***	***	-**	-**	-**	-**	4**	-**	***	***	***	-**	-**	***
Effective Base	**2**	-	1	3	1	-	-	-	-	1	-	1	1	1	-	-	1
Yes	**4**	-	4	*	*	-	-	-	-	4	-	*	-	-	-	-	*
	86%	-	*100%*	*18%*	*19%*	-	-	-	-	*100%*	-	*100%*	-	-	-	-	*19%*
No	**1**	-	-	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	12%	-	-	*53%*	*81%*	-	-	-	-	-	-	-	-	*100%*	-	-	*81%*
I can't remember	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	3%	-	-	*29%*	-	-	-	-	-	-	-	-	*100%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Citipost	882	-	882	546	333	42	67	168	162	200	144	100	108	330	443	244	791	85	914
	17%	-	*17%*	22%d	*13%*	*6%*	10%e	17%ef	22%efg	22%efg	23%efg	19%ef	*8%*	19%kl	21%kl	21%kl	*17%*	*18%*	*18%*
Used Citipost to send	68	-	68	61	7	8	14	36	6	4	-	-	22	41	4	-	53	13	45
	1%	-	*1%*	2%d	*	*1%*	2%ijk	4%ehijk	*1%*	*	-	-	2%no	2%no	*	-	*1%*	3%p	*1%*
Used Citipost to receive	141	-	141	100	41	13	20	33	29	21	14	11	33	62	46	25	125	15	134
	3%	-	*3%*	4%d	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*
Net used	197	-	197	150	47	20	34	61	31	25	14	11	55	93	50	25	167	27	172
	4%	-	*4%*	6%d	*2%*	*3%*	5%ijk	6%eijk	*4%*	*3%*	*2%*	*2%*	4%no	5%no	*2%*	*2%*	*4%*	*6%*	*3%*
Lost mail	30	-	30	27	3	-	8	19	3	1	-	-	8	22	1	-	25	5	21
	1%	-	*1%*	1%d	*	-	1%eij	2%ehijk	*	*	-	-	1%n	1%no	*	-	*1%*	*1%*	*
Damaged mail	16	-	16	16	-	6	2	8	1	-	-	-	7	9	-	-	14	2	11
	*	-	*	1%d	-	1%i	*	1%i	*	-	-	-	1%n	1%n	-	-	*	*	*
Delayed mail	23	-	23	20	3	3	7	13	-	-	-	-	10	13	-	-	19	4	14
	*	-	*	1%d	*	*	1%hi	1%hij	-	-	-	-	1%no	1%no	-	-	*	*1%*	*
Mis-delivered mail	23	-	23	21	2	3	3	15	1	1	-	-	6	17	1	-	19	4	18
	*	-	*	1%d	*	*	*	2%hijk	*	*	-	-	*	1%no	*	-	*	*1%*	*
Mail that has been tampered with	20	-	20	16	4	4	1	14	-	1	-	-	5	14	1	-	16	3	13
	*	-	*	1%d	*	*1%*	*	1%fhijk	-	*	-	-	*	1%no	*	-	*	*1%*	*
Other problems	7	-	7	7	-	-	1	6	-	-	-	-	1	6	-	-	6	1	6
	*	-	*	*d	-	-	*	*1%*	-	-	-	-	*	*n	-	-	*	*	*
No - there have been no problems	132	-	132	93	40	9	18	27	29	24	14	11	28	56	49	25	111	19	126
	3%	-	*3%*	4%d	*2%*	*1%*	*3%*	*3%*	4%e	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*
Any problem experienced	65	-	65	57	7	11	16	34	3	1	-	-	27	37	1	-	56	8	46
	1%	-	*1%*	2%d	*	2%ijk	2%hijk	3%hijk	*	*	-	-	2%no	2%no	*	-	*1%*	*2%*	*1%*
Made a complaint about Citipost	52	-	52	46	6	9	10	29	3	1	-	-	20	31	1	-	44	8	34
	1%	-	*1%*	2%d	*	1%ijk	2%ijk	3%hijk	*	*	-	-	1%no	2%no	*	-	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Citipost	**882**	177	300	187	218	477	405	494	380	104	125	245	194	154	564	104	731
	17%	*17%*	*17%*	*17%*	*17%*	*17%*	*17%*	*16%*	**19%g**	*17%*	*18%*	*18%*	*16%*	*18%*	*17%*	*16%*	*17%*
Used Citipost to send	**68**	35	7	23	3	42	26	62	5	3	1	17	4	34	23	3	57
	1%	**3%bd**	*	**2%bd**	*	*1%*	*1%*	**2%h**	*	*1%*	*	*1%*	*	**4%ijkln**	*1%*	*1%*	*1%*
Used Citipost to receive	**141**	47	41	32	21	88	53	101	37	11	16	45	24	40	85	11	124
	3%	**4%bd**	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*3%*	*2%*	**5%iln**	*3%*	*2%*	*3%*
Net used	**197**	74	47	52	24	121	76	152	42	14	17	57	28	68	102	14	170
	4%	**7%bd**	*3%*	**5%bd**	*2%*	*4%*	*3%*	**5%h**	*2%*	*2%*	*2%*	*4%*	*2%*	**8%ijkln**	*3%*	*2%*	*4%*
Lost mail	**30**	13	3	14	1	16	14	30	-	1	2	8	4	13	15	1	28
	1%	**1%bd**	*	**1%bd**	*	*1%*	*1%*	**1%h**	-	*	*	*1%*	*	**2%iln**	*	*	*1%*
Damaged mail	**16**	13	*	4	-	13	4	16	*	-	*	2	1	13	4	-	16
	*	**1%bd**	*	*	-	*	*	**1%h**	*	-	*	*	*	**1%ijkln**	*	-	*
Delayed mail	**23**	14	-	9	-	14	9	23	-	3	2	6	-	12	8	3	20
	*	**1%bd**	-	**1%bd**	-	*	*	**1%h**	-	*	*	*	-	**1%ln**	*	*	*
Mis-delivered mail	**23**	15	-	7	1	15	7	21	2	1	2	6	2	13	9	1	22
	*	**1%bd**	-	**1%b**	*	*1%*	*	**1%h**	*	*	*	*	*	**1%klm**	*	*	*1%*
Mail that has been tampered with	**20**	9	2	8	1	11	8	19	1	4	1	5	-	10	6	4	15
	*	**1%bd**	*	**1%d**	*	*	*	**1%h**	*	**1%l**	*	*	-	**1%ln**	*	*1%*	*
Other problems	**7**	6	1	-	-	7	-	7	-	-	-	-	1	6	1	-	7
	*	**1%bd**	*	-	-	*	-	*	-	-	-	-	*	**1%kn**	*	-	*
No - there have been no problems	**132**	34	43	32	23	77	56	90	39	10	15	45	23	28	83	10	111
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*
Any problem experienced	**65**	40	5	19	1	45	20	62	3	4	2	11	6	40	19	4	59
	1%	**4%bcd**	*	**2%bd**	*	*2%*	*1%*	**2%h**	*	*1%*	*	*1%*	*	**5%ijkln**	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 335

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about Citipost	**52**	36	2	13	1	38	14	50	2	3	2	6	5	34	13	3	47
	1%	3%bcd	*	1%bd	*	1%f	*1%*	2%h	*	*1%*	*	*	*	4%ijkln	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Citipost	882	763	119	45	753	59	44	26	41	91	66	76	87	89	122	99	82	11	48
	17%	17%	16%	18%	17%e	13%	18%	18%	20%r	16%	15%	20%r	19%r	19%	18%	14%	19%	16%	13%
Used Citipost to send	68	59	9	6	63	3	1	1	7	11	4	4	2	7	21	5	3	-	3
	1%	1%	1%	2%	1%	1%	*	1%	3%jlopr	2%	1%	1%	*	2%	3%lor	1%	1%	-	1%
Used Citipost to receive	141	115	26	12	120	9	7	4	5	11	10	10	11	17	27	19	11	2	7
	3%	3%	4%	5%	3%	2%	3%	3%	3%	2%	2%	3%	3%	4%	4%	3%	2%	2%	2%
Net used	197	165	32	14	174	10	8	5	12	21	13	14	13	22	41	24	14	2	8
	4%	4%	4%	6%	4%	2%	3%	3%	6%r	4%	3%	4%	3%	5%	6%r	3%	3%	2%	2%
Lost mail	30	27	3	3	27	2	1	-	4	8	2	-	3	1	3	5	-	1	1
	1%	1%	*	1%	1%	*	*	-	2%kmpr	1%	*	-	1%	*	*	1%	-	1%p	*
Damaged mail	16	15	1	*	15	1	*	1	1	5	-	-	-	-	8	-	-	1	-
	*	*	*	*	*	*	*	1%	1%	1%	-	-	-	-	1%	-	-	1%jklmopr	-
Delayed mail	23	23	-	-	23	-	-	-	3	9	-	3	-	-	6	-	1	-	-
	*	1%	-	-	1%	-	-	-	2%jlmor	2%lmor	-	1%	-	-	1%	-	*	-	-
Mis-delivered mail	23	20	3	-	20	-	2	1	3	10	-	2	2	-	2	-	2	-	-
	*	*	*	-	*	-	1%	1%e	2%jmnor	2%jmor	-	*	*	-	*	-	*	-	-
Mail that has been tampered with	20	17	3	3	17	2	1	-	1	4	1	3	-	1	5	3	-	1	1
	*	*	*	1%	*	*	*	-	*	1%	*	1%	-	*	1%	*	-	1%lp	*
Other problems	7	7	-	-	7	-	-	-	1	2	-	-	2	-	-	-	2	-	-
	*	*	-	-	*	-	-	-	1%	*	-	-	*	-	-	-	1%	-	-
No - there have been no problems	132	106	26	11	115	7	6	4	4	7	10	10	10	21	25	19	10	1	6
	3%	2%	4%	5%	3%	2%	3%	3%	2%	1%	2%	3%	2%	4%i	4%	3%	2%	1%	2%
Any problem experienced	65	59	6	3	59	3	2	1	8	14	3	4	3	1	16	5	4	1	2
	1%	1%	1%	1%	1%	1%	1%	1%	4%jklmopr	2%m	1%	1%	1%	*	2%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 335

QI_2. Competitive landscape - Citipost

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Citipost	**52**	50	2	-	49	2	1	-	6	14	1	3	3	1	14	2	4	1	1
	1%	*1%*	*	-	*1%*	*	*	-	**3%jmor**	**2%jmor**	*	*1%*	*1%*	*	*2%*	*	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Citipost	**882**	395	305	115	46	19	700	64	372	317	134	36	20	689	56
	17%	***20%bdg***	*15%*	*16%*	*13%*	*15%*	*18%*	*14%*	*19%*	*16%*	*16%*	*14%*	*23%*	*17%*	*16%*
Used Citipost to send	**68**	29	21	12	4	3	50	6	32	17	9	2	8	49	10
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	***9%hijkm***	*1%*	***3%lm***
Used Citipost to receive	**141**	52	69	14	5	1	121	6	67	46	23	4	-	113	4
	3%	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*
Net used	**197**	75	87	22	9	4	162	13	91	63	29	6	8	154	14
	4%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*2%*	***9%ik***	*4%*	*4%*
Lost mail	**30**	16	6	9	-	-	21	-	16	8	1	-	5	24	5
	1%	*1%*	*	***1%b***	-	-	*1%*	-	*1%*	*	*	-	***6%hijkm***	*1%*	***2%ij***
Damaged mail	**16**	14	3	-	-	-	16	-	13	2	2	-	-	15	-
	*	***1%b***	*	-	-	-	*	-	***1%l***	*	*	-	-	*	-
Delayed mail	**23**	9	11	-	3	-	20	3	12	3	5	-	3	15	3
	*	*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	***3%hikm***	*	*1%*
Mis-delivered mail	**23**	15	6	-	-	2	21	2	14	6	1	2	-	20	2
	*	*1%*	*	-	-	***1%c***	*1%*	*	*1%*	*	*	*1%*	-	*1%*	*1%*
Mail that has been tampered with	**20**	8	4	3	5	-	12	5	6	3	5	-	5	9	5
	*	*	*	*	***1%bl***	-	*	*1%*	*	*	*1%*	-	***6%hijkm***	*	***2%him***
Other problems	**7**	5	2	-	-	-	7	-	6	1	-	-	-	7	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
No - there have been no problems	**132**	43	70	14	4	2	113	6	57	49	22	5	-	106	5
	3%	*2%*	*4%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*
Any problem experienced	**65**	33	17	9	5	2	49	6	34	14	7	2	8	48	10
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%i***	*1%*	*1%*	*1%*	***9%hijkmn***	*1%*	***3%l***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about Citipost	**52**	31	11	4	4	2	42	6	28	12	5	2	5	40	7
	1%	***2%b***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***6%hijkm***	*1%*	***2%i***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Citipost	**882**	82	785	14	298	541	43	875	3	3	-	880	2
	17%	*21%*	*17%*	*14%*	**19%e**	*16%*	*14%*	**17%h**	*4%*	*10%*	-	**17%h**	*7%*
Used Citipost to send	**68**	17	51	-	33	29	6	65	2	-	-	67	1
	1%	**4%b**	*1%*	-	**2%e**	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	*2%*
Used Citipost to receive	**141**	19	118	4	55	78	8	140	-	1	-	141	-
	3%	**5%b**	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	-	*4%*	-	*3%*	-
Net used	**197**	34	159	4	83	101	13	193	2	1	-	196	1
	4%	**9%b**	*3%*	*4%*	**5%e**	*3%*	*4%*	*4%*	*4%*	*4%*	-	*4%*	*2%*
Lost mail	**30**	7	22	1	21	7	2	29	1	-	-	30	-
	1%	**2%b**	*	*1%*	**1%e**	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Damaged mail	**16**	9	8	-	12	4	-	15	1	-	-	16	-
	*	**2%b**	*	-	**1%e**	*	-	*	*2%*	-	-	*	-
Delayed mail	**23**	8	15	-	19	4	-	23	-	-	-	23	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Mis-delivered mail	**23**	7	15	1	15	6	2	22	1	-	-	23	-
	*	**2%b**	*	*1%*	**1%e**	*	*	*	*2%*	-	-	*	-
Mail that has been tampered with	**20**	7	12	1	14	5	1	20	-	-	-	20	-
	*	**2%b**	*	*1%*	**1%e**	*	*	*	-	-	-	*	-
Other problems	**7**	4	4	-	6	1	-	7	-	-	-	7	-
	*	**1%b**	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	**132**	11	118	3	40	84	9	130	1	1	-	132	1
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	-	*3%*	*2%*
Any problem experienced	**65**	23	41	1	43	17	4	63	1	-	-	65	-
	1%	**6%b**	*1%*	*1%*	**3%e**	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Citipost	**52**	23	28	1	43	7	2	50	1	-	-	52	-
	1%	***6%b***	*1%*	*1%*	***3%e***	*	*1%*	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 335

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Citipost	**882**	192	229	251	211	53	62	77	92	78	59	91	74	85	66	60	85
	17%	*15%*	*18%*	**19%a**	*16%*	*13%*	*14%*	*18%*	**21%efjo**	*19%*	*13%*	**21%ejo**	*18%*	*19%*	*15%*	*13%*	**21%efjo**
Used Citipost to send	**68**	11	4	23	29	2	3	7	1	1	3	2	16	6	7	8	14
	1%	*1%*	*	**2%b**	**2%ab**	*	*1%*	*2%*	*	*	*1%*	*	**4%efhijk**	*1%*	*2%*	*2%*	**4%efhijk**
Used Citipost to receive	**141**	28	41	36	36	8	9	10	17	11	13	10	11	15	13	7	16
	3%	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*
Net used	**197**	39	45	56	58	10	12	17	18	11	15	11	24	21	18	15	25
	4%	*3%*	*3%*	*4%*	*4%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*6%*	*5%*	*4%*	*3%*	**6%e**
Lost mail	**30**	4	3	12	11	2	-	2	-	-	3	3	6	3	4	2	6
	1%	*	*	*1%*	*1%*	*	-	*1%*	-	-	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
Damaged mail	**16**	*	-	7	9	*	-	-	-	-	-	-	2	5	3	-	6
	*	*	-	**1%b**	**1%ab**	*	-	-	-	-	-	-	*1%*	*1%*	*1%*	-	**1%fhjo**
Delayed mail	**23**	1	3	10	9	-	-	1	-	-	3	1	2	7	2	3	4
	*	*	*	**1%a**	**1%a**	-	-	*	-	-	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Mis-delivered mail	**23**	2	2	5	15	-	-	2	-	1	1	1	2	2	2	3	9
	*	*	*	*	**1%ab**	-	-	*	-	*	*	*	*1%*	*	*1%*	*1%*	**2%efhijk**
Mail that has been tampered with	**20**	1	-	11	7	-	1	-	-	-	-	1	5	6	5	2	1
	*	*	-	**1%ab**	**1%b**	-	*	-	-	-	-	*	*1%*	*1%*	*1%*	*	*
Other problems	**7**	-	1	2	4	-	-	-	-	-	1	-	-	2	2	-	3
	*	-	*	*	*	-	-	-	-	-	*	-	-	*	*	-	*1%*
No - there have been no problems	**132**	31	40	33	28	8	11	12	18	11	11	8	17	8	11	8	9
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*
Any problem experienced	**65**	7	5	23	29	2	1	5	-	1	4	4	6	13	7	6	15
	1%	*1%*	*	**2%ab**	**2%ab**	*	*	*1%*	-	*	*1%*	*1%*	*2%*	**3%efhi**	**2%h**	*1%*	**4%efghijk**
Made a complaint about Citipost	**52**	5	4	17	25	2	1	2	-	-	4	2	3	12	4	6	15
	1%	*	*	**1%b**	**2%ab**	*	*	*1%*	-	-	*1%*	*	*1%*	**3%efhik**	*1%*	*1%*	**4%efghijkln**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Collect + (Collect Plus)	1449	-	1449	565	880	154	213	352	247	244	143	97	366	600	483	240	1293	146	1438
	28%	-	*28%*	*23%*	**33%c**	*22%*	**33%eijk**	**35%eijk**	**34%eijk**	**26%k**	*23%*	*18%*	**27%no**	**35%no**	*23%*	*21%*	*28%*	*30%*	*28%*
Used Collect + (Collect Plus) to send	332	-	332	124	208	51	50	96	41	47	28	18	101	137	93	46	295	33	354
	6%	-	*6%*	*5%*	**8%c**	**7%k**	**8%k**	**9%hijk**	*6%*	*5%*	*4%*	*3%*	**8%no**	**8%no**	*4%*	*4%*	*6%*	*7%*	*7%*
Used Collect + (Collect Plus) to receive	416	-	416	143	272	55	73	113	81	59	20	15	127	194	94	35	358	56	435
	8%	-	*8%*	*6%*	**10%c**	**8%jk**	**11%ijk**	**11%ijk**	**11%ijk**	**6%jk**	*3%*	*3%*	**9%no**	**11%no**	*5%*	*3%*	*8%*	**12%p**	*8%*
Net used	633	-	633	235	398	86	104	177	103	91	44	29	191	280	163	72	550	79	659
	12%	-	*12%*	*9%*	**15%c**	**13%jk**	**16%ijk**	**17%eijk**	**14%ijk**	**10%k**	*7%*	*5%*	**14%no**	**16%no**	*8%*	*6%*	*12%*	**16%p**	*13%*
Lost mail	26	-	26	20	6	9	10	7	*	1	-	-	18	7	1	-	18	8	19
	1%	-	*1%*	**1%d**	*	**1%hij**	**1%hijk**	*1%*	*	*	-	-	**1%mno**	*	*	-	*	**2%p**	*
Damaged mail	18	-	18	15	3	4	2	10	2	-	-	-	6	12	-	-	13	6	15
	*	-	*	**1%d**	*	*1%*	*	**1%i**	*	-	-	-	*n	**1%no**	-	-	*	**1%p**	*
Delayed mail	43	-	43	29	14	15	10	18	*	-	-	-	24	19	-	-	31	12	38
	1%	-	*1%*	*1%*	*1%*	**2%hijk**	**1%hijk**	**2%hijk**	*	-	-	-	**2%no**	**1%no**	-	-	*1%*	**2%p**	*1%*
Mis-delivered mail	13	-	13	11	2	1	5	7	*	-	-	-	6	7	-	-	9	3	15
	*	-	*	*d	*	*	*1%*	*1%*	*	-	-	-	*n	*n	-	-	*	*1%*	*
Mail that has been tampered with	35	-	35	23	12	12	7	12	4	-	-	-	19	16	-	-	23	12	23
	1%	-	*1%*	*1%*	*	**2%ijk**	**1%i**	**1%ij**	*1%*	-	-	-	**1%no**	**1%no**	-	-	*	**3%p**	*
Other problems	16	-	16	8	8	-	5	6	2	1	1	-	5	8	3	1	11	5	16
	*	-	*	*	*	-	*1%*	*1%*	*	*	*	-	*	*	*	*	*	**1%p**	*
No - there have been no problems	536	-	536	173	363	53	76	150	97	89	42	29	129	247	160	71	476	55	577
	10%	-	*10%*	*7%*	**14%c**	*8%*	**12%jk**	**15%eijk**	**13%ejk**	**10%k**	*7%*	*5%*	**10%o**	**14%no**	*8%*	*6%*	*10%*	*12%*	*11%*
Any problem experienced	98	-	98	63	35	33	29	27	6	2	1	-	62	33	3	1	74	24	82
	2%	-	*2%*	**2%d**	*1%*	**5%hijk**	**4%hijk**	**3%ijk**	*1%*	*	*	-	**5%mno**	**2%no**	*	*	*2%*	**5%p**	*2%*
Made a complaint about Collect + (Collect Plus)	58	-	58	49	10	16	18	19	5	1	-	-	34	24	1	-	47	11	45
	1%	-	*1%*	**2%d**	*	**2%ijk**	**3%hijk**	**2%ijk**	*1%*	*	-	-	**3%no**	**1%no**	*	-	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Collect + (Collect Plus)	**1449**	234	487	338	391	721	728	917	520	172	184	411	390	212	986	173	1218
	28%	*22%*	**28%a**	**30%a**	**31%a**	*26%*	**31%e**	**30%h**	*26%*	*27%*	*27%*	**30%m**	**32%m**	*24%*	**30%m**	*27%*	*29%*
Used Collect + (Collect Plus) to send	**332**	88	102	89	53	189	142	223	105	33	36	87	94	64	216	33	281
	6%	**8%bd**	*6%*	**8%d**	*4%*	*7%*	*6%*	**7%h**	*5%*	*5%*	*5%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*
Used Collect + (Collect Plus) to receive	**416**	84	159	79	94	242	173	295	117	42	38	99	139	80	276	42	364
	8%	*8%*	*9%*	*7%*	*7%*	*9%*	*7%*	**10%h**	*6%*	*7%*	*5%*	*7%*	**12%ijkn**	**9%j**	**8%j**	*7%*	*9%*
Net used	**633**	144	218	149	124	361	272	442	186	58	60	165	197	124	422	58	553
	12%	**14%d**	*12%*	**13%d**	*10%*	*13%*	*11%*	**14%h**	*9%*	*9%*	*9%*	*12%*	**16%ijkn**	**14%ij**	**13%ij**	*9%*	**13%o**
Lost mail	**26**	14	4	6	2	18	8	24	2	1	-	9	8	8	17	1	25
	1%	**1%bd**	*	*1%*	*	*1%*	*	**1%h**	*	*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*
Damaged mail	**18**	6	5	4	2	12	7	17	1	3	-	7	3	6	10	3	16
	*	*1%*	*	*	*	*	*	**1%h**	*	*	-	*	*	*1%*	*	*	*
Delayed mail	**43**	19	8	9	7	27	16	38	5	2	2	11	14	15	26	2	41
	1%	**2%bd**	*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	*2%*	*1%*	*	*1%*
Mis-delivered mail	**13**	7	2	3	*	9	3	11	1	*	1	3	3	5	7	*	12
	*	**1%d**	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
Mail that has been tampered with	**35**	19	10	5	2	28	7	32	3	4	*	7	12	12	19	4	31
	1%	**2%bcd**	*1%*	*	*	**1%f**	*	**1%h**	*	*1%*	*	*	*1%*	**1%j**	*1%*	*1%*	*1%*
Other problems	**16**	1	4	4	7	5	11	11	5	*	3	7	4	2	14	*	15
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	*	*	*	*	*
No - there have been no problems	**536**	100	191	138	107	291	244	359	171	49	54	144	165	93	364	49	464
	10%	*10%*	*11%*	**12%d**	*8%*	*10%*	*10%*	**12%h**	*9%*	*8%*	*8%*	*10%*	**14%ij**	*11%*	*11%*	*8%*	*11%*
Any problem experienced	**98**	44	26	11	17	70	28	83	15	8	5	21	32	31	58	8	89
	2%	**4%bcd**	*2%*	*1%*	*1%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*1%*	*2%*	**3%j**	**4%ijkn**	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about Collect + (Collect Plus)	**58**	37	11	6	5	48	11	55	3	3	1	10	18	27	28	3	55
	1%	***4%bcd***	*1%*	*1%*	*	***2%f***	*	***2%h***	*	*1%*	*	*1%*	***1%j***	***3%ijkn***	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Collect + (Collect Plus)	1449	1266	183	68	1231	115	63	40	72	165	111	120	141	151	185	186	101	20	95
	28%	29%	25%	27%	29%	26%	25%	27%	35%jopr	29%	26%	32%p	31%p	32%p	27%	26%	23%	29%	25%
Used Collect + (Collect Plus) to send	332	295	36	9	270	33	16	13	15	27	17	11	31	37	57	53	23	6	27
	6%	7%	5%	4%	6%	8%	6%	9%	7%k	5%	4%	3%	7%k	8%k	8%jk	7%k	5%	9%k	7%k
Used Collect + (Collect Plus) to receive	416	357	59	18	345	35	20	16	25	32	26	34	45	35	64	47	37	5	30
	8%	8%	8%	7%	8%	8%	8%	11%	12%ijo	6%	6%	9%	10%	7%	9%	7%	8%	8%	8%
Net used	633	552	82	23	523	59	31	21	36	49	33	43	60	64	105	83	49	11	48
	12%	12%	11%	9%	12%	13%	12%	15%	17%ijp	9%	8%	12%	13%j	14%j	15%ij	12%	11%	16%j	13%j
Lost mail	26	26	*	*	24	1	1	1	1	4	-	-	2	2	13	2	-	1	-
	1%	1%	*	*	1%	*	*	*	1%	1%	-	-	*	*	2%jpr	*	-	1%jpr	-
Damaged mail	18	18	*	*	16	1	1	*	1	4	-	1	4	-	4	3	-	1	-
	*	*	*	*	*	*	*	*	*	1%	-	*	1%	-	1%	*	-	1%jmpr	-
Delayed mail	43	41	2	*	36	3	2	2	1	5	4	1	8	1	10	7	-	-	3
	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	*	2%p	*	1%	1%	-	-	1%
Mis-delivered mail	13	12	*	-	9	2	1	1	2	2	2	1	-	-	2	-	-	-	2
	*	*	*	-	*	*	*	1%	1%lmop	*	*	*	-	-	*	-	-	-	1%
Mail that has been tampered with	35	31	5	3	33	1	1	*	1	4	-	3	7	-	14	3	-	-	1
	1%	1%	1%	1%	1%	*	*	*	1%	1%	-	1%	1%	-	2%jmp	*	-	-	*
Other problems	16	13	3	-	13	*	2	1	-	5	-	1	-	3	1	2	-	*	*
	*	*	*	-	*	*	1%o	*	-	1%	-	*	-	1%	*	*	-	*	*
No - there have been no problems	536	462	73	20	440	52	24	19	31	39	29	37	51	58	75	71	49	10	42
	10%	10%	10%	8%	10%	12%	10%	13%	15%ij	7%	7%	10%	11%	12%ij	11%	10%	11%	15%ij	11%
Any problem experienced	98	89	8	3	82	6	7	2	5	10	4	6	9	6	30	12	-	1	6
	2%	2%	1%	1%	2%	1%	3%	2%	2%p	2%p	1%	2%p	2%p	1%	4%jmpr	2%	-	1%p	1%p

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 336

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Collect + (Collect Plus)	**58**	54	5	3	52	3	3	1	5	7	-	4	5	3	23	5	-	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jp**	*1%*	-	*1%*	*1%*	*1%*	**3%jmopr**	*1%*	-	**1%jp**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Collect + (Collect Plus)	**1449**	572	516	213	92	45	1088	137	594	559	208	58	18	1153	76
	28%	*29%*	*26%*	*29%*	*27%*	*36%*	*28%*	*30%*	**30%n**	*28%*	*25%*	*23%*	*21%*	**29%n**	*22%*
Used Collect + (Collect Plus) to send	**332**	140	126	30	23	7	267	30	156	127	34	10	3	283	13
	6%	**7%c**	*6%*	*4%*	*7%*	*6%*	**7%c**	*6%*	**8%jn**	*6%*	*4%*	*4%*	*4%*	**7%j**	*4%*
Used Collect + (Collect Plus) to receive	**416**	153	167	50	22	20	319	43	181	167	52	13	3	348	16
	8%	*8%*	*8%*	*7%*	*7%*	**17%abcdf**	*8%*	*9%*	**9%n**	*8%*	*6%*	*5%*	*4%*	**9%n**	*5%*
Net used	**633**	243	253	73	38	22	496	59	270	257	80	20	5	527	25
	12%	*12%*	*13%*	*10%*	*11%*	*18%*	*13%*	*13%*	**14%jn**	**13%n**	*10%*	*8%*	*5%*	**13%jn**	*7%*
Lost mail	**26**	13	11	2	*	-	24	*	14	10	2	-	*	24	*
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*	*	-	*	*1%*	*
Damaged mail	**18**	9	9	*	*	-	18	*	11	3	4	-	*	14	*
	*	*	*	*	*	-	*	*	*1%*	*	*1%*	-	*	*	*
Delayed mail	**43**	21	16	4	2	*	37	2	16	22	2	2	*	38	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Mis-delivered mail	**13**	9	4	-	*	-	13	*	5	5	3	-	*	10	*
	*	*	*	-	*	-	*	*	*	*	*	-	*	*	*
Mail that has been tampered with	**35**	15	14	2	*	3	30	3	20	9	6	*	*	28	1
	1%	*1%*	*1%*	*	*	**2%d**	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*
Other problems	**16**	7	2	5	1	-	9	1	6	6	2	1	*	12	2
	*	*	*	**1%b**	*	-	*	*	*	*	*	*1%*	*	*	*
No - there have been no problems	**536**	196	216	66	34	19	412	53	225	219	68	19	4	444	23
	10%	*10%*	*11%*	*9%*	*10%*	*15%*	*10%*	*11%*	**11%n**	*11%*	*8%*	*7%*	*5%*	**11%n**	*7%*
Any problem experienced	**98**	47	37	7	3	3	84	6	45	38	12	2	*	84	2
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about Collect + (Collect Plus)	**58**	36	16	4	1	1	52	2	35	19	4	-	*	55	*
	1%	***2%b***	*1%*	*1%*	*	*1%*	*1%*	*	***2%j***	*1%*	*	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Collect + (Collect Plus)	**1449**	109	1316	24	471	921	57	1431	13	1	*	1444	5
	28%	*29%*	*28%*	*24%*	**31%f**	**28%f**	*18%*	*28%*	*19%*	*2%*	*2%*	*28%*	*16%*
Used Collect + (Collect Plus) to send	**332**	36	293	3	114	204	14	327	3	-	-	330	1
	6%	*9%*	*6%*	*3%*	*7%*	*6%*	*5%*	*7%*	*5%*	-	-	*6%*	*5%*
Used Collect + (Collect Plus) to receive	**416**	31	381	4	122	271	23	409	6	-	*	416	-
	8%	*8%*	*8%*	*4%*	*8%*	*8%*	*7%*	*8%*	*10%*	-	*1%*	*8%*	-
Net used	**633**	57	569	7	205	396	32	623	9	-	*	632	1
	12%	*15%*	*12%*	*7%*	*13%*	*12%*	*10%*	*12%*	*14%*	-	*1%*	*12%*	*5%*
Lost mail	**26**	6	20	-	16	6	4	26	-	-	-	26	-
	1%	**2%b**	*	-	**1%e**	*	**1%e**	*1%*	-	-	-	*1%*	-
Damaged mail	**18**	2	16	-	14	5	-	17	2	-	-	18	-
	*	*1%*	*	-	**1%e**	*	-	*	**2%gk**	-	-	*	-
Delayed mail	**43**	11	32	-	25	10	8	38	4	-	-	42	1
	1%	**3%b**	*1%*	-	**2%e**	*	**3%e**	*1%*	**6%gk**	-	-	*1%*	*5%*
Mis-delivered mail	**13**	4	9	1	9	3	1	13	-	-	-	13	-
	*	**1%b**	*	*1%*	**1%e**	*	*	*	-	-	-	*	-
Mail that has been tampered with	**35**	7	26	3	22	10	3	32	3	-	-	35	-
	1%	**2%b**	*1%*	**3%b**	**1%e**	*	*1%*	*1%*	**5%gk**	-	-	*1%*	-
Other problems	**16**	2	14	1	9	4	4	14	-	-	-	14	1
	*	*	*	*1%*	**1%e**	*	**1%e**	*	-	-	-	*	*5%*
No - there have been no problems	**536**	34	498	4	145	373	18	534	2	-	*	536	-
	10%	*9%*	*11%*	*4%*	*9%*	**11%f**	*6%*	*11%*	*3%*	-	*1%*	*10%*	-
Any problem experienced	**98**	23	71	3	60	23	14	89	7	-	-	96	1
	2%	**6%b**	*2%*	*3%*	**4%e**	*1%*	**5%e**	*2%*	**11%gk**	-	-	*2%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Collect + (Collect Plus)	**58**	14	42	3	40	12	7	56	2	-	-	58	-
	1%	***4%b***	*1%*	*3%*	***3%e***	*	***2%e***	*1%*	*4%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Collect + (Collect Plus)	1449 28%	361 28%	356 28%	380 29%	352 27%	130 31%	133 30%	99 23%	132 31%	107 26%	117 26%	116 27%	123 30%	140 32%g	127 30%	111 24%	115 29%
Used Collect + (Collect Plus) to send	332 6%	75 6%	100 8%	81 6%	75 6%	26 6%	31 7%	18 4%	38 9%g	24 6%	37 8%	22 5%	28 7%	31 7%	29 7%	26 6%	20 5%
Used Collect + (Collect Plus) to receive	416 8%	107 8%	112 9%	88 7%	109 8%	30 7%	44 10%	33 8%	50 12%l	30 7%	32 7%	33 8%	26 6%	28 6%	30 7%	41 9%	38 10%
Net used	633 12%	150 12%	178 14%	145 11%	160 12%	43 10%	63 15%	44 10%	72 17%eg	49 12%	57 13%	48 11%	47 11%	50 11%	54 12%	57 12%	49 12%
Lost mail	26 1%	* *	6 *	14 1%a	6 *	- -	* *	* *	4 1%	- -	2 1%	4 1%	5 1%	5 1%	4 1%	- -	2 *
Damaged mail	18 *	2 *	2 *	6 *	7 1%	1 *	2 *	* *	2 1%	- -	- -	- -	4 1%	2 *	5 1%	- -	2 1%
Delayed mail	43 1%	7 1%	9 1%	11 1%	15 1%	4 1%	* *	3 1%	3 1%	2 *	4 1%	2 *	5 1%	4 1%	11 2%fo	1 *	4 1%
Mis-delivered mail	13 *	2 *	1 *	5 *	5 *	- -	1 *	* *	- -	- -	1 *	1 *	2 1%	2 *	3 1%	- -	2 *
Mail that has been tampered with	35 1%	1 *	9 1%	12 1%a	12 1%a	- -	1 *	* *	4 1%	2 *	4 1%	3 1%	7 2%	2 1%	5 1%	2 *	5 1%
Other problems	16 *	5 *	2 *	4 *	6 *	* *	1 *	3 1%	- -	* *	1 *	1 *	2 1%	- -	2 *	2 *	2 1%
No - there have been no problems	536 10%	136 11%	155 12%	118 9%	127 10%	39 9%	59 14%	37 9%	62 14%np	47 11%	46 10%	40 9%	38 9%	40 9%	37 9%	55 12%	34 9%
Any problem experienced	98 2%	15 1%	23 2%	26 2%	33 3%a	4 1%	4 1%	7 2%	10 2%	2 1%	11 2%	8 2%	9 2%	10 2%	16 4%efio	2 1%	14 4%fio
Made a complaint about Collect + (Collect Plus)	58 1%	3 *	13 1%	19 1%a	23 2%a	1 *	2 *	1 *	3 1%	2 *	8 2%	5 1%	7 2%	7 2%	12 3%efgio	2 *	10 2%efg

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of DHL	4132	-	4132	1979	2142	372	433	775	612	852	590	498	805	1387	1940	1088	3773	330	4218
	80%	-	80%	79%	81%	54%	66%e	76%ef	85%efg	92%efgh	93%efgh	95%efgh	60%	80%l	93%lm	94%lm	81%q	69%	82%
Used DHL to send	361	-	361	252	109	63	65	112	63	34	9	16	128	174	59	24	283	74	306
	7%	-	7%	10%d	4%	9%ijk	10%ijk	11%ijk	9%ijk	4%j	1%	3%	10%no	10%no	3%	2%	6%	15%p	6%
Used DHL to receive	2178	-	2178	1028	1144	214	248	409	325	488	285	209	462	735	981	494	1989	179	2379
	42%	-	42%	41%	43%	31%	38%	40%e	45%ef	53%efghjk	45%e	40%e	34%	42%l	47%lm	43%l	43%	37%	46%
Net used	2387	-	2387	1180	1201	248	287	476	366	502	290	217	536	842	1009	506	2156	220	2533
	46%	-	46%	47%	46%	36%	44%e	47%e	51%ek	54%efgjk	46%e	41%	40%	49%l	48%l	44%	47%	46%	49%
Lost mail	54	-	54	44	10	11	6	22	8	1	*	6	17	30	7	6	44	10	48
	1%	-	1%	2%d	*	2%ij	1%	2%ij	1%l	*	*	1%l	1%n	2%no	*	1%	1%	2%	1%
Damaged mail	66	-	66	45	20	11	11	23	14	6	1	*	21	37	7	2	63	2	67
	1%	-	1%	2%d	1%	2%k	2%k	2%ijk	2%jk	1%	*	*	2%no	2%no	*	*	1%	*	1%
Delayed mail	95	-	95	59	36	21	10	29	14	9	3	8	31	44	20	11	83	12	97
	2%	-	2%	2%	1%	3%ij	2%	3%ij	2%	1%	1%	1%	2%n	3%no	1%	1%	2%	2%	2%
Mis-delivered mail	54	-	54	42	12	10	8	21	3	4	8	-	18	24	12	8	47	8	53
	1%	-	1%	2%d	*	1%k	1%	2%hik	*	*	1%	-	1%	1%	1%	1%	1%	2%	1%
Mail that has been tampered with	41	-	41	35	6	9	5	19	4	3	*	-	14	23	3	*	32	8	31
	1%	-	1%	1%d	*	1%k	1%	2%ijk	1%	*	*	-	1%no	1%no	*	*	1%	2%	1%
Other problems	34	-	34	27	7	10	3	9	3	6	*	3	13	13	9	3	33	1	32
	1%	-	1%	1%d	*	1%j	*	1%	*	1%	*	1%	1%	1%	*	*	1%	*	1%
No - there have been no problems	2140	-	2140	1010	1125	187	256	404	333	480	277	203	443	737	960	480	1938	192	2293
	42%	-	42%	40%	43%	27%	39%e	40%e	46%efgk	52%efgjk	44%e	39%e	33%	43%l	46%l	41%l	42%	40%	44%
Any problem experienced	246	-	246	170	76	61	32	72	33	22	12	14	93	105	48	26	218	28	240
	5%	-	5%	7%d	3%	9%fhijk	5%ij	7%ijk	5%	2%	2%	3%	7%no	6%no	2%	2%	5%	6%	5%
Made a complaint about DHL	151	-	151	117	33	34	19	50	28	8	4	8	53	78	19	11	136	15	133
	3%	-	3%	5%d	1%	5%ijk	3%ij	5%ijk	4%ij	1%	1%	1%	4%no	5%no	1%	1%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of DHL	**4132**	809	1439	888	996	2248	1884	2344	1731	498	557	1138	971	687	2666	504	3404
	80%	*78%*	**82%a**	*80%*	*79%*	*81%*	*80%*	*76%*	**86%g**	*79%*	*80%*	*82%*	*80%*	*79%*	*81%*	*79%*	*81%*
Used DHL to send	**361**	122	104	76	58	226	135	286	72	34	27	76	86	121	189	34	314
	7%	**12%bcd**	*6%*	*7%*	*5%*	**8%f**	*6%*	**9%h**	*4%*	*5%*	*4%*	*5%*	**7%j**	**14%ijkln**	*6%*	*5%*	*7%*
Used DHL to receive	**2178**	507	774	451	446	1281	897	1318	827	202	229	587	573	452	1389	205	1875
	42%	**49%cd**	**44%d**	**41%d**	*35%*	**46%f**	*38%*	*43%*	*41%*	*32%*	*33%*	**42%ij**	**47%ijn**	**52%ijkn**	**42%ij**	*32%*	**45%o**
Net used	**2387**	580	829	501	477	1408	978	1481	870	228	246	629	619	520	1494	230	2050
	46%	**56%bcd**	**47%d**	**45%d**	*38%*	**50%f**	*41%*	**48%h**	*43%*	*36%*	*36%*	**46%ij**	**51%ijkn**	**60%ijkln**	**46%ij**	*36%*	**49%o**
Lost mail	**54**	27	10	15	2	37	17	44	10	7	4	12	9	22	25	7	47
	1%	**3%bd**	*1%*	**1%d**	*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*1%*	**3%jkln**	*1%*	*1%*	*1%*
Damaged mail	**66**	27	19	13	6	46	20	52	14	5	2	7	19	33	27	5	60
	1%	**3%bd**	*1%*	*1%*	*	*2%*	*1%*	**2%h**	*1%*	*1%*	*	*	**2%jk**	**4%ijkln**	*1%*	*1%*	*1%*
Delayed mail	**95**	20	36	24	16	55	40	72	23	13	6	19	20	34	45	13	80
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*2%*	**4%jkln**	*1%*	*2%*	*2%*
Mis-delivered mail	**54**	22	16	13	4	38	16	39	14	4	1	15	7	26	24	4	50
	1%	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*1%*
Mail that has been tampered with	**41**	20	7	11	4	26	15	33	8	6	5	8	2	20	15	6	35
	1%	**2%bd**	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	**2%kln**	*	*1%*	*1%*
Other problems	**34**	16	5	6	6	22	13	27	7	4	2	6	7	12	15	4	28
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	**1%n**	*	*1%*	*1%*
No - there have been no problems	**2140**	494	749	448	449	1243	898	1294	812	200	232	579	567	421	1378	203	1834
	42%	**48%cd**	**43%d**	*40%*	*36%*	**45%f**	*38%*	*42%*	*40%*	*32%*	*33%*	**42%ij**	**47%ijn**	**48%ijkn**	**42%ij**	*32%*	**44%o**
Any problem experienced	**246**	85	80	53	28	166	81	187	58	27	15	50	52	99	116	27	216
	5%	**8%bcd**	**5%d**	**5%d**	*2%*	**6%f**	*3%*	**6%h**	*3%*	*4%*	*2%*	*4%*	*4%*	**11%ijkln**	*4%*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 337

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about DHL	**151**	61	46	35	9	107	44	127	22	14	6	24	29	74	59	14	134
	3%	**6%bcd**	**3%d**	**3%d**	*1%*	**4%f**	*2%*	**4%h**	*1%*	*2%*	*1%*	*2%*	*2%*	**9%ijkln**	*2%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 337

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of DHL	4132	3510	623	205	3435	374	208	116	163	461	346	303	361	413	455	560	374	58	316
	80%	79%	85%a	82%	80%	85%dg	83%	79%	79%n	82%n	82%n	81%n	80%n	87%hlno	67%	80%n	85%n	85%n	85%n
Used DHL to send	361	321	40	18	316	25	13	7	10	63	15	29	24	33	67	51	24	5	21
	7%	7%	5%	7%	7%	6%	5%	5%	5%	11%hjlpr	3%	8%j	5%	7%	10%j	7%	5%	7%	6%
Used DHL to receive	2178	1817	361	125	1763	223	124	69	97	214	181	131	204	219	230	282	205	31	192
	42%	41%	49%a	50%a	41%	51%d	49%d	47%d	47%ikn	38%	43%n	35%	45%kn	46%kn	34%	40%	47%ikn	45%	51%ijkno
Net used	2387	2007	380	132	1950	237	128	71	104	258	187	151	217	236	275	308	215	34	203
	46%	45%	52%a	53%	45%	54%d	51%d	49%	50%kn	46%	44%	40%	48%	50%kn	41%	44%	49%	49%	55%ijkno
Lost mail	54	47	7	5	48	2	3	2	2	7	5	4	6	4	12	6	2	1	*
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	2%r	*
Damaged mail	66	63	3	2	56	2	5	2	2	10	4	3	6	9	13	8	1	2	1
	1%	1%	*	1%	1%	1%	2%e	2%	1%	2%	1%	1%	1%	2%	2%	1%	*	2%pr	*
Delayed mail	95	82	14	5	80	8	3	4	3	14	7	3	2	7	12	24	9	*	7
	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	1%	*	1%	2%	3%l	2%	1%	2%
Mis-delivered mail	54	46	8	2	50	1	1	2	2	14	5	1	5	3	9	7	3	*	1
	1%	1%	1%	1%	1%	*	*	2%e	1%	3%r	1%	*	1%	1%	1%	1%	1%	*	*
Mail that has been tampered with	41	37	4	1	38	2	-	1	1	11	-	-	1	1	11	11	1	1	2
	1%	1%	1%	*	1%	1%	-	1%	1%	2%jk	-	-	*	*	2%	2%	*	1%j	*
Other problems	34	28	6	1	32	1	1	1	2	2	7	2	5	1	8	4	2	*	1
	1%	1%	1%	1%	1%	*	*	1%	1%	*	2%	*	1%	*	1%	1%	1%	*	*
No - there have been no problems	2140	1795	346	121	1735	225	118	62	95	225	162	139	195	221	229	268	200	32	194
	42%	41%	47%a	48%a	40%	51%dg	47%d	42%	46%n	40%	38%	37%	43%n	46%kn	34%	38%	45%n	47%n	52%ijkino
Any problem experienced	246	213	34	11	215	12	10	9	9	33	25	11	21	15	46	40	15	2	10
	5%	5%	5%	4%	5%e	3%	4%	6%e	4%	6%	6%	3%	5%	3%	7%r	6%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 337

QI_4. Competitive landscape - DHL

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about DHL	**151**	134	16	7	136	4	7	3	6	14	5	11	19	12	29	29	11	2	3
	3%	*3%*	*2%*	*3%*	**3%e**	*1%*	**3%e**	*2%*	**3%r**	*3%*	*1%*	*3%*	**4%jr**	*3%*	**4%jr**	**4%jr**	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of DHL	**4132**	1637	1608	513	261	88	3245	349	1656	1594	609	176	62	3250	238
	80%	**84%cdeg**	**81%ceg**	*71%*	*76%*	*71%*	**83%cdeg**	*75%*	**84%ijkln**	**81%jkn**	*75%*	*69%*	*72%*	**82%jkn**	*70%*
Used DHL to send	**361**	125	139	46	35	13	264	48	160	121	56	14	10	280	24
	7%	*6%*	*7%*	*6%*	**10%a**	*10%*	*7%*	**10%af**	*8%*	*6%*	*7%*	*5%*	*12%*	*7%*	*7%*
Used DHL to receive	**2178**	852	861	265	138	54	1713	192	920	848	291	91	22	1768	112
	42%	**44%c**	**44%c**	*37%*	*40%*	*44%*	**44%c**	*41%*	**47%ijkln**	**43%jln**	*36%*	*36%*	*25%*	**45%jkln**	*33%*
Net used	**2387**	922	948	296	156	58	1870	214	1001	924	327	98	30	1925	128
	46%	**47%c**	**48%c**	*41%*	*46%*	*47%*	**48%c**	*46%*	**51%ijkln**	**47%jln**	*40%*	*39%*	*34%*	**49%jkln**	*38%*
Lost mail	**54**	30	14	7	2	2	43	4	20	21	9	2	3	40	5
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*
Damaged mail	**66**	35	20	5	4	2	55	6	27	26	11	1	*	53	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
Delayed mail	**95**	31	39	11	11	3	70	14	25	48	16	*	6	73	6
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	**2%h**	*2%*	*	**7%hjkm**	*2%*	*2%*
Mis-delivered mail	**54**	26	17	8	4	-	43	4	30	18	6	-	*	48	*
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	*	*1%*	*
Mail that has been tampered with	**41**	24	14	1	2	-	37	2	21	13	6	1	1	33	1
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
Other problems	**34**	13	9	9	1	2	22	3	12	12	5	5	*	24	5
	1%	*1%*	*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*
No - there have been no problems	**2140**	821	856	271	134	52	1677	186	908	821	294	89	22	1729	112
	42%	*42%*	**43%c**	*37%*	*39%*	*42%*	**43%c**	*40%*	**46%ijkln**	**41%jln**	*36%*	*35%*	*26%*	**44%jkln**	*33%*
Any problem experienced	**246**	100	92	25	22	6	193	28	93	103	34	9	7	197	16
	5%	*5%*	*5%*	*3%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*4%*	*8%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about DHL	**151**	78	48	10	9	6	126	15	61	63	17	3	6	124	10
	3%	**4%bc**	*2%*	*1%*	*3%*	**5%c**	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	**7%jk**	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of DHL	4132	268	3793	71	1230	2716	186	4078	28	16	5	4122	6
	80%	*70%*	**81%a**	*71%*	**80%f**	**82%f**	*60%*	**81%h**	*43%*	*62%*	*48%*	**81%h**	*20%*
Used DHL to send	361	41	311	8	116	222	22	342	13	4	1	360	-
	7%	**11%b**	*7%*	*8%*	*8%*	*7%*	*7%*	*7%*	**21%gk**	*15%*	*12%*	*7%*	-
Used DHL to receive	2178	145	2003	29	618	1457	103	2163	8	4	1	2175	2
	42%	*38%*	**43%c**	*29%*	*40%*	**44%f**	*33%*	**43%h**	*12%*	*16%*	*14%*	**43%h**	*5%*
Net used	2387	174	2178	34	701	1565	121	2355	21	8	1	2384	2
	46%	*45%*	*47%*	*34%*	*46%*	**47%f**	*39%*	*47%*	*33%*	*31%*	*14%*	*47%*	*5%*
Lost mail	54	10	44	-	29	19	6	47	4	3	-	54	-
	1%	**2%b**	*1%*	-	**2%e**	*1%*	**2%e**	*1%*	**6%gk**	*11%*	-	*1%*	-
Damaged mail	66	13	50	3	37	18	10	53	11	2	-	66	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*1%*	**3%e**	*1%*	**17%gk**	*7%*	-	*1%*	-
Delayed mail	95	10	81	5	40	43	12	91	3	1	-	95	-
	2%	*3%*	*2%*	*5%*	**3%e**	*1%*	**4%e**	*2%*	*4%*	*5%*	-	*2%*	-
Mis-delivered mail	54	13	37	4	24	23	7	49	4	1	-	54	-
	1%	**3%b**	*1%*	**4%b**	**2%e**	*1%*	**2%e**	*1%*	**5%gk**	*5%*	-	*1%*	-
Mail that has been tampered with	41	12	27	2	28	10	3	36	4	1	-	41	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*	*1%*	*1%*	**5%gk**	*5%*	-	*1%*	-
Other problems	34	9	25	-	23	10	1	31	3	-	-	34	-
	1%	**2%b**	*1%*	-	**1%e**	*	*	*1%*	**4%gk**	-	-	*1%*	-
No - there have been no problems	2140	136	1979	26	582	1462	96	2130	4	3	1	2137	2
	42%	*35%*	**42%ac**	*26%*	*38%*	**44%df**	*31%*	**42%h**	*6%*	*13%*	*14%*	**42%h**	*5%*
Any problem experienced	246	38	199	9	118	104	24	224	17	5	-	246	-
	5%	**10%b**	*4%*	*9%*	**8%e**	*3%*	**8%e**	*4%*	**27%gk**	*18%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about DHL	**151**	30	116	4	79	52	20	136	12	3	-	151	-
	3%	***8%b***	*2%*	*4%*	***5%e***	*2%*	***6%e***	*3%*	***18%gk***	*13%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of DHL	4132	1025	1053	1035	1019	344	340	341	369	344	340	362	330	343	340	353	325
	80%	80%	82%	80%	79%	82%	78%	80%	86%fjmo	83%	76%	84%j	80%	77%	79%	77%	82%
Used DHL to send	361	67	91	92	111	22	22	22	32	18	41	27	38	27	36	27	48
	7%	5%	7%	7%	9%a	5%	5%	5%	7%	4%	9%l	6%	9%l	6%	8%	6%	12%efgikmo
Used DHL to receive	2178	569	526	566	517	182	192	195	217	167	142	218	169	179	166	202	149
	42%	44%	41%	44%	40%	43%j	44%j	45%j	51%jlmnp	40%	32%	50%jlmnp	41%	40%	39%	44%j	37%
Net used	2387	611	574	614	588	198	204	208	234	175	165	228	194	192	196	213	178
	46%	48%	44%	48%	46%	47%j	47%j	49%j	54%jmp	42%	37%	53%jl	47%j	43%	46%	46%j	45%
Lost mail	54	9	6	17	22	1	*	7	5	1	1	2	11	4	9	1	12
	1%	1%	1%	1%	2%b	*	*	2%	1%	*	*	*	3%efijo	1%	2%fj	*	3%efijko
Damaged mail	66	8	7	20	31	2	2	4	4	-	3	5	9	6	10	8	12
	1%	1%	1%	2%	2%ab	*	*	1%	1%	-	1%	1%	2%l	1%	2%l	2%l	3%efil
Delayed mail	95	20	14	27	33	7	6	7	10	3	2	10	8	10	7	12	15
	2%	2%	1%	2%	3%b	2%	1%	2%	2%	1%	*	2%	2%	2%	2%	3%	4%ij
Mis-delivered mail	54	9	9	16	20	2	*	7	2	2	5	8	3	5	7	3	9
	1%	1%	1%	1%	2%	*	*	2%	*	1%	1%	2%	1%	1%	2%	1%	2%f
Mail that has been tampered with	41	3	9	12	17	1	2	*	1	3	4	-	6	7	7	4	7
	1%	*	1%	1%	1%a	*	*	*	*	1%	1%	-	1%	2%	2%	1%	2%gk
Other problems	34	4	4	14	12	*	*	4	*	*	3	6	-	9	5	3	4
	1%	*	*	1%	1%	*	*	1%	*	*	1%	1%	-	2%fhil	1%	1%	1%
No - there have been no problems	2140	567	530	547	496	186	196	185	215	167	148	206	174	167	166	189	141
	42%	44%d	41%	42%	38%	44%jp	45%jp	43%j	50%ljmnop	40%	33%	48%jmp	42%	38%	39%	41%	35%
Any problem experienced	246	44	44	67	91	12	9	23	19	8	17	22	20	26	30	24	37
	5%	3%	3%	5%	7%ab	3%	2%	5%fi	4%	2%	4%	5%	5%	6%fi	7%efi	5%	9%efhij
Made a complaint about DHL	151	20	21	41	69	4	5	11	10	3	7	12	11	18	20	19	31
	3%	2%	2%	3%a	5%abc	1%	1%	3%	2%	1%	2%	3%	3%	4%efi	5%efij	4%efi	8%efghijkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of FedEx	4020	-	4020	1905	2103	417	410	749	588	806	580	470	826	1337	1856	1050	3676	313	4100
	78%	-	*78%*	*76%*	80%c	*61%*	*63%*	74%ef	82%efg	87%efgh	91%efgh	90%efgh	*62%*	77%kl	89%lm	91%lm	79%q	*65%*	*80%*
Used FedEx to send	266	-	266	193	72	61	49	80	34	23	13	5	110	115	41	18	217	49	204
	5%	-	*5%*	8%d	*3%*	9%hijk	8%ijk	8%ijk	5%jk	*2%*	*2%*	*1%*	8%no	7%no	*2%*	*2%*	*5%*	10%p	*4%*
Used FedEx to receive	1241	-	1241	660	578	167	158	238	198	261	117	103	325	435	481	220	1119	112	1380
	24%	-	*24%*	26%d	*22%*	*24%*	*24%*	*23%*	27%jk	28%jk	*19%*	*20%*	24%o	25%o	23%o	*19%*	*24%*	*23%*	*27%*
Net used	1406	-	1406	774	629	206	194	289	219	269	126	104	400	507	499	230	1251	145	1496
	27%	-	*27%*	31%d	*24%*	30%jk	30%jk	28%jk	30%jk	29%jk	*20%*	*20%*	30%no	29%no	*24%*	*20%*	*27%*	*30%*	*29%*
Lost mail	43	-	43	32	12	11	8	19	3	1	-	-	20	22	1	-	35	9	40
	1%	-	*1%*	1%d	*	2%ijk	1%ij	2%hijk	*	*	-	-	1%no	1%no	*	-	*1%*	*2%*	*1%*
Damaged mail	52	-	52	36	15	19	9	14	5	2	*	3	28	19	4	3	43	9	42
	1%	-	*1%*	1%d	*1%*	3%hijk	1%ij	1%ij	*1%*	*	*	*1%*	2%no	1%n	*	*	*1%*	*2%*	*1%*
Delayed mail	72	-	72	45	26	25	11	20	6	6	3	-	36	27	9	3	59	12	68
	1%	-	*1%*	*2%*	*1%*	4%hijk	2%k	2%ik	*1%*	*1%*	*	-	3%no	2%no	*	*	*1%*	*3%*	*1%*
Mis-delivered mail	66	-	66	54	12	24	9	23	5	2	-	3	33	28	5	3	60	6	47
	1%	-	*1%*	2%d	*	4%hijk	1%ij	2%ij	*1%*	*	-	*1%*	2%no	2%no	*	*	*1%*	*1%*	*1%*
Mail that has been tampered with	27	-	27	23	5	9	4	14	-	-	*	-	13	14	*	*	16	11	25
	1%	-	*1%*	1%d	*	1%hi	*1%*	1%hijk	-	-	*	-	1%no	1%no	*	*	*	2%p	*
Other problems	24	-	24	19	5	3	5	8	1	4	*	3	7	9	8	3	21	3	30
	*	-	*	1%d	*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*
No - there have been no problems	1218	-	1218	640	574	145	163	235	198	258	122	99	307	433	478	220	1094	114	1327
	24%	-	*24%*	26%d	*22%*	*21%*	*25%*	*23%*	28%ejk	28%ejk	*19%*	*19%*	*23%*	25%o	*23%*	*19%*	*24%*	*24%*	*26%*
Any problem experienced	188	-	188	133	55	61	31	54	21	12	4	6	92	74	21	10	157	31	169
	4%	-	*4%*	5%d	*2%*	9%ghijk	5%ijk	5%ijk	3%j	*1%*	*1%*	*1%*	7%mno	4%no	*1%*	*1%*	*3%*	6%p	*3%*
Made a complaint about FedEx	109	-	109	82	27	32	18	42	10	4	*	3	50	52	8	3	91	18	86
	2%	-	*2%*	3%d	*1%*	5%hijk	3%ijk	4%hijk	*1%*	*	*	*1%*	4%no	3%no	*	*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of FedEx	**4020**	773	1407	850	991	2179	1840	2255	1717	485	544	1101	953	651	2598	489	3300
	78%	*74%*	**80%a**	*77%*	*79%*	*78%*	*78%*	*74%*	**86%g**	*77%*	*79%*	*80%*	*79%*	*75%*	*79%*	*77%*	*78%*
Used FedEx to send	**266**	120	65	60	21	185	81	233	33	14	18	47	64	104	129	14	236
	5%	**12%bcd**	**4%d**	**5%d**	*2%*	**7%f**	*3%*	**8%h**	*2%*	*2%*	*3%*	*3%*	**5%ij**	**12%ijkln**	*4%*	*2%*	**6%o**
Used FedEx to receive	**1241**	323	395	271	253	718	523	762	462	117	127	312	321	285	760	117	1064
	24%	**31%bcd**	*23%*	*24%*	*20%*	**26%f**	*22%*	*25%*	*23%*	*19%*	*18%*	*23%*	**27%ij**	**33%ijkln**	**23%j**	*18%*	**25%o**
Net used	**1406**	393	434	314	266	827	579	901	487	122	144	336	359	354	838	122	1214
	27%	**38%bcd**	*25%*	**28%d**	*21%*	**30%f**	*24%*	**29%h**	*24%*	*19%*	*21%*	*24%*	**30%ijkn**	**41%ijkln**	**26%ij**	*19%*	**29%o**
Lost mail	**43**	19	3	14	8	22	22	38	6	4	2	8	5	24	15	4	38
	1%	**2%bd**	*	**1%b**	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*	**3%ijkn**	*	*1%*	*1%*
Damaged mail	**52**	26	11	10	4	37	14	49	2	2	2	11	14	20	27	2	48
	1%	**3%bcd**	*1%*	*1%*	*	*1%*	*1%*	**2%h**	*	*	*	*1%*	*1%*	**2%ijkn**	*1%*	*	*1%*
Delayed mail	**72**	27	22	14	8	50	22	62	10	5	6	13	23	22	43	5	65
	1%	**3%d**	*1%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	**3%k**	*1%*	*1%*	*2%*
Mis-delivered mail	**66**	41	7	14	4	48	18	63	2	3	2	7	12	38	21	3	59
	1%	**4%bcd**	*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*	*1%*	*1%*	**4%ijkln**	*1%*	*1%*	*1%*
Mail that has been tampered with	**27**	9	6	8	4	15	12	23	4	4	2	6	6	9	14	4	23
	1%	*1%*	*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*
Other problems	**24**	11	3	1	8	14	9	17	7	4	1	2	4	10	7	4	17
	*	**1%bc**	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*	**1%kn**	*	*1%*	*
No - there have been no problems	**1218**	314	385	274	245	699	519	739	462	106	133	304	308	285	745	106	1051
	24%	**30%bcd**	*22%*	**25%d**	*19%*	**25%f**	*22%*	*24%*	*23%*	*17%*	*19%*	**22%i**	**25%ij**	**33%ijkln**	**23%l**	*17%*	**25%o**
Any problem experienced	**188**	78	49	40	21	127	61	162	25	15	11	32	51	69	94	15	163
	4%	**8%bcd**	*3%*	**4%d**	*2%*	**5%f**	*3%*	**5%h**	*1%*	*2%*	*2%*	*2%*	**4%jk**	**8%ijkln**	*3%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 338

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about FedEx	**109**	53	29	21	6	82	27	104	5	7	5	13	26	53	45	7	98
	2%	**5%bcd**	**2%d**	**2%d**	*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*2%*	**6%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 338

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of FedEx	4020	3421	599	191	3352	362	198	108	159	437	336	294	357	397	453	558	362	55	306
	78%	77%	81%a	76%	78%	82%dg	79%	74%	76%n	78%n	79%n	79%n	79%n	83%n	67%	79%n	82%n	82%n	82%n
Used FedEx to send	266	243	22	12	236	17	8	5	8	37	18	23	22	20	57	29	20	1	17
	5%	6%b	3%	5%	5%	4%	3%	3%	4%	7%	4%	6%	5%	4%	8%oq	4%	4%	1%	4%
Used FedEx to receive	1241	1042	200	69	1001	128	73	39	60	99	103	79	90	139	133	181	118	18	110
	24%	24%	27%	27%	23%	29%d	29%d	27%	29%lln	18%	24%	21%	20%	29%lkln	20%	26%l	27%l	27%	29%kln
Net used	1406	1198	208	73	1151	137	77	41	66	127	116	96	105	152	171	190	128	19	118
	27%	27%	28%	29%	27%	31%	31%	28%	32%ll	23%	27%	26%	23%	32%il	25%	27%	29%	28%	32%ll
Lost mail	43	40	3	2	36	3	3	1	2	12	1	2	6	2	11	-	1	1	2
	1%	1%	*	1%	1%	1%	1%	1%	1%o	2%op	*	1%	1%o	*	2%o	-	*	1%o	1%
Damaged mail	52	51	1	1	44	3	3	1	3	6	3	-	4	3	14	9	3	1	2
	1%	1%b	*	*	1%	1%	1%	1%	2%k	1%	1%	-	1%	1%	2%k	1%	1%	1%k	1%
Delayed mail	72	66	6	3	61	5	3	2	3	5	10	12	5	2	15	7	3	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%mp	1%	*	2%	1%	1%	1%	1%
Mis-delivered mail	66	58	8	6	59	2	4	1	1	12	3	4	4	-	24	6	5	-	2
	1%	1%	1%	2%	1%	1%	1%	1%	*	2%m	1%	1%	1%	-	4%hmor	1%	1%	-	1%
Mail that has been tampered with	27	26	2	*	23	2	1	1	1	5	2	-	4	-	10	2	-	-	2
	1%	1%	*	*	1%	1%	*	*	*	1%	*	-	1%	-	1%	*	-	-	1%
Other problems	24	22	2	1	19	2	1	2	3	6	5	1	2	1	2	-	-	*	2
	*	*	*	*	*	*	*	1%d	2%mnop	1%	1%o	*	*	*	*	-	-	*	*
No - there have been no problems	1218	1026	193	65	990	125	68	36	58	100	95	80	88	149	129	171	119	18	107
	24%	23%	26%	26%	23%	28%d	27%	24%	28%lln	18%	22%	22%	20%	31%jkln	19%	24%	27%lln	26%	29%lln
Any problem experienced	188	172	15	7	161	12	9	5	8	27	21	16	17	3	42	19	10	1	11
	4%	4%b	2%	3%	4%	3%	4%	4%	4%m	5%m	5%m	4%m	4%m	1%	6%mop	3%	2%	1%	3%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 338

QI_5. Competitive landscape - FedEx

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about FedEx	**109**	102	7	3	95	7	5	2	6	15	12	10	9	-	31	6	6	1	6
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**3%mo**	**3%m**	**3%m**	**3%m**	**2%m**	-	**5%mopr**	*1%*	*1%*	**1%m**	**2%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of FedEx	**4020**	1597	1564	501	243	90	3161	333	1618	1555	567	186	64	3173	250
	78%	**82%cdeg**	**79%cdg**	*69%*	*71%*	*73%*	**81%cdg**	*72%*	**82%ijkn**	**79%j**	*69%*	*73%*	*75%*	**80%jkn**	*74%*
Used FedEx to send	**266**	123	83	44	10	6	206	16	130	88	30	12	5	218	18
	5%	**6%b**	*4%*	*6%*	*3%*	*5%*	*5%*	*3%*	**7%ij**	*4%*	*4%*	*5%*	*6%*	*6%*	*5%*
Used FedEx to receive	**1241**	448	526	143	81	40	974	121	512	492	161	53	21	1004	74
	24%	*23%*	**27%c**	*20%*	*24%*	**32%c**	**25%c**	*26%*	**26%j**	**25%j**	*20%*	*21%*	*25%*	**25%j**	*22%*
Net used	**1406**	526	571	173	88	44	1097	132	588	544	182	65	24	1133	88
	27%	*27%*	*29%*	*24%*	*26%*	**36%c**	*28%*	*28%*	**30%j**	**28%j**	*22%*	*26%*	*27%*	**29%j**	*26%*
Lost mail	**43**	22	14	3	2	3	36	4	19	17	3	4	-	36	4
	1%	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*
Damaged mail	**52**	24	12	11	1	3	36	4	20	18	7	5	2	38	7
	1%	*1%*	*1%*	*2%*	*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*
Delayed mail	**72**	30	29	9	3	1	58	4	37	25	6	3	*	62	3
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*2%*	*1%*
Mis-delivered mail	**66**	39	12	8	2	5	51	7	32	21	10	-	3	53	3
	1%	**2%b**	*1%*	*1%*	*	**4%bcdf**	*1%*	*2%*	*2%*	*1%*	*1%*	-	**3%k**	*1%*	*1%*
Mail that has been tampered with	**27**	14	7	4	*	2	21	2	13	9	2	1	2	22	3
	1%	*1%*	*	*1%*	*	*2%*	*1%*	*	*1%*	*	*	*	**3%jm**	*1%*	*1%*
Other problems	**24**	9	5	7	2	1	14	3	8	9	4	*	3	17	3
	*******	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*	**4%hijkm**	*	*1%*
No - there have been no problems	**1218**	457	503	142	78	34	961	112	520	465	159	56	15	985	71
	24%	*24%*	**25%c**	*20%*	*23%*	*27%*	**25%c**	*24%*	**26%j**	*23%*	*20%*	*22%*	*18%*	**25%j**	*21%*
Any problem experienced	**188**	69	68	31	10	10	136	20	68	80	23	9	8	147	18
	4%	*4%*	*3%*	*4%*	*3%*	**8%abdf**	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	**10%hijm**	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about FedEx	**109**	56	35	9	4	6	90	10	51	42	10	3	3	93	6
	2%	*3%*	*2%*	*1%*	*1%*	**5%c**	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*4%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of FedEx	**4020**	256	3701	63	1198	2628	194	3978	14	21	5	4013	2
	78%	*67%*	**79%ac**	*63%*	**78%f**	**79%f**	*62%*	**79%h**	*22%*	*82%*	*48%*	**78%h**	*6%*
Used FedEx to send	**266**	42	221	2	103	131	31	251	7	7	-	265	*
	5%	**11%b**	*5%*	*2%*	**7%e**	*4%*	**10%e**	*5%*	*11%*	*27%*	-	*5%*	*1%*
Used FedEx to receive	**1241**	86	1141	15	351	822	68	1233	4	4	-	1241	1
	24%	*22%*	*24%*	*15%*	*23%*	*25%*	*22%*	**25%h**	*6%*	*15%*	-	**24%h**	*2%*
Net used	**1406**	120	1270	16	429	893	84	1384	11	10	-	1405	1
	27%	**31%c**	*27%*	*16%*	*28%*	*27%*	*27%*	*28%*	*17%*	*41%*	-	*27%*	*3%*
Lost mail	**43**	11	29	3	29	8	6	39	-	4	-	43	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*	**2%e**	*1%*	-	*16%*	-	*1%*	-
Damaged mail	**52**	8	44	1	41	7	4	49	1	2	-	52	-
	1%	*2%*	*1%*	*1%*	**3%e**	*	**1%e**	*1%*	*1%*	*7%*	-	*1%*	-
Delayed mail	**72**	16	55	1	37	29	6	70	-	2	-	72	-
	1%	**4%b**	*1%*	*1%*	**2%e**	*1%*	*2%*	*1%*	-	*7%*	-	*1%*	-
Mis-delivered mail	**66**	21	44	1	45	18	4	62	-	4	-	66	-
	1%	**6%b**	*1%*	*1%*	**3%e**	*1%*	*1%*	*1%*	-	*15%*	-	*1%*	-
Mail that has been tampered with	**27**	10	17	-	22	2	3	23	4	1	-	27	*
	1%	**3%b**	*	-	**1%e**	*	**1%e**	*	**5%gk**	*3%*	-	*1%*	*1%*
Other problems	**24**	2	19	3	15	7	2	23	-	1	-	24	-
	*	*	*	**3%b**	**1%e**	*	*1%*	*	-	*4%*	-	*	-
No - there have been no problems	**1218**	85	1121	12	325	824	69	1208	6	3	-	1218	1
	24%	*22%*	**24%c**	*12%*	*21%*	**25%d**	*22%*	**24%h**	*10%*	*11%*	-	*24%*	*2%*
Any problem experienced	**188**	35	148	4	104	69	15	176	4	8	-	188	*
	4%	**9%b**	*3%*	*4%*	**7%e**	*2%*	**5%e**	*3%*	*7%*	*30%*	-	*4%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about FedEx	**109**	33	75	2	67	35	7	106	3	-	-	109	-
	2%	***8%b***	*2%*	*2%*	***4%e***	*1%*	*2%*	*2%*	*5%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of FedEx	**4020**	979	1053	1022	965	330	339	310	367	348	339	351	321	351	303	353	309
	78%	*76%*	**82%ad**	**79%d**	*75%*	**78%n**	*78%*	*72%*	**85%fgjlnop**	**84%gjn**	*76%*	**81%gn**	*77%*	**79%n**	*70%*	*77%*	*77%*
Used FedEx to send	**266**	47	52	80	87	20	12	14	16	11	25	20	31	28	27	31	29
	5%	*4%*	*4%*	**6%a**	**7%ab**	*5%*	*3%*	*3%*	*4%*	*3%*	*6%*	*5%*	**8%fi**	*6%*	*6%*	**7%fi**	**7%fi**
Used FedEx to receive	**1241**	325	340	287	290	94	110	121	134	115	90	132	76	79	87	109	94
	24%	*25%*	*26%*	*22%*	*22%*	*22%*	*25%*	**28%jlmn**	**31%ejlmn**	**28%lm**	*20%*	**31%ejlmn**	*18%*	*18%*	*20%*	*24%*	*24%*
Net used	**1406**	355	363	339	349	108	119	128	141	122	101	136	97	105	108	128	113
	27%	*28%*	*28%*	*26%*	*27%*	*26%*	*27%*	*30%*	**33%jlm**	*29%*	*23%*	**31%j**	*24%*	*24%*	*25%*	*28%*	*28%*
Lost mail	**43**	3	12	7	21	1	1	1	2	1	9	1	2	4	11	6	4
	1%	*	*1%*	*1%*	**2%a**	*	*	*	*	*	*2%*	*	*1%*	*1%*	**3%efghik**	*1%*	*1%*
Damaged mail	**52**	10	9	8	25	3	*	6	2	3	4	1	4	3	8	8	10
	1%	*1%*	*1%*	*1%*	**2%abc**	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	**2%f**	*2%*	**2%fk**
Delayed mail	**72**	11	23	18	20	4	4	3	10	6	6	5	3	9	8	6	6
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*
Mis-delivered mail	**66**	3	10	29	23	*	*	3	5	3	3	6	13	10	6	10	8
	1%	*	*1%*	**2%ab**	**2%a**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%efij**	**2%ef**	*1%*	**2%ef**	**2%ef**
Mail that has been tampered with	**27**	5	6	5	11	2	*	3	1	2	4	*	3	2	8	1	2
	1%	*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*	**2%fk**	*	*
Other problems	**24**	3	8	4	9	1	*	2	-	3	5	1	1	2	4	1	4
	*	*	*1%*	*	*1%*	*	*	*1%*	-	*1%*	*1%*	*	*	*	*1%*	*	*1%*
No - there have been no problems	**1218**	327	311	292	288	97	114	117	126	109	77	124	81	87	93	108	87
	24%	*25%*	*24%*	*23%*	*22%*	*23%*	**26%j**	**27%j**	**29%jlm**	**26%j**	*17%*	**29%jlm**	*20%*	*20%*	*22%*	*23%*	*22%*
Any problem experienced	**188**	27	52	47	61	11	5	11	15	13	24	12	17	18	15	20	26
	4%	*2%*	**4%a**	*4%*	**5%a**	*3%*	*1%*	*3%*	*4%*	*3%*	**5%f**	*3%*	*4%*	**4%f**	*4%*	**4%f**	**6%efg**
Made a complaint about FedEx	**109**	6	21	38	45	3	3	*	6	8	7	12	10	16	12	14	19
	2%	*	**2%a**	**3%a**	**3%ab**	*1%*	*1%*	*	*1%*	**2%g**	*2%*	**3%g**	**2%g**	**4%efg**	**3%g**	**3%fg**	**5%efghl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Hermes	4211	-	4211	1891	2310	424	434	748	616	867	611	512	858	1364	1990	1123	3857	318	4379
	82%	-	82%	75%	88%c	62%	66%	74%ef	86%efg	94%efgh	96%efgh	98%efghi	64%	79%l	96%lm	97%lm	83%q	66%	85%
Used Hermes to send	948	-	948	409	539	134	126	189	147	159	106	87	260	335	352	194	835	107	970
	18%	-	18%	16%	20%c	20%	19%	19%	20%	17%	17%	17%	19%	19%	17%	17%	18%	22%	19%
Used Hermes to receive	3212	-	3212	1328	1874	297	340	563	451	687	480	394	637	1014	1561	874	2964	225	3487
	62%	-	62%	53%	71%c	43%	52%e	55%e	63%efg	74%efgh	76%efgh	75%efgh	48%	58%l	75%lm	75%lm	64%q	47%	68%
Net used	3447	-	3447	1454	1982	344	370	618	496	716	497	406	714	1114	1619	903	3146	278	3694
	67%	-	67%	58%	75%c	50%	57%	61%e	69%efg	78%efgh	78%efgh	77%efgh	53%	64%l	78%lm	78%lm	68%q	58%	72%
Lost mail	192	-	192	84	108	28	25	40	27	44	20	8	53	67	72	29	168	21	202
	4%	-	4%	3%	4%	4%	4%	4%	4%	5%k	3%	2%	4%	4%	3%	2%	4%	4%	4%
Damaged mail	271	-	271	105	167	52	31	62	32	48	31	17	83	94	95	47	233	32	281
	5%	-	5%	4%	6%c	8%k	5%	6%	4%	5%	5%	3%	6%	5%	5%	4%	5%	7%	5%
Delayed mail	386	-	386	162	224	82	56	71	63	53	38	24	138	134	115	61	328	53	453
	7%	-	7%	6%	8%c	12%gijk	9%k	7%	9%k	6%	6%	5%	10%no	8%n	6%	5%	7%	11%p	9%
Mis-delivered mail	144	-	144	62	83	19	20	29	35	22	10	10	39	64	41	19	113	32	152
	3%	-	3%	2%	3%	3%	3%	3%	5%ijk	2%	2%	2%	3%	4%nc	2%	2%	2%	7%p	3%
Mail that has been tampered with	87	-	87	51	35	17	13	27	15	12	-	4	30	41	16	4	75	9	77
	2%	-	2%	2%	1%	2%j	2%j	3%j	2%j	1%j	-	1%	2%no	2%nc	1%	*	2%	2%	1%
Other problems	128	-	128	57	71	11	11	38	10	30	17	12	21	47	59	28	120	7	141
	2%	-	2%	2%	3%	2%	2%	4%eh	1%	3%	3%	2%	2%	3%	3%	2%	3%	2%	3%
No - there have been no problems	2627	-	2627	1127	1491	198	264	456	368	574	411	355	462	824	1341	767	2423	188	2803
	51%	-	51%	45%	57%c	29%	40%e	45%e	51%ef	62%efgh	65%efgh	68%efgh	34%	48%l	64%lm	66%lm	52%q	39%	54%
Any problem experienced	820	-	820	327	492	147	106	162	128	142	85	51	253	290	278	136	723	90	891
	16%	-	16%	13%	19%c	21%gijk	16%k	16%k	18%k	15%k	13%	10%	19%no	17%nc	13%	12%	16%	19%	17%
Made a complaint about Hermes	386	-	386	175	211	46	56	75	55	76	47	32	102	129	155	79	341	42	402
	7%	-	7%	7%	8%	7%	9%	7%	8%	8%	7%	6%	8%	7%	7%	7%	7%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Hermes	**4211**	757	1469	924	1062	2226	1985	2340	1809	522	586	1188	996	607	2770	529	3434
	82%	*73%*	**84%a**	**83%a**	**84%a**	*80%*	**84%e**	*76%*	**90%g**	**83%m**	**85%m**	**86%m**	**82%m**	*70%*	**84%m**	*83%*	*82%*
Used Hermes to send	**948**	178	339	231	200	518	430	635	302	93	122	262	257	144	640	96	798
	18%	*17%*	*19%*	**21%d**	*16%*	*19%*	*18%*	**21%h**	*15%*	*15%*	*18%*	*19%*	**21%l**	*17%*	**20%l**	*15%*	*19%*
Used Hermes to receive	**3212**	579	1183	684	766	1762	1450	1747	1423	372	460	935	736	481	2131	378	2657
	62%	*56%*	**68%acd**	**62%a**	*61%*	*63%*	*61%*	*57%*	**71%g**	*59%*	**66%lm**	**68%ilm**	*61%*	*55%*	**65%lm**	*59%*	*63%*
Net used	**3447**	638	1255	735	819	1893	1554	1926	1475	391	487	994	794	528	2274	397	2851
	67%	*61%*	**72%acd**	*66%*	*65%*	*68%*	*66%*	*63%*	**74%g**	*62%*	**70%lm**	**72%ilm**	*66%*	*61%*	**69%lm**	*62%*	**68%o**
Lost mail	**192**	34	63	50	46	97	95	122	68	20	16	66	46	29	127	20	163
	4%	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	**5%j**	*4%*	*3%*	*4%*	*3%*	*4%*
Damaged mail	**271**	54	82	69	65	137	135	175	94	36	32	77	57	43	166	36	217
	5%	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
Delayed mail	**386**	76	136	93	81	212	174	235	144	32	44	105	112	61	260	32	327
	7%	*7%*	*8%*	*8%*	*6%*	*8%*	*7%*	*8%*	*7%*	*5%*	*6%*	*8%*	**9%l**	*7%*	*8%*	*5%*	*8%*
Mis-delivered mail	**144**	40	42	28	36	81	63	98	46	19	17	38	26	37	81	19	118
	3%	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**4%ln**	*2%*	*3%*	*3%*
Mail that has been tampered with	**87**	35	16	24	13	50	37	66	21	11	11	23	16	22	50	11	72
	2%	**3%bd**	*1%*	**2%b**	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*
Other problems	**128**	29	42	25	31	71	56	79	47	9	20	31	29	27	81	9	111
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*
No - there have been no problems	**2627**	473	977	553	624	1450	1177	1408	1183	306	386	764	598	392	1747	312	2171
	51%	*46%*	**56%acd**	*50%*	*50%*	*52%*	*50%*	*46%*	**59%g**	*49%*	**56%lm**	**55%ilm**	*49%*	*45%*	**53%lm**	*49%*	*52%*
Any problem experienced	**820**	165	278	182	195	443	377	517	292	85	101	229	196	136	526	85	680
	16%	*16%*	*16%*	*16%*	*15%*	*16%*	*16%*	*17%*	*15%*	*13%*	*15%*	*17%*	*16%*	*16%*	*16%*	*13%*	*16%*
Made a complaint about Hermes	**386**	84	114	97	91	198	188	235	146	40	61	106	70	76	237	40	322
	7%	*8%*	*7%*	*9%*	*7%*	*7%*	*8%*	*8%*	*7%*	*6%*	*9%*	*8%*	*6%*	*9%*	*7%*	*6%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Hermes	4211	3562	649	213	3487	380	224	121	180	438	354	312	378	417	422	598	389	60	320
	82%	81%	88%a	85%	81%	86%d	89%dg	83%	86%in	78%n	83%n	84%n	83%n	88%in	62%	85%in	88%in	88%n	86%in
Used Hermes to send	948	805	142	41	794	84	45	25	39	72	81	59	106	88	122	139	88	6	77
	18%	18%	19%	16%	18%	19%	18%	17%	19%	13%	19%ic	16%	23%ikq	18%	18%	20%iq	20%ic	9%	21%iq
Used Hermes to receive	3212	2698	514	165	2616	320	180	96	136	296	282	224	289	340	291	437	322	49	270
	62%	61%	70%a	66%	61%	73%dg	72%d	66%	65%in	53%n	67%in	60%n	64%in	71%ikno	43%	62%in	73%iklno	73%in	73%iklno
Net used	3447	2899	548	177	2820	336	188	102	146	319	298	246	320	354	332	468	337	52	283
	67%	66%	74%a	70%	65%	76%dg	75%d	70%	70%in	57%	70%in	66%in	71%in	74%ikn	49%	66%in	76%ikno	77%in	76%ikno
Lost mail	192	164	28	9	162	14	13	3	12	14	14	13	23	16	26	34	10	2	12
	4%	4%	4%	4%	4%	3%	5%g	2%	6%ip	3%	3%	4%	5%	3%	4%	5%	2%	3%	3%
Damaged mail	271	237	35	10	232	15	19	5	11	21	29	17	45	15	25	56	12	1	14
	5%	5%	5%	4%	5%	3%	8%eg	4%	5%	4%	7%p	5%	10%ikmnpqr	3%	4%	8%imnpr	3%	2%	4%
Delayed mail	386	328	58	25	302	48	26	10	24	21	45	19	25	23	53	58	35	5	43
	7%	7%	8%	10%	7%	11%d	10%d	7%	12%iklm	4%	11%iklm	5%	6%	5%	8%	8%i	8%i	8%	11%iklm
Mis-delivered mail	144	125	19	4	125	8	9	2	8	11	9	15	21	8	28	16	10	*	8
	3%	3%	3%	2%	3%	2%	4%g	1%	4%	2%	2%	4%	5%m	2%	4%	2%	2%	1%	2%
Mail that has been tampered with	87	75	12	4	80	4	2	1	7	8	15	7	10	2	11	17	2	1	3
	2%	2%	2%	2%	2%	1%	1%	1%	4%mpr	1%	3%mpr	2%	2%	*	2%	2%	1%	1%	1%
Other problems	128	103	25	3	108	5	10	5	9	8	25	7	6	8	13	33	-	1	4
	2%	2%	3%	1%	3%	1%	4%e	3%e	4%ilpr	1%	6%iklmnpr	2%p	1%	2%p	2%p	5%ilpr	-	1%	1%
No - there have been no problems	2627	2196	431	136	2139	266	138	83	104	260	216	190	227	303	238	323	276	45	221
	51%	50%	59%a	54%	50%	60%d	55%d	57%d	50%n	46%n	51%n	51%n	50%n	64%hijklno	35%	46%n	63%hijklno	67%hijklno	59%hijlno
Any problem experienced	820	703	117	41	681	70	50	19	42	60	83	55	93	50	94	144	61	7	63
	16%	16%	16%	16%	16%	16%	20%dg	13%	20%im	11%	19%im	15%	20%imnq	11%	14%	21%imnpq	14%	10%	17%im

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 339

QI_6. Competitive landscape - Hermes

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Hermes	**386**	327	59	23	326	26	26	7	20	33	33	30	53	28	45	67	18	3	24
	7%	*7%*	*8%*	*9%*	*8%*	*6%*	***11%deg***	*5%*	***9%p***	*6%*	*8%*	*8%*	***12%lmnpr***	*6%*	*7%*	***9%p***	*4%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Hermes	4211	1638	1634	550	266	94	3273	360	1651	1645	607	205	68	3295	272
	82%	**84%cdg**	**83%cg**	*76%*	*78%*	*76%*	**83%cdg**	*77%*	**84%j**	**83%j**	*74%*	*81%*	*79%*	**83%j**	*80%*
Used Hermes to send	948	328	377	155	56	27	704	83	359	380	132	57	16	739	73
	18%	*17%*	*19%*	**21%a**	*16%*	*22%*	*18%*	*18%*	*18%*	*19%*	*16%*	*22%*	*19%*	*19%*	*21%*
Used Hermes to receive	3212	1276	1250	394	205	69	2526	274	1288	1271	435	157	36	2559	193
	62%	**66%cg**	**63%c**	*54%*	*60%*	*55%*	**64%c**	*59%*	**65%jln**	**64%jln**	*53%*	**62%l**	*42%*	**65%jln**	*57%*
Net used	3447	1355	1346	429	217	79	2701	297	1380	1359	472	167	44	2738	211
	67%	**70%c**	**68%c**	*59%*	*64%*	*64%*	**69%c**	*64%*	**70%jln**	**69%jl**	*58%*	*66%*	*51%*	**69%jln**	*62%*
Lost mail	192	57	87	22	18	7	144	25	75	85	21	11	1	159	12
	4%	*3%*	*4%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*1%*	*4%*	*4%*
Damaged mail	271	74	128	33	31	4	203	35	101	122	37	8	4	223	12
	5%	*4%*	**7%a**	*5%*	**9%acf**	*3%*	*5%*	**8%a**	*5%*	*6%*	*5%*	*3%*	*5%*	*6%*	*3%*
Delayed mail	386	127	172	42	38	1	299	39	154	150	46	27	7	304	34
	7%	*7%*	**9%e**	*6%*	**11%ace**	*1%*	**8%e**	**8%e**	*8%*	*8%*	*6%*	**11%j**	*8%*	*8%*	**10%j**
Mis-delivered mail	144	54	61	14	13	1	116	14	60	64	16	3	*	125	3
	3%	*3%*	*3%*	*2%*	*4%*	*1%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
Mail that has been tampered with	87	35	34	11	8	-	69	8	33	37	10	8	-	70	8
	2%	*2%*	*2%*	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	-	*2%*	*2%*
Other problems	128	51	52	14	10	1	103	11	44	65	10	8	*	109	9
	2%	*3%*	*3%*	*2%*	*3%*	*	*3%*	*2%*	*2%*	**3%j**	*1%*	*3%*	*	*3%*	*3%*
No - there have been no problems	2627	1075	1000	326	143	67	2076	210	1061	1011	381	118	33	2072	151
	51%	**55%bcdg**	**51%d**	*45%*	*42%*	*54%*	**53%cdg**	*45%*	**54%jln**	*51%*	*47%*	*46%*	*39%*	**52%jn**	*44%*
Any problem experienced	820	280	346	103	74	12	626	86	318	348	91	49	11	666	60
	16%	*14%*	*17%*	*14%*	**22%aceg**	*10%*	*16%*	*19%*	**16%j**	**18%j**	*11%*	**19%j**	*12%*	**17%j**	**18%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about Hermes	**386**	148	163	32	35	8	312	42	159	171	36	16	4	330	20
	7%	**8%c**	**8%c**	*4%*	**10%c**	*6%*	**8%c**	**9%c**	**8%j**	**9%j**	*4%*	*6%*	*4%*	**8%j**	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Hermes	**4211**	261	3889	61	1225	2791	195	4162	16	20	5	4197	9
	82%	*68%*	**83%ac**	*61%*	**80%f**	**84%df**	*63%*	**83%h**	*24%*	*77%*	*48%*	**82%h**	*32%*
Used Hermes to send	**948**	68	870	10	293	605	49	926	10	5	3	942	3
	18%	*18%*	*19%*	*10%*	*19%*	*18%*	*16%*	*18%*	*16%*	*21%*	*25%*	*18%*	*10%*
Used Hermes to receive	**3212**	204	2964	43	959	2118	135	3192	4	7	5	3203	4
	62%	*53%*	**63%ac**	*43%*	**62%f**	**64%f**	*43%*	**63%h**	*6%*	*29%*	*48%*	**63%h**	*15%*
Net used	**3447**	225	3177	44	1027	2266	154	3409	14	12	5	3435	7
	67%	*59%*	**68%ac**	*44%*	**67%f**	**68%f**	*50%*	**68%h**	*22%*	*48%*	*48%*	**67%h**	*23%*
Lost mail	**192**	19	170	4	54	132	6	188	2	2	*	192	-
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*2%*	*8%*	*1%*	*4%*	-
Damaged mail	**271**	32	236	4	94	167	11	269	2	*	-	271	-
	5%	**8%b**	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*4%*	*1%*	-	*5%*	-
Delayed mail	**386**	28	349	8	127	240	19	378	2	2	4	382	1
	7%	*7%*	*7%*	*8%*	*8%*	*7%*	*6%*	*8%*	*3%*	*7%*	*34%*	*7%*	*3%*
Mis-delivered mail	**144**	14	130	1	57	82	6	136	3	5	-	144	-
	3%	*4%*	*3%*	*1%*	*4%*	*2%*	*2%*	*3%*	*5%*	*19%*	-	*3%*	-
Mail that has been tampered with	**87**	16	72	-	42	37	9	77	6	5	-	87	-
	2%	**4%b**	*2%*	-	**3%e**	*1%*	*3%*	*2%*	**9%gk**	*18%*	-	*2%*	-
Other problems	**128**	10	115	2	44	80	3	128	-	*	-	128	-
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	-	*	-	*2%*	-
No - there have been no problems	**2627**	159	2440	28	750	1766	111	2608	6	5	1	2619	6
	51%	*41%*	**52%ac**	*28%*	**49%f**	**53%df**	*36%*	**52%h**	*9%*	*21%*	*13%*	**51%h**	*21%*
Any problem experienced	**820**	66	738	16	277	501	43	801	8	7	4	816	1
	16%	*17%*	*16%*	*16%*	*18%*	*15%*	*14%*	*16%*	*13%*	*27%*	*35%*	*16%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Hermes	**386**	38	338	10	131	238	17	376	7	3	-	386	*
	7%	*10%*	*7%*	*10%*	*9%*	*7%*	*6%*	*7%*	*11%*	*12%*	-	*8%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Hermes	4211	1077	1073	1068	995	358	371	347	377	350	346	370	344	353	313	369	312
	82%	84%d	83%d	83%d	77%	85%jn	85%jnp	81%n	88%jmnop	84%n	77%	86%jnp	83%n	80%	73%	80%	78%
Used Hermes to send	948	239	259	268	182	80	100	59	105	72	82	97	88	82	49	66	66
	18%	19%d	20%d	21%d	14%	19%n	23%gno	14%	24%gnop	17%	18%n	23%gno	21%gn	19%n	11%	14%	17%
Used Hermes to receive	3212	841	821	795	755	273	293	275	291	267	263	296	248	251	244	281	230
	62%	66%d	64%d	62%	59%	65%	67%mnp	64%	68%jmnp	64%	59%	68%jmnp	60%	57%	57%	61%	58%
Net used	3447	902	878	853	814	287	325	290	321	277	279	310	269	275	256	306	251
	67%	70%d	68%	66%	63%	68%	75%jlmnop	68%	75%jlmnop	67%	63%	72%jmnp	65%	62%	60%	66%	63%
Lost mail	192	63	46	26	58	23	19	21	18	17	11	10	8	8	13	28	17
	4%	5%c	4%	2%	4%c	5%lm	4%	5%	4%	4%	2%	2%	2%	2%	3%	6%jklm	4%
Damaged mail	271	74	72	65	61	33	22	19	34	15	23	25	16	23	16	24	22
	5%	6%	6%	5%	5%	8%	5%	4%	8%in	4%	5%	6%	4%	5%	4%	5%	5%
Delayed mail	386	126	85	79	96	45	39	43	40	19	25	26	24	29	33	35	29
	7%	10%bc	7%	6%	7%	11%ij	9%	10%i	9%i	5%	6%	6%	6%	7%	8%	8%	7%
Mis-delivered mail	144	34	38	24	49	7	20	7	15	14	8	10	5	9	20	17	13
	3%	3%	3%	2%	4%c	2%	5%l	2%	4%	3%	2%	2%	1%	2%	5%l	4%	3%
Mail that has been tampered with	87	12	23	20	32	3	4	4	8	5	10	3	9	9	7	14	11
	2%	1%	2%	2%	2%a	1%	1%	1%	2%	1%	2%	1%	2%	2%	2%	3%	3%
Other problems	128	30	26	29	43	13	11	6	6	7	13	9	5	14	13	21	8
	2%	2%	2%	2%	3%	3%	2%	1%	1%	2%	3%	2%	1%	3%	3%	5%ghl	2%
No - there have been no problems	2627	678	668	689	592	203	257	219	236	218	214	250	227	212	186	221	185
	51%	53%d	52%d	53%d	46%	48%	59%ejmnop	51%	55%n	52%n	48%	58%ejmnop	55%n	48%	43%	48%	46%
Any problem experienced	820	224	210	164	221	84	68	72	85	59	65	60	42	62	70	85	66
	16%	17%c	16%	13%	17%c	20%l	16%	17%l	20%l	14%	15%	14%	10%	14%	16%	19%l	16%l
Made a complaint about Hermes	386	104	106	68	107	39	38	27	44	32	30	25	23	20	36	40	31
	7%	8%c	8%c	5%	8%c	9%m	9%	6%	10%m	8%	7%	6%	6%	5%	8%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Interlink	1494	-	1494	768	721	59	108	334	270	354	212	158	168	604	723	369	1369	114	1562
	29%	-	29%	31%	27%	9%	17%e	33%ef	38%efk	38%efk	33%ef	30%ef	13%	35%l	35%l	32%l	30%	24%	30%
Used Interlink to send	51	-	51	37	14	5	9	26	3	4	*	4	14	29	8	4	46	4	40
	1%	-	1%	1%d	1%	1%	1%j	3%ehij	*	*	*	1%	1%	2%no	*	*	1%	1%	1%
Used Interlink to receive	252	-	252	168	84	12	42	56	51	51	21	19	54	107	91	40	232	17	273
	5%	-	5%	7%d	3%	2%	6%e	5%e	7%ejk	6%e	3%	4%	4%	6%lo	4%	3%	5%	4%	5%
Net used	291	-	291	198	93	16	48	77	54	55	21	19	64	131	95	40	268	20	302
	6%	-	6%	8%d	4%	2%	7%ejk	8%ejk	8%ejk	6%e	3%	4%	5%	8%lno	5%	3%	6%	4%	6%
Lost mail	17	-	17	9	7	2	5	9	-	1	-	-	7	9	1	-	14	2	10
	*	-	*	*	*	*	1%	1%l	-	*	-	-	1%n	1%n	*	-	*	1%	*
Damaged mail	17	-	17	11	7	8	2	7	-	*	-	1	10	7	1	1	14	3	14
	*	-	*	*	*	1%hl	*	1%	-	*	-	*	1%n	*	*	*	*	1%	*
Delayed mail	16	-	16	14	2	-	4	9	3	-	-	-	4	11	-	-	14	1	7
	*	-	*	1%d	*	-	1%	1%l	*	-	-	-	*	1%no	-	-	*	*	*
Mis-delivered mail	14	-	14	11	3	2	-	9	3	-	-	-	2	12	-	-	13	1	11
	*	-	*	*	*	*	-	1%l	*	-	-	-	*	1%no	-	-	*	*	*
Mail that has been tampered with	9	-	9	9	-	-	2	6	-	-	-	-	2	6	-	-	9	-	5
	*	-	*	*d	-	-	*	1%	-	-	-	-	*	*n	-	-	*	-	*
Other problems	7	-	7	5	2	2	*	2	3	*	-	-	3	4	*	-	6	2	6
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	242	-	242	158	83	6	38	53	51	54	21	17	44	104	93	39	225	14	265
	5%	-	5%	6%d	3%	1%	6%e	5%e	7%ejk	6%e	3%e	3%e	3%	6%lo	4%	3%	5%	3%	5%
Any problem experienced	49	-	49	39	10	10	11	24	3	1	-	1	20	27	2	1	43	6	37
	1%	-	1%	2%d	*	1%ij	2%ij	2%hijk	*	*	-	*	2%no	2%no	*	*	1%	1%	1%
Made a complaint about Interlink	30	-	30	24	6	3	6	18	3	1	-	-	9	21	1	-	29	2	21
	1%	-	1%	1%d	*	*	1%	2%ijk	*	*	-	-	1%no	1%no	*	-	1%	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Interlink	**1494**	302	510	317	365	812	682	882	594	175	184	416	371	267	971	177	1258
	29%	*29%*	*29%*	*29%*	*29%*	*29%*	*29%*	*29%*	*30%*	*28%*	*27%*	*30%*	*31%*	*31%*	*30%*	*28%*	*30%*
Used Interlink to send	**51**	24	9	13	4	33	18	43	8	5	4	5	7	27	16	5	44
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*	*1%*	**3%ijkln**	*	*1%*	*1%*
Used Interlink to receive	**252**	57	92	63	40	149	103	168	78	19	29	76	69	51	175	19	228
	5%	**5%d**	**5%d**	**6%d**	*3%*	*5%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	**6%i**	*6%*	*5%*	*3%*	**5%o**
Net used	**291**	76	97	75	43	172	119	205	81	21	30	79	76	76	184	21	263
	6%	**7%d**	**6%d**	**7%d**	*3%*	*6%*	*5%*	**7%h**	*4%*	*3%*	*4%*	*6%*	**6%i**	**9%ijkn**	*6%*	*3%*	**6%o**
Lost mail	**17**	9	-	7	1	9	7	15	2	2	-	3	2	9	5	2	14
	*	**1%bd**	-	**1%b**	*	*	*	*	*	*	-	*	*	**1%jkln**	*	*	*
Damaged mail	**17**	9	2	2	4	11	6	13	3	3	2	-	3	10	4	3	14
	*	**1%b**	*	*	*	*	*	*	*	**1%k**	*	-	*	**1%kln**	*	*1%*	*
Delayed mail	**16**	7	1	8	-	8	8	16	-	2	-	-	-	14	-	2	14
	*	**1%bd**	*	**1%bd**	-	*	*	**1%h**	-	*n	-	-	-	**2%jkln**	-	*	*
Mis-delivered mail	**14**	5	-	8	1	5	9	13	1	-	1	3	*	9	4	-	13
	*	*b	-	**1%b**	*	*	*	*	*	-	*	*	*	**1%ln**	*	-	*
Mail that has been tampered with	**9**	3	-	5	-	3	5	9	-	-	1	5	-	3	6	-	9
	*	*	-	*b	-	*	*	*	-	-	*	*	-	*	*	-	*
Other problems	**7**	2	1	3	2	3	4	5	1	2	-	-	*	5	*	2	5
	*	*	*	*	*	*	*	*	*	*n	-	-	*	**1%n**	*	*	*
No - there have been no problems	**242**	52	92	60	38	144	98	162	76	15	27	74	71	46	172	15	221
	5%	*5%*	**5%d**	**5%d**	*3%*	*5%*	*4%*	*5%*	*4%*	*2%*	*4%*	**5%i**	**6%i**	**5%i**	**5%i**	*2%*	**5%o**
Any problem experienced	**49**	24	4	16	5	28	21	43	5	6	2	5	5	30	12	6	42
	1%	**2%bd**	*	**1%b**	*	*1%*	*1%*	**1%h**	*	*1%*	*	*	*	**3%ijkln**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about Interlink	**30**	19	1	9	2	20	11	30	-	2	1	-	5	23	5	2	28
	1%	2%bcj	*	1%b	*	*1%*	*	1%h	-	*	*	-	*	3%ijkln	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Interlink	1494	1234	260	85	1244	119	94	37	57	152	94	120	136	193	124	215	155	12	107
	29%	28%	35%a	34%	29%	27%	38%deg	25%	27%n	27%n	22%	32%jnq	30%jnq	40%hijlnoqr	18%	31%jnq	35%jnq	18%	29%nq
Used Interlink to send	51	41	10	2	47	2	1	1	2	-	3	3	7	6	16	4	4	-	2
	1%	1%	1%	1%	1%	*	1%	1%	1%l	-	1%	1%	2%l	1%	2%l	1%	1%	-	*
Used Interlink to receive	252	204	48	23	210	19	15	8	13	25	13	18	24	30	22	41	24	3	16
	5%	5%	7%	9%a	5%	4%	6%	6%	6%	4%	3%	5%	5%	6%	3%	6%	6%	4%	4%
Net used	291	236	55	26	246	20	16	9	14	25	15	21	27	36	38	41	27	3	17
	6%	5%	7%	10%a	6%	4%	6%	6%	7%	4%	3%	6%	6%	8%	6%	6%	6%	4%	5%
Lost mail	17	12	5	5	16	-	1	*	1	-	1	2	-	1	6	4	-	-	-
	*	*	1%	2%a	*	-	*	*	*	-	*	1%	-	*	1%	1%	-	-	-
Damaged mail	17	16	1	*	15	2	*	1	-	-	2	1	2	1	7	2	-	-	2
	*	*	*	*	*	*	*	1%	-	-	*	*	*	*	1%	*	-	-	1%
Delayed mail	16	14	2	2	16	-	-	-	-	-	1	2	2	3	8	-	-	-	-
	*	*	*	1%	*	-	-	-	-	-	*	1%	*	1%	1%	-	-	-	-
Mis-delivered mail	14	8	6	5	12	*	1	1	-	2	-	2	-	4	2	3	-	-	*
	*	*	1%a	2%a	*	*	*	1%e	-	*	-	1%	-	1%	*	*	-	-	*
Mail that has been tampered with	9	6	3	3	8	-	1	-	-	2	-	-	2	-	-	3	1	-	-
	*	*	*	1%a	*	-	*	-	-	*	-	-	*	-	-	*	*	-	-
Other problems	7	7	*	*	6	1	-	*	-	-	-	-	-	3	3	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	1%	*	-	-	-	*
No - there have been no problems	242	193	49	20	202	17	14	8	13	21	11	18	26	30	20	37	26	3	14
	5%	4%	7%a	8%a	5%	4%	6%	6%	6%j	4%	3%	5%	6%	6%j	3%	5%	6%	4%	4%
Any problem experienced	49	43	6	5	44	3	2	1	1	4	4	3	2	6	18	4	1	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	3%jp	1%	*	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 340

QI_7. Competitive landscape - Interlink

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Interlink	**30**	28	2	2	28	1	1	*	1	-	2	3	2	4	15	-	1	-	1
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*	*	-	*1%*	*1%*	*	*1%*	**2%lor**	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Interlink	**1494**	617	545	201	87	38	1161	125	595	578	197	83	33	1173	116
	29%	***32%b***	*28%*	*28%*	*25%*	*31%*	*30%*	*27%*	***30%j***	***29%j***	*24%*	***33%j***	***39%j***	***30%j***	***34%j***
Used Interlink to send	**51**	34	11	4	1	-	45	1	28	14	6	3	-	42	3
	1%	***2%b***	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Used Interlink to receive	**252**	91	107	30	17	6	197	23	110	88	30	15	6	198	22
	5%	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*7%*	*5%*	*6%*
Net used	**291**	120	111	34	19	6	231	24	133	96	37	17	6	229	23
	6%	*6%*	*6%*	*5%*	*5%*	*4%*	*6%*	*5%*	*7%*	*5%*	*4%*	*7%*	*7%*	*6%*	*7%*
Lost mail	**17**	7	6	3	-	-	14	-	4	6	5	-	3	9	3
	*	*	*	*	-	-	*	-	*	*	*1%*	-	***3%hijkm***	*	*1%*
Damaged mail	**17**	6	7	3	-	-	13	-	8	3	5	*	-	11	*
	*	*	*	*	-	-	*	-	*	*	*1%*	*	-	*	*
Delayed mail	**16**	14	-	-	1	-	14	1	10	5	1	-	-	14	-
	*	***1%b***	-	-	*	-	*b	*	*	*	*	-	-	*	-
Mis-delivered mail	**14**	8	3	3	-	-	11	-	8	2	-	-	3	10	3
	*	*	*	*	-	-	*	-	*	*	-	-	***3%hijkm***	*	***1%ij***
Mail that has been tampered with	**9**	2	4	3	-	-	6	-	5	1	-	-	3	6	3
	*	*	*	*	-	-	*	-	*	*	-	-	***3%hijkm***	*	***1%ijm***
Other problems	**7**	5	-	*	1	-	5	1	3	2	1	*	-	5	*
	*	*	-	*	*	-	*	*	*	*	*	*	-	*	*
No - there have been no problems	**242**	94	97	28	17	6	191	22	110	82	30	16	4	192	20
	5%	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*4%*	*5%*	*6%*
Any problem experienced	**49**	26	14	6	2	-	40	2	23	14	7	1	3	37	3
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	***3%i***	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about Interlink	**30**	23	7	-	1	-	29	1	17	9	4	-	-	26	-
	1%	***1%bc***	*	-	*	-	*1%*	*	*1%*	*	*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Interlink	1494	123	1353	18	470	963	61	1484	*	3	2	1487	5
	29%	32%c	29%	19%	31%f	29%f	20%	30%h	*	13%	19%	29%h	17%
Used Interlink to send	51	19	31	-	26	15	10	49	-	-	-	49	1
	1%	5%b	1%	-	2%e	*	3%e	1%	-	-	-	1%	5%
Used Interlink to receive	252	24	226	2	83	156	12	249	*	1	-	251	2
	5%	6%	5%	2%	5%	5%	4%	5%	*	5%	-	5%	5%
Net used	291	41	248	2	106	166	19	286	*	1	-	288	3
	6%	11%b	5%	2%	7%e	5%	6%	6%	*	5%	-	6%	10%
Lost mail	17	6	11	-	7	10	-	17	-	-	-	17	-
	*	2%b	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	17	3	14	-	10	5	2	16	-	-	-	16	2
	*	1%	*	-	1%e	*	1%	*	-	-	-	*	5%
Delayed mail	16	7	9	-	8	4	3	16	-	-	-	16	-
	*	2%b	*	-	1%e	*	1%e	*	-	-	-	*	-
Mis-delivered mail	14	5	8	1	9	5	-	14	-	-	-	14	-
	*	1%b	*	1%	1%e	*	-	*	-	-	-	*	-
Mail that has been tampered with	9	-	8	1	5	4	-	9	-	-	-	9	-
	*	-	*	1%	*	*	-	*	-	-	-	*	-
Other problems	7	-	7	-	3	*	4	6	-	-	-	6	2
	*	-	*	-	*	*	1%de	*	-	-	-	*	5%
No - there have been no problems	242	27	213	2	81	149	11	239	*	1	-	240	1
	5%	7%	5%	2%	5%	4%	4%	5%	*	5%	-	5%	5%
Any problem experienced	49	14	35	1	25	17	8	48	-	-	-	48	2
	1%	4%b	1%	1%	2%e	1%	2%e	1%	-	-	-	1%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Interlink	**30**	12	18	1	19	8	3	30	-	-	-	30	-
	1%	**3%b**	*	*1%*	**1%e**	*	*1%*	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Interlink	1494	385	375	409	325	124	130	131	146	126	103	128	136	144	106	112	107
	29%	30%d	29%	32%d	25%	29%	30%	31%	34%jno	30%	23%	30%	33%jo	33%jo	25%	24%	27%
Used Interlink to send	51	2	13	19	17	*	2	-	5	1	7	3	6	9	6	3	8
	1%	*	1%a	1%a	1%a	*	1%	-	1%	*	2%	1%	2%	2%eg	1%	1%	2%eg
Used Interlink to receive	252	78	53	65	56	19	31	27	25	19	9	23	23	19	29	9	17
	5%	6%	4%	5%	4%	5%	7%jo	6%jo	6%jo	4%	2%	5%	6%jo	4%	7%jo	2%	4%
Net used	291	79	60	83	69	19	32	27	25	19	16	26	29	28	35	12	21
	6%	6%	5%	6%	5%	5%	7%o	6%o	6%	4%	4%	6%	7%o	6%	8%jo	3%	5%
Lost mail	17	1	1	10	5	-	-	1	-	-	1	1	6	3	4	1	-
	*	*	*	1%b	*	-	-	*	-	-	*	*	1%	1%	1%	*	-
Damaged mail	17	1	5	7	5	-	1	-	-	2	3	2	*	5	5	-	-
	*	*	*	1%	*	-	*	-	-	*	1%	*	*	1%	1%	-	-
Delayed mail	16	1	-	8	7	-	1	-	-	-	-	-	3	5	4	-	3
	*	*	-	1%b	1%	-	*	-	-	-	-	-	1%	1%	1%	-	1%
Mis-delivered mail	14	1	-	3	10	-	-	1	-	-	-	-	3	*	5	2	3
	*	*	-	*	1%ab	-	-	*	-	-	-	-	1%	*	1%	*	1%
Mail that has been tampered with	9	-	2	5	2	-	-	-	-	-	2	-	3	2	-	-	2
	*	-	*	*	*	-	-	-	-	-	1%	-	1%	*	-	-	*
Other problems	7	*	2	-	5	*	-	-	-	2	-	-	-	-	3	-	3
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	1%	-	1%
No - there have been no problems	242	75	52	66	49	19	30	25	25	17	10	23	23	20	23	9	17
	5%	6%	4%	5%	4%	5%	7%jo	6%jo	6%jo	4%	2%	5%	5%	5%	5%	2%	4%
Any problem experienced	49	5	8	17	20	*	2	2	-	2	6	3	6	8	12	3	4
	1%	*	1%	1%	2%a	*	1%	*	-	*	1%	1%	1%	2%h	3%efghi	1%	1%
Made a complaint about Interlink	30	2	3	12	13	-	1	1	-	-	3	1	3	8	5	3	4
	1%	*	*	1%	1%a	-	*	*	-	-	1%	*	1%	2%ehi	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of DPD	**3752**	-	3752	1694	2045	342	412	688	563	778	535	436	753	1250	1748	970	3436	291	3930
	73%	-	*73%*	*67%*	**78%c**	*50%*	**63%e**	**68%e**	**78%efg**	**84%efgh**	**84%efgh**	**83%efg**	*56%*	**72%l**	**84%lm**	**84%lm**	**74%q**	*61%*	*76%*
Used DPD to send	**304**	-	304	180	123	62	58	89	38	31	14	12	120	127	56	25	261	39	304
	6%	-	*6%*	**7%d**	*5%*	**9%hijk**	**9%ijk**	**9%hijk**	**5%jk**	*3%*	*2%*	*2%*	**9%no**	**7%no**	*3%*	*2%*	*6%*	*8%*	*6%*
Used DPD to receive	**2321**	-	2321	1046	1269	234	292	458	365	489	291	192	526	823	972	483	2093	212	2675
	45%	-	*45%*	*42%*	**48%c**	*34%*	**45%ek**	**45%ek**	**51%ek**	**53%efgjk**	**46%ek**	*37%*	*39%*	**47%lo**	**47%lo**	*42%*	*45%*	*44%*	*52%*
Net used	**2455**	-	2455	1127	1321	262	311	503	383	505	295	196	573	886	996	491	2201	238	2787
	48%	-	*48%*	*45%*	**50%c**	*38%*	**48%ek**	**50%ek**	**53%ek**	**55%efjk**	**46%ek**	*37%*	*43%*	**51%lo**	**48%lo**	*42%*	*47%*	*49%*	*54%*
Lost mail	**32**	-	32	18	13	10	1	12	3	4	1	1	10	15	6	2	27	4	45
	1%	-	*1%*	*1%*	*1%*	**1%f**	*	*1%*	*	*	*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Damaged mail	**66**	-	66	30	36	17	5	21	8	5	9	2	22	28	16	11	56	9	78
	1%	-	*1%*	*1%*	*1%*	**2%ik**	*1%*	**2%ik**	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*
Delayed mail	**109**	-	109	49	60	31	14	28	17	13	5	1	45	45	19	6	85	24	146
	2%	-	*2%*	*2%*	*2%*	**4%ijk**	**2%k**	**3%jk**	**2%k**	*1%*	*1%*	*	**3%no**	**3%no**	*1%*	*1%*	*2%*	**5%p**	*3%*
Mis-delivered mail	**60**	-	60	30	30	16	9	13	6	6	5	4	25	19	16	10	48	12	77
	1%	-	*1%*	*1%*	*1%*	**2%i**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
Mail that has been tampered with	**35**	-	35	22	13	8	5	18	*	2	1	-	13	18	3	1	28	7	34
	1%	-	*1%*	*1%*	*	**1%h**	*1%*	**2%hijk**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*2%*	*1%*
Other problems	**48**	-	48	26	22	6	8	15	6	8	3	2	13	21	13	5	42	5	56
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
No - there have been no problems	**2200**	-	2200	1004	1189	202	278	435	349	476	272	188	480	784	936	460	1988	197	2468
	43%	-	*43%*	*40%*	**45%c**	*29%*	**43%e**	**43%ek**	**49%ek**	**52%efgjk**	**43%e**	*36%*	*36%*	**45%lo**	**45%lo**	*40%*	*43%*	*41%*	*48%*
Any problem experienced	**255**	-	255	124	132	60	33	68	34	29	23	8	94	102	60	31	213	41	319
	5%	-	*5%*	*5%*	*5%*	**9%fhijk**	**5%k**	**7%ik**	**5%k**	*3%*	*4%*	*1%*	**7%no**	**6%no**	*3%*	*3%*	*5%*	**9%p**	*6%*
Made a complaint about DPD	**121**	-	121	70	52	29	17	38	15	10	11	3	46	52	23	14	100	20	139
	2%	-	*2%*	*3%*	*2%*	**4%ik**	**3%k**	**4%ik**	*2%*	*1%*	*2%*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 341

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of DPD	**3752**	680	1323	817	932	2003	1748	2127	1580	457	489	1070	881	583	2440	464	3072
	73%	*66%*	**76%a**	**74%a**	**74%a**	*72%*	*74%*	*69%*	**79%g**	*72%*	*71%*	**78%jm**	**73%m**	*67%*	**74%m**	*73%*	*73%*
Used DPD to send	**304**	94	76	68	65	170	133	228	70	23	29	79	80	72	188	24	266
	6%	**9%bd**	*4%*	*6%*	*5%*	*6%*	*6%*	**7%h**	*4%*	*4%*	*4%*	*6%*	**7%l**	**8%lj**	*6%*	*4%*	*6%*
Used DPD to receive	**2321**	473	818	485	545	1291	1030	1414	878	230	265	668	576	417	1510	234	1964
	45%	*46%*	*47%*	*44%*	*43%*	*46%*	*44%*	*46%*	*44%*	*37%*	*38%*	**48%ij**	**48%ij**	**48%lj**	**46%ij**	*37%*	**47%o**
Net used	**2455**	520	846	518	572	1365	1090	1517	906	243	279	693	608	458	1580	247	2077
	48%	*50%*	*48%*	*47%*	*45%*	*49%*	*46%*	**49%h**	*45%*	*39%*	*40%*	**50%ij**	**50%ij**	**53%lj**	**48%ij**	*39%*	**49%o**
Lost mail	**32**	12	7	5	8	18	13	19	10	5	4	7	7	9	17	5	26
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**66**	18	16	12	21	34	32	44	21	11	6	21	16	9	43	11	52
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**109**	37	21	25	26	58	51	74	31	14	8	23	28	27	60	14	89
	2%	**4%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Mis-delivered mail	**60**	24	8	18	10	32	28	35	24	11	6	16	9	16	31	11	47
	1%	**2%bd**	*	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Mail that has been tampered with	**35**	10	4	12	8	14	21	24	9	7	3	9	5	11	17	7	28
	1%	**1%b**	*	**1%b**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Other problems	**48**	15	16	7	9	31	16	28	18	5	7	11	7	14	26	5	40
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
No - there have been no problems	**2200**	438	785	466	511	1223	977	1351	823	213	252	630	544	401	1426	217	1865
	43%	*42%*	*45%*	*42%*	*41%*	*44%*	*41%*	*44%*	*41%*	*34%*	*36%*	**46%ij**	**45%ij**	**46%lj**	**43%ij**	*34%*	**44%o**
Any problem experienced	**255**	82	61	52	61	143	113	167	83	30	27	63	63	57	153	30	212
	5%	**8%bcd**	*3%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*7%*	*5%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about DPD	**121**	51	26	27	18	76	45	83	37	15	11	25	30	35	67	15	102
	2%	**5%bcd**	*1%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	**4%jkl**	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 341

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of DPD	3752	3170	581	186	3100	340	203	109	146	412	303	280	329	381	389	513	345	48	292
	73%	72%	79%a	74%	72%	77%d	81%d	75%	70%n	73%n	72%n	75%n	73%n	80%hjn	57%	73%n	78%hn	71%n	78%hn
Used DPD to send	304	254	49	19	255	28	12	9	8	36	14	13	33	26	59	40	26	4	25
	6%	6%	7%	7%	6%	6%	5%	6%	4%	6%	3%	4%	7%j	5%	9%hjk	6%	6%	5%	7%
Used DPD to receive	2321	1936	385	130	1856	239	148	78	96	204	179	156	202	220	255	319	225	25	214
	45%	44%	52%a	52%a	43%	54%d	59%d	53%d	46%in	36%	42%	42%	45%	46%in	38%	45%i	51%iknq	36%	57%hijklmnoq
Net used	2455	2054	401	134	1977	246	151	81	99	224	183	162	219	236	294	325	234	28	218
	48%	46%	55%a	54%	46%	56%d	60%d	56%d	47%	40%	43%	43%	48%i	50%i	43%	46%	53%ijkn	41%	59%hijklmnoq
Lost mail	32	28	4	2	22	4	3	2	-	2	-	1	5	-	8	4	3	1	3
	1%	1%	1%	1%	1%	1%	1%	1%d	-	*	-	*	1%	-	1%	1%	1%	1%jm	1%
Damaged mail	66	57	9	3	54	5	3	3	-	5	2	3	12	2	9	12	10	1	4
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	*	1%	3%hm	*	1%	2%	2%h	2%	1%
Delayed mail	109	86	22	8	80	15	6	7	2	11	8	3	11	7	26	7	6	4	11
	2%	2%	3%	3%	2%	4%d	2%	5%d	1%	2%	2%	1%	2%	1%	4%hko	1%	1%	6%hijkmop	3%ko
Mis-delivered mail	60	48	12	4	52	3	3	2	1	9	6	9	8	2	11	4	3	*	2
	1%	1%	2%	1%	1%	1%	1%	2%	*	2%	1%	2%	2%	*	2%	1%	1%	*	1%
Mail that has been tampered with	35	24	11	7	30	3	1	1	-	5	4	-	1	3	10	4	3	1	2
	1%	1%	2%a	3%a	1%	1%	*	1%	-	1%	1%	-	*	1%	1%	1%	1%	1%	1%
Other problems	48	34	13	1	41	3	3	1	1	4	10	1	1	2	8	9	5	*	3
	1%	1%	2%a	1%	1%	1%	1%	1%	*	1%	2%l	*	*	*	1%	1%	1%	1%	1%
No - there have been no problems	2200	1851	349	118	1774	219	138	69	96	203	159	148	194	225	251	289	210	23	196
	43%	42%	47%a	47%	41%	50%d	55%dg	48%d	46%in	36%	38%	40%	43%	47%ijnq	37%	41%	48%ijnq	34%	53%ijklnoq
Any problem experienced	255	203	53	17	204	27	13	12	3	22	24	14	26	12	43	36	24	5	22
	5%	5%	7%a	7%	5%	6%	5%	8%d	1%	4%	6%h	4%	6%h	2%	6%hm	5%h	5%h	7%hm	6%hm

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about DPD	**121**	98	23	6	101	11	7	3	1	19	6	9	11	9	23	11	12	1	9
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of DPD	3752	1460	1451	477	252	87	2911	340	1479	1452	553	181	56	2931	237
	73%	**75%c**	**73%c**	*66%*	**74%c**	*70%*	**74%c**	**73%c**	**75%j**	**73%j**	*68%*	*71%*	*66%*	**74%j**	*70%*
Used DPD to send	304	119	107	39	22	11	226	33	133	94	55	13	7	226	20
	6%	*6%*	*5%*	*5%*	*7%*	*9%*	*6%*	*7%*	**7%l**	*5%*	*7%*	*5%*	*8%*	*6%*	*6%*
Used DPD to receive	2321	847	933	301	171	58	1781	229	909	932	328	113	27	1842	141
	45%	*44%*	**47%c**	*41%*	**50%c**	*47%*	*45%*	**49%c**	**46%jl**	**47%jl**	*40%*	*45%*	*32%*	**47%jl**	*41%*
Net used	2455	903	979	318	178	64	1883	243	974	963	353	122	31	1937	153
	48%	*46%*	**50%c**	*44%*	*52%*	*52%*	*48%*	**52%c**	**49%j**	*49%*	*43%*	*48%*	*36%*	**49%j**	*45%*
Lost mail	32	11	14	2	1	1	26	2	15	10	4	1	*	25	1
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
Damaged mail	66	28	23	5	9	*	50	9	39	19	4	1	*	59	1
	1%	*1%*	*1%*	*1%*	*3%*	*	*1%*	*2%*	**2%j**	*1%*	*1%*	*	*	*1%*	*
Delayed mail	109	40	43	15	7	2	83	9	44	37	17	6	3	80	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*
Mis-delivered mail	60	29	23	4	2	3	52	4	33	14	7	5	-	47	5
	1%	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*2%*	-	*1%*	*2%*
Mail that has been tampered with	35	13	15	4	1	-	28	1	12	8	9	*	3	20	4
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	*	**4%hlkm**	*1%*	*1%*
Other problems	48	12	22	8	2	2	34	4	13	17	8	7	*	31	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%him**	*1%*	*1%*	**2%hm**
No - there have been no problems	2200	808	872	289	161	60	1680	221	860	876	319	107	27	1736	133
	43%	*42%*	*44%*	*40%*	*47%*	*49%*	*43%*	**47%c**	*44%*	*44%*	*39%*	*42%*	*31%*	*44%*	*39%*
Any problem experienced	255	95	107	29	18	4	203	22	114	87	34	15	4	200	19
	5%	*5%*	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*6%*	*4%*	*4%*	*6%*	*5%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about DPD	**121**	54	53	4	8	2	107	10	63	37	18	4	*	99	4
	2%	***3%c***	***3%c***	*1%*	*2%*	*2%*	***3%c***	*2%*	***3%l***	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of DPD	**3752**	239	3455	58	1094	2501	157	3726	11	5	6	3742	4
	73%	*62%*	**74%ac**	*58%*	**71%f**	**76%df**	*51%*	**74%h**	*17%*	*20%*	*58%*	**73%h**	*13%*
Used DPD to send	**304**	29	269	5	105	180	19	293	7	*	1	300	2
	6%	*8%*	*6%*	*5%*	*7%*	*5%*	*6%*	*6%*	*11%*	*	*12%*	*6%*	*7%*
Used DPD to receive	**2321**	153	2142	26	648	1572	101	2312	2	4	1	2318	2
	45%	*40%*	**46%c**	*26%*	**42%f**	**48%df**	*33%*	**46%h**	*3%*	*14%*	*14%*	**45%h**	*6%*
Net used	**2455**	166	2262	27	698	1648	109	2439	7	4	1	2450	4
	48%	**43%c**	**48%c**	*27%*	**45%f**	**50%df**	*35%*	**49%h**	*12%*	*15%*	*14%*	**48%h**	*13%*
Lost mail	**32**	8	24	-	19	8	5	29	1	-	-	30	2
	1%	**2%b**	*1%*	-	**1%e**	*	**2%e**	*1%*	*2%*	-	-	*1%*	*5%*
Damaged mail	**66**	13	53	1	34	29	3	64	-	1	-	64	2
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*5%*
Delayed mail	**109**	19	88	1	53	52	4	104	2	1	*	107	2
	2%	**5%b**	*2%*	*1%*	**3%e**	*2%*	*1%*	*2%*	*4%*	*4%*	*1%*	*2%*	*5%*
Mis-delivered mail	**60**	12	46	2	32	24	3	59	1	*	-	60	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	-
Mail that has been tampered with	**35**	8	27	*	20	11	4	33	-	*	-	33	2
	1%	**2%b**	*1%*	*	**1%e**	*	*1%*	*1%*	-	*	-	*1%*	*6%*
Other problems	**48**	4	43	2	19	25	4	46	-	*	-	46	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*5%*
No - there have been no problems	**2200**	133	2044	23	580	1524	95	2191	3	2	1	2197	2
	43%	*35%*	**44%ac**	*23%*	*38%*	**46%df**	*31%*	**44%h**	*5%*	*8%*	*13%*	**43%h**	*7%*
Any problem experienced	**255**	33	218	4	118	123	14	248	4	2	*	254	2
	5%	**9%b**	*5%*	*4%*	**8%e**	*4%*	*5%*	*5%*	*7%*	*6%*	*1%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about DPD	**121**	20	99	3	56	57	8	117	3	2	-	121	-
	2%	***5%b***	*2%*	*3%*	***4%e***	*2%*	*3%*	*2%*	*5%*	*6%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 341

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of DPD	**3752**	939	954	945	914	314	328	297	332	312	310	329	298	318	291	334	289
	73%	*73%*	*74%*	*73%*	*71%*	*74%*	*75%*	*69%*	**77%jn**	*75%*	*69%*	**76%n**	*72%*	*72%*	*68%*	*72%*	*72%*
Used DPD to send	**304**	73	69	81	81	18	30	25	21	21	27	25	31	25	21	36	23
	6%	*6%*	*5%*	*6%*	*6%*	*4%*	*7%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*	*6%*	*5%*	*8%*	*6%*
Used DPD to receive	**2321**	588	579	589	565	205	213	170	217	191	171	212	181	196	179	220	166
	45%	*46%*	*45%*	*46%*	*44%*	**49%gj**	**49%gj**	*40%*	**51%gjnp**	*46%*	*38%*	**49%gj**	*44%*	*44%*	*42%*	**48%j**	*42%*
Net used	**2455**	620	604	621	610	214	224	182	227	200	177	222	196	203	194	239	178
	48%	*48%*	*47%*	*48%*	*47%*	**51%j**	**52%j**	*43%*	**53%gj**	*48%*	*40%*	**51%j**	*47%*	*46%*	*45%*	**52%gj**	*45%*
Lost mail	**32**	7	8	6	11	3	3	1	4	3	*	1	3	2	5	3	3
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**66**	8	19	18	21	1	2	5	12	4	3	3	5	11	10	4	6
	1%	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	**3%e**	*1%*	*1%*	*1%*	*1%*	**2%e**	**2%e**	*1%*	*2%*
Delayed mail	**109**	27	21	24	36	11	12	5	11	7	3	9	9	6	10	20	6
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	**4%gj**	*2%*
Mis-delivered mail	**60**	21	12	13	14	6	9	6	8	3	1	6	3	5	3	2	8
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*2%*
Mail that has been tampered with	**35**	6	7	16	6	3	1	1	1	3	2	5	8	3	2	2	2
	1%	*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*
Other problems	**48**	5	11	9	22	1	3	1	1	4	7	5	2	2	9	5	8
	1%	*	*1%*	*1%*	**2%a**	*	*1%*	*	*	*1%*	*2%*	*1%*	*	*	**2%h**	*1%*	**2%h**
No - there have been no problems	**2200**	568	546	563	522	196	202	170	198	187	162	200	181	182	165	205	152
	43%	*44%*	*42%*	*44%*	*40%*	**47%j**	**47%j**	*40%*	**46%j**	*45%*	*36%*	**46%j**	*44%*	*41%*	*38%*	*45%*	*38%*
Any problem experienced	**255**	52	57	58	88	18	22	13	29	13	15	22	15	21	29	33	26
	5%	*4%*	*4%*	*4%*	**7%ab**	*4%*	*5%*	*3%*	*7%*	*3%*	*3%*	*5%*	*4%*	*5%*	*7%*	**7%gj**	*7%*
Made a complaint about DPD	**121**	23	25	23	51	8	7	8	13	3	9	12	6	5	16	18	17
	2%	*2%*	*2%*	*2%*	**4%abc**	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*1%*	**4%l**	**4%lm**	**4%lm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Parcelforce	3879	-	3879	1802	2065	265	367	699	599	846	600	503	631	1298	1950	1104	3613	239	4038
	75%	-	75%	72%	79%c	39%	56%e	69%ef	83%efg	92%efgh	95%efgh	96%efghi	47%	75%l	94%lm	95%lm	78%q	50%	78%
Used Parcelforce to send	561	-	561	318	243	26	56	109	98	142	71	59	82	208	271	130	506	53	653
	11%	-	11%	13%d	9%	4%	9%e	11%e	14%ef	15%efg	11%e	11%e	6%	12%l	13%l	11%l	11%	11%	13%
Used Parcelforce to receive	2068	-	2068	1005	1061	129	180	363	350	508	311	226	309	714	1045	538	1931	127	2367
	40%	-	40%	40%	40%	19%	28%e	36%ef	49%efg	55%efgk	49%efg	43%efg	23%	41%l	50%lm	46%lm	42%q	27%	46%
Net used	2270	-	2270	1123	1144	145	197	407	386	552	334	249	342	793	1135	583	2112	149	2575
	44%	-	44%	45%	43%	21%	30%e	40%ef	54%efg	60%efgjk	53%efg	47%efg	26%	46%l	55%lm	50%l	46%q	31%	50%
Lost mail	25	-	25	13	11	5	*	4	4	7	4	*	6	8	11	4	22	3	33
	*	-	*	1%	*	1%	*	*	1%	1%	1%	*	*	*	1%	*	*	1%	1%
Damaged mail	48	-	48	28	19	8	5	14	3	9	7	2	13	17	18	9	42	6	61
	1%	-	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Delayed mail	100	-	100	50	49	9	10	29	6	25	17	3	20	35	46	20	94	5	113
	2%	-	2%	2%	2%	1%	2%	3%hk	1%	3%hk	3%	1%	1%	2%	2%	2%	2%	1%	2%
Mis-delivered mail	21	-	21	15	6	*	4	4	2	8	2	1	4	6	11	3	20	1	34
	*	-	*	1%	*	*	1%	*	*	1%	*	*	*	*	1%	*	*	*	1%
Mail that has been tampered with	23	-	23	14	9	6	6	6	-	4	1	-	11	6	6	1	18	5	28
	*	-	*	1%	*	1%	1%	1%	-	*	*	-	1%	*	*	*	*	1%	1%
Other problems	33	-	33	20	11	6	2	8	6	4	3	3	9	14	10	6	25	8	27
	1%	-	1%	1%	*	1%	*	1%	1%	*	*	1%	1%	1%	*	1%	1%	2%p	1%
No - there have been no problems	2081	-	2081	1028	1052	119	173	356	372	510	309	243	291	728	1062	552	1946	127	2359
	40%	-	40%	41%	40%	17%	26%e	35%ef	52%efg	55%efgk	49%efg	46%efg	22%	42%l	51%lm	48%lm	42%q	26%	46%
Any problem experienced	189	-	189	95	92	26	25	51	14	42	25	6	51	65	73	31	165	22	216
	4%	-	4%	4%	3%	4%k	4%k	5%hk	2%	5%hk	4%k	1%	4%	4%	3%	3%	4%	5%	4%
Made a complaint about Parcelforce	81	-	81	42	37	13	10	28	5	12	13	1	22	33	25	14	73	7	74
	2%	-	2%	2%	1%	2%k	1%	3%hk	1%	1%	2%k	*	2%	2%	1%	1%	2%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Parcelforce	**3879**	692	1374	848	965	2066	1813	2142	1689	487	539	1104	909	583	2552	493	3185
	75%	*67%*	**78%a**	**77%a**	**77%a**	*74%*	*77%*	*70%*	**84%g**	**77%m**	**78%m**	**80%lm**	**75%m**	*67%*	**78%m**	*77%*	*76%*
Used Parcelforce to send	**561**	140	180	129	112	320	241	369	179	55	48	146	181	90	376	56	479
	11%	**13%d**	*10%*	*12%*	*9%*	*11%*	*10%*	**12%h**	*9%*	*9%*	*7%*	**11%j**	**15%ijkmn**	*10%*	**11%j**	*9%*	*11%*
Used Parcelforce to receive	**2068**	433	719	449	467	1152	916	1199	835	204	286	585	512	369	1383	207	1779
	40%	*42%*	*41%*	*40%*	*37%*	*41%*	*39%*	*39%*	*42%*	*32%*	**41%i**	**42%i**	**42%i**	**43%i**	**42%i**	*33%*	**42%o**
Net used	**2270**	477	777	496	520	1254	1016	1328	907	224	307	638	569	402	1513	227	1948
	44%	*46%*	*44%*	*45%*	*41%*	*45%*	*43%*	*43%*	*45%*	*36%*	**44%i**	**46%i**	**47%i**	**46%i**	**46%i**	*36%*	**46%o**
Lost mail	**25**	7	8	6	4	15	10	19	5	*	1	3	15	5	19	*	24
	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*	*	**1%ik**	*1%*	*1%*	*	*1%*
Damaged mail	**48**	14	15	9	11	29	20	32	14	3	6	14	5	13	25	3	39
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*
Delayed mail	**100**	26	27	25	22	53	47	78	19	3	7	33	33	21	73	3	94
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%h**	*1%*	*1%*	*1%*	**2%i**	**3%i**	**2%i**	**2%i**	*1%*	**2%o**
Mis-delivered mail	**21**	5	5	6	5	10	11	12	6	2	2	6	5	7	12	2	19
	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
Mail that has been tampered with	**23**	10	1	9	2	12	12	20	3	3	2	5	5	8	12	3	19
	*	**1%bd**	*	**1%b**	*	*	*	**1%h**	*	*	*	*	*	*1%*	*	*	*
Other problems	**33**	10	7	5	11	16	16	26	7	*	6	3	10	7	19	*	25
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
No - there have been no problems	**2081**	431	727	446	477	1158	923	1188	865	212	286	584	514	365	1384	215	1782
	40%	*42%*	*42%*	*40%*	*38%*	*42%*	*39%*	*39%*	**43%g**	*34%*	**41%i**	**42%i**	**43%i**	**42%i**	**42%i**	*34%*	**42%o**
Any problem experienced	**189**	46	50	50	43	96	93	141	42	12	21	54	54	37	129	12	167
	4%	*4%*	*3%*	*5%*	*3%*	*3%*	*4%*	**5%h**	*2%*	*2%*	*3%*	*4%*	**5%i**	*4%*	*4%*	*2%*	**4%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about Parcelforce	**81**	27	15	25	14	42	39	67	11	6	5	20	24	21	49	6	70
	2%	**3%bcd**	*1%*	**2%b**	*1%*	*2%*	*2%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Parcelforce	3879	3263	615	197	3207	356	203	112	166	400	336	287	341	392	376	538	372	55	302
	75%	74%	84%a	78%	74%	81%d	81%d	77%	80%ln	71%n	79%ln	77%n	75%n	82%ln	55%	76%n	84%iklno	81%n	81%n
Used Parcelforce to send	561	476	86	30	442	64	28	27	27	43	42	25	48	53	60	81	62	12	52
	11%	11%	12%	12%	10%	15%d	11%	18%df	13%ik	8%	10%	7%	11%	11%	9%	12%	14%ik	17%ikn	14%ikn
Used Parcelforce to receive	2068	1709	359	125	1644	226	121	77	86	174	178	144	171	226	199	272	195	35	191
	40%	39%	49%a	50%a	38%	51%d	48%d	53%d	41%ln	31%	42%ln	39%n	38%n	47%ilno	29%	39%n	44%ln	51%iln	51%hijklno
Net used	2270	1880	390	135	1811	242	131	86	100	197	191	153	185	243	225	299	218	38	205
	44%	43%	53%a	54%a	42%	55%d	52%d	59%d	48%ln	35%	45%ln	41%	41%	51%ikln	33%	43%n	50%ln	56%iklno	55%ijklno
Lost mail	25	23	2	1	21	1	1	1	1	-	5	2	2	-	5	4	1	*	1
	*	1%	*	*	*	*	1%	1%	1%	-	1%	*	*	-	1%	1%	*	*	*
Damaged mail	48	44	4	3	35	8	2	3	1	8	5	4	3	1	5	7	1	*	8
	1%	1%	1%	1%	1%	2%d	1%	2%d	1%	1%	1%	1%	1%	*	1%	1%	*	1%	2%mp
Delayed mail	100	83	17	8	80	13	4	4	6	6	7	2	14	7	12	15	12	2	11
	2%	2%	2%	3%	2%	3%	2%	3%	3%k	1%	2%	*	3%k	1%	2%	2%	3%	3%k	3%k
Mis-delivered mail	21	16	5	2	16	2	2	1	1	-	7	1	-	2	2	2	2	1	1
	*	*	1%	1%	*	1%	1%	1%	1%	-	2%il	*	-	*	*	*	*	1%il	*
Mail that has been tampered with	23	19	4	*	19	3	1	*	-	2	7	-	5	-	3	2	-	*	3
	*	*	1%	*	*	1%	*	*	-	*	2%mp	-	1%	-	*	*	-	*	1%
Other problems	33	26	6	2	31	1	1	*	-	6	6	-	3	2	8	5	2	*	*
	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	-	1%	*	1%	1%	*	*	*
No - there have been no problems	2081	1725	357	120	1657	223	123	78	93	175	170	144	163	233	201	275	203	35	189
	40%	39%	48%a	48%a	38%	51%d	49%d	54%d	45%ln	31%	40%ln	39%n	36%	49%iklno	30%	39%n	46%iln	51%iln	51%ijklno
Any problem experienced	189	156	33	15	154	19	8	8	7	22	21	8	22	11	24	24	16	3	16
	4%	4%	5%	6%	4%	4%	3%	5%	3%	4%	5%	2%	5%	2%	4%	3%	4%	5%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Parcelforce	**81**	71	10	5	73	4	1	2	4	10	9	2	16	2	12	10	10	1	3
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	**3%kmr**	*	*2%*	*1%*	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Parcelforce	3879	1570	1502	476	231	77	3072	309	1549	1515	560	162	60	3065	222
	75%	**81%bcdeg**	**76%cdeg**	*66%*	*68%*	*62%*	**78%cdeg**	*66%*	**79%jkn**	**77%jkn**	*68%*	*64%*	*70%*	**78%jkn**	*66%*
Used Parcelforce to send	561	248	209	69	25	8	457	33	257	213	71	14	6	470	20
	11%	**13%dg**	*11%*	*9%*	*7%*	*7%*	**12%g**	*7%*	**13%jkn**	**11%kn**	*9%*	*6%*	*7%*	**12%jkn**	*6%*
Used Parcelforce to receive	2068	804	846	259	118	38	1650	156	851	832	271	82	25	1684	107
	40%	**41%cg**	**43%cdeg**	*36%*	*35%*	*31%*	**42%cdg**	*34%*	**43%jkn**	**42%jkn**	*33%*	*32%*	*29%*	**43%jkn**	*32%*
Net used	2270	898	908	292	125	43	1806	168	938	908	306	88	25	1845	113
	44%	**46%cdeg**	**46%cdg**	*40%*	*37%*	*34%*	**46%cdeg**	*36%*	**48%jkln**	**46%jkln**	*37%*	*35%*	*29%*	**47%jkln**	*33%*
Lost mail	25	10	9	2	4	-	19	4	10	8	5	2	-	18	2
	*	*	*	*	*1%*	-	*	*1%*	*1%*	*	*1%*	*1%*	-	*	*
Damaged mail	48	14	18	4	7	5	32	12	20	15	7	5	1	35	6
	1%	*1%*	*1%*	*1%*	*2%*	**4%abcf**	*1%*	**3%abcf**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Delayed mail	100	30	45	16	6	3	76	8	27	56	9	3	5	83	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**3%hj**	*1%*	*1%*	**6%hj**	*2%*	*2%*
Mis-delivered mail	21	8	6	5	2	1	13	3	10	6	3	2	1	15	3
	*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	23	9	9	3	1	*	19	1	8	11	2	*	2	18	3
	*	*	*	*	*	*	*	*	*	*1%*	*	*	**3%hijkm**	*	*1%*
Other problems	33	6	12	7	3	4	18	7	13	11	8	1	-	24	1
	1%	*	*1%*	*1%*	*1%*	**3%abf**	*	**2%af**	*1%*	*1%*	*1%*	*	-	*1%*	*
No - there have been no problems	2081	845	825	266	108	34	1669	142	871	826	282	80	15	1697	96
	40%	**43%cdeg**	**42%deg**	*37%*	*32%*	*27%*	**43%cdeg**	*30%*	**44%jkln**	**42%jkln**	**35%l**	*32%*	*18%*	**43%jkln**	*28%*
Any problem experienced	189	53	83	26	17	9	136	26	66	82	23	8	10	148	17
	4%	*3%*	*4%*	*4%*	*5%*	**7%a**	*3%*	**6%a**	*3%*	*4%*	*3%*	*3%*	**11%hijkm**	*4%*	*5%*
Made a complaint about Parcelforce	81	26	38	10	6	-	65	6	33	35	8	3	3	68	5
	2%	*1%*	*2%*	*1%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Parcelforce	**3879**	230	3597	52	1141	2574	164	3848	9	16	4	3873	2
	75%	*60%*	**77%ac**	*52%*	**74%f**	**78%df**	*53%*	**77%h**	*14%*	*61%*	*36%*	**76%h**	*7%*
Used Parcelforce to send	**561**	45	510	6	168	366	27	557	3	1	*	561	*
	11%	*12%*	*11%*	*6%*	*11%*	*11%*	*9%*	*11%*	*5%*	*4%*	*1%*	*11%*	*1%*
Used Parcelforce to receive	**2068**	136	1907	26	637	1336	95	2056	5	7	*	2067	1
	40%	*35%*	**41%c**	*26%*	**41%f**	**40%f**	*31%*	**41%h**	*7%*	*27%*	*2%*	**40%h**	*2%*
Net used	**2270**	154	2085	31	699	1467	104	2255	7	7	*	2269	1
	44%	*40%*	**45%c**	*31%*	**46%f**	**44%f**	*34%*	**45%h**	*11%*	*27%*	*2%*	**44%h**	*3%*
Lost mail	**25**	1	23	-	9	16	*	23	1	1	-	25	-
	*	*	*1%*	-	*1%*	*	*	*	*2%*	*3%*	-	*	-
Damaged mail	**48**	4	44	*	18	29	1	48	1	*	-	48	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	-
Delayed mail	**100**	12	83	5	35	56	10	98	2	-	-	100	-
	2%	*3%*	*2%*	*5%*	*2%*	*2%*	*3%*	*2%*	*3%*	-	-	*2%*	-
Mis-delivered mail	**21**	4	17	-	9	11	1	18	2	*	-	21	-
	*	*1%*	*	-	*1%*	*	*	*	**3%gk**	*2%*	-	*	-
Mail that has been tampered with	**23**	4	20	-	15	5	2	23	-	-	-	23	-
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	-	-	*	-
Other problems	**33**	4	28	1	18	14	1	33	-	-	-	33	-
	1%	*1%*	*1%*	*1%*	**1%e**	*	*	*1%*	-	-	-	*1%*	-
No - there have been no problems	**2081**	134	1922	25	623	1366	92	2071	4	6	*	2080	1
	40%	*35%*	**41%c**	*25%*	**41%f**	**41%f**	*30%*	**41%h**	*6%*	*22%*	*2%*	**41%h**	*3%*
Any problem experienced	**189**	20	164	5	76	101	12	185	3	1	-	189	-
	4%	*5%*	*4%*	*5%*	**5%e**	*3%*	*4%*	*4%*	*5%*	*5%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Parcelforce	**81**	11	70	-	34	39	8	79	2	-	-	81	-
	2%	*3%*	*2%*	-	***2%***	*1%*	*2%*	*2%*	*3%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Parcelforce	3879	1002	990	981	906	330	349	322	356	327	307	345	315	321	293	337	276
	75%	78%d	77%d	76%d	70%	78%jnp	80%jnp	75%	83%gjmnop	79%jnp	69%	80%jnp	76%	73%	68%	73%	69%
Used Parcelforce to send	561	143	149	139	130	47	54	42	61	41	47	49	41	50	41	61	28
	11%	11%	12%	11%	10%	11%	12%p	10%	14%p	10%	11%	11%	10%	11%	10%	13%p	7%
Used Parcelforce to receive	2068	546	507	539	476	174	177	195	197	172	139	228	158	154	161	180	135
	40%	43%d	39%	42%	37%	41%j	41%j	46%jmp	46%jmp	41%j	31%	53%efijlmnop	38%	35%	37%	39%	34%
Net used	2270	593	573	581	523	189	199	206	219	189	165	242	167	172	177	202	143
	44%	46%d	44%	45%	41%	45%p	46%p	48%jmp	51%jlmnp	45%p	37%	56%efijlmnop	40%	39%	41%	44%	36%
Lost mail	25	8	6	6	5	*	2	6	1	3	2	4	2	*	*	3	2
	*	1%	1%	*	*	*	*	1%	*	1%	1%	1%	*	*	*	1%	1%
Damaged mail	48	13	18	6	12	*	6	7	6	7	4	1	1	4	1	9	2
	1%	1%	1%	*	1%	*	1%	2%	1%	2%e	1%	*	*	1%	*	2%e	1%
Delayed mail	100	31	27	28	14	14	3	14	11	8	9	8	7	12	3	8	3
	2%	2%	2%	2%	1%	3%fnp	1%	3%fp	3%	2%	2%	2%	2%	3%	1%	2%	1%
Mis-delivered mail	21	4	2	9	6	1	*	3	*	2	*	3	1	5	1	1	4
	*	*	*	1%	*	*	*	1%	*	*	*	1%	*	1%	*	*	1%
Mail that has been tampered with	23	8	3	7	5	3	*	5	2	2	-	*	3	4	2	2	1
	*	1%	*	1%	*	1%	*	1%	*	*	-	*	1%	1%	1%	*	*
Other problems	33	9	8	5	10	*	6	3	*	8	-	-	1	5	*	10	*
	1%	1%	1%	*	1%	*	1%	1%	*	2%ehjknp	-	-	*	1%	*	2%ehjklnp	*
No - there have been no problems	2081	540	522	534	486	171	187	182	202	171	149	227	155	152	170	181	135
	40%	42%	40%	41%	38%	41%	43%jp	43%jp	47%jlmp	41%	33%	52%efgijlmnop	37%	34%	40%	39%	34%
Any problem experienced	189	54	51	47	37	18	12	24	18	18	16	15	12	19	7	21	8
	4%	4%	4%	4%	3%	4%	3%	6%np	4%	4%	4%	4%	3%	4%	2%	5%	2%
Made a complaint about Parcelforce	81	24	18	21	18	11	4	10	6	8	4	2	5	14	4	8	5
	2%	2%	1%	2%	1%	3%	1%	2%	1%	2%	1%	*	1%	3%k	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of TNT Express	**2629**	-	2629	1335	1286	106	160	472	453	646	446	346	267	925	1438	792	2446	166	2684
	51%	-	*51%*	**53%d**	*49%*	*15%*	**25%e**	**47%ef**	**63%efg**	**70%efgh**	**70%efgh**	**66%efg**	*20%*	**53%l**	**69%lm**	**68%lm**	**53%q**	*35%*	*52%*
Used TNT Express to send	**71**	-	71	55	17	15	13	21	11	8	*	2	28	33	11	2	66	5	58
	1%	-	*1%*	**2%d**	*1%*	**2%jk**	**2%j**	**2%jk**	**2%j**	*1%*	*	*	**2%no**	**2%no**	*1%*	*	*1%*	*1%*	*1%*
Used TNT Express to receive	**472**	-	472	288	184	25	38	108	89	128	51	33	63	197	212	84	417	49	530
	9%	-	*9%*	**11%d**	*7%*	*4%*	*6%*	**11%efk**	**12%efk**	**14%efjk**	**8%e**	*6%*	*5%*	**11%lo**	**10%lo**	**7%l**	*9%*	*10%*	*10%*
Net used	**525**	-	525	329	196	31	47	126	101	134	51	35	78	227	220	86	468	53	574
	10%	-	*10%*	**13%d**	*7%*	*5%*	*7%*	**12%efjk**	**14%efjk**	**15%efjk**	*8%*	*7%*	*6%*	**13%lo**	**11%lo**	*7%*	*10%*	*11%*	*11%*
Lost mail	**13**	-	13	12	1	3	3	7	-	-	-	-	6	7	-	-	13	-	11
	*	-	*	*d	*	*	*	*1%	-	-	-	-	*n	*n	-	-	*	-	*
Damaged mail	**12**	-	12	9	4	5	3	4	-	*	-	-	8	4	*	-	11	1	10
	*	-	*	*	*	*1%	*	*	-	*	-	-	**1%n**	*	*	-	*	*	*
Delayed mail	**16**	-	16	12	3	5	2	6	-	2	*	-	7	6	2	*	15	*	16
	*	-	*	*	*	*1%	*	*1%	-	*	*	-	*1%	*	*	*	*	*	*
Mis-delivered mail	**11**	-	11	11	*	3	5	3	*	-	-	-	8	3	-	-	11	-	9
	*	-	*	*d	*	*	*1%	*	*	-	-	-	**1%n**	*	-	-	*	-	*
Mail that has been tampered with	**5**	-	5	5	-	-	-	2	3	*	-	-	-	5	*	-	5	-	4
	*	-	*	*	-	-	-	*	*	*	-	-	-	*	*	-	*	-	*
Other problems	**14**	-	14	11	2	6	-	4	-	3	-	-	6	4	3	-	11	2	10
	*	-	*	*	*	*1%	-	*	-	*	-	-	*	*	*	-	*	*1%	*
No - there have been no problems	**479**	-	479	294	186	18	40	108	98	130	51	35	58	206	216	86	426	49	532
	9%	-	*9%*	**12%d**	*7%*	*3%*	**6%e**	**11%ef**	**14%efjk**	**14%efjk**	**8%e**	**7%e**	*4%*	**12%lo**	**10%lo**	**7%l**	*9%*	*10%*	*10%*
Any problem experienced	**46**	-	46	36	10	13	7	18	3	4	*	-	20	21	4	*	42	4	42
	1%	-	*1%*	**1%d**	*	**2%ijk**	*1%	**2%ijk**	*	*	*	-	**2%no**	**1%no**	*	*	*1%	*1%	*1%
Made a complaint about TNT Express	**30**	-	30	25	5	9	6	11	3	*	*	-	16	14	*	*	28	1	27
	1%	-	*1%*	**1%d**	*	**1%ijk**	**1%l**	**1%l**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of TNT Express	**2629**	513	929	571	617	1441	1187	1427	1170	311	350	758	633	430	1741	314	2195
	51%	*49%*	*53%*	*52%*	*49%*	*52%*	*50%*	*47%*	**58%g**	*49%*	*50%*	*55%*	*52%*	*50%*	*53%*	*49%*	*52%*
Used TNT Express to send	**71**	36	14	15	7	49	22	62	9	3	4	14	14	30	32	3	63
	1%	**3%bcd**	*1%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*	*	*1%*	*1%*	*1%*	**3%ijkln**	*1%*	*	*1%*
Used TNT Express to receive	**472**	121	166	97	88	287	185	307	158	39	41	135	122	118	298	39	421
	9%	**12%d**	*9%*	*9%*	*7%*	**10%f**	*8%*	*10%*	*8%*	*6%*	*6%*	**10%ij**	**10%ij**	**14%ijkn**	**9%j**	*6%*	**10%o**
Net used	**525**	147	176	108	94	323	202	354	165	39	45	142	136	140	323	39	469
	10%	**14%bcd**	*10%*	*10%*	*7%*	**12%f**	*9%*	**12%h**	*8%*	*6%*	*6%*	**10%ij**	**11%ij**	**16%ijkln**	**10%ij**	*6%*	**11%o**
Lost mail	**13**	4	6	2	2	9	3	13	-	-	-	-	2	9	2	-	11
	*	*	*	*	*	*	*	*h	-	-	-	-	*	**1%jkln**	*	-	*
Damaged mail	**12**	5	5	1	-	11	1	10	2	3	*	2	2	5	4	3	9
	*	*1%*	*	*	-	*	*	*	*	*	*	*	*	**1%n**	*	*	*
Delayed mail	**16**	6	4	1	4	11	5	14	2	3	*	1	3	9	4	3	13
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*	**1%kn**	*	*	*
Mis-delivered mail	**11**	7	4	*	-	11	*	11	*	2	*	-	1	7	1	2	8
	*	**1%d**	*	*	-	*f	*	*h	*	*	*	-	*	**1%kn**	*	*	*
Mail that has been tampered with	**5**	1	2	3	-	2	3	5	-	-	-	-	-	5	-	-	5
	*	*	*	*	-	*	*	*	-	-	-	-	-	**1%kn**	-	-	*
Other problems	**14**	4	4	3	3	8	6	10	3	5	-	3	3	2	5	5	7
	*	*	*	*	*	*	*	*	*	**1%n**	-	*	*	*	*	**1%p**	*
No - there have been no problems	**479**	133	161	98	86	295	185	314	159	33	45	137	125	118	307	33	431
	9%	**13%bcd**	*9%*	*9%*	*7%*	**11%f**	*8%*	**10%h**	*8%*	*5%*	*6%*	**10%ij**	**10%ij**	**14%ijn**	**9%i**	*5%*	**10%o**
Any problem experienced	**46**	14	15	10	7	29	17	40	6	6	*	5	10	22	16	6	38
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*	*1%*	**3%jkln**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about TNT Express	**30**	9	10	9	2	19	10	28	2	3	*	3	5	17	8	3	25
	1%	*1%*	*1%*	*1%*	*	*1%*	*	**1%h**	*	*	*	*	*	**2%klm**	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 343

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of TNT Express	2629	2220	409	127	2178	250	135	66	110	286	224	198	250	293	254	323	241	46	204
	51%	50%	56%a	51%	50%	57%dg	54%g	45%	53%n	51%n	53%n	53%n	55%no	61%ino	37%	46%n	55%no	68%hijknopr	55%no
Used TNT Express to send	71	62	10	5	62	5	3	1	3	13	2	4	6	8	18	3	5	1	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*	1%	1%	2%	3%o	*	1%	1%	1%
Used TNT Express to receive	472	403	69	29	380	50	30	12	26	38	32	26	49	63	62	53	30	8	42
	9%	9%	9%	11%	9%	11%	12%d	8%	13%lkop	7%	8%	7%	11%	13%ijkop	9%	8%	7%	12%	11%l
Net used	525	449	76	33	426	53	33	13	27	51	33	29	50	71	75	57	33	9	45
	10%	10%	10%	13%	10%	12%	13%	9%	13%jp	9%	8%	8%	11%	15%ijkop	11%	8%	8%	13%	12%
Lost mail	13	13	*	-	10	1	1	*	1	2	-	-	2	1	5	-	-	1	1
	*	*	*	-	*	*	*	*	*	*	-	-	*	*	1%	-	-	1%jop	*
Damaged mail	12	12	*	*	10	1	1	-	1	2	-	-	2	1	3	-	2	1	-
	*	*	*	*	*	*	*	-	1%	*	-	-	*	*	*	-	*	1%jor	-
Delayed mail	16	15	1	*	13	2	-	*	1	2	1	-	2	1	3	2	-	1	1
	*	*	*	*	*	*	-	*	1%	*	*	-	*	*	*	*	-	1%kp	*
Mis-delivered mail	11	11	*	*	10	1	-	-	1	-	2	-	3	-	5	-	-	-	1
	*	*	*	*	*	*	-	-	*	-	*	-	1%	-	1%	-	-	-	*
Mail that has been tampered with	5	5	*	-	4	1	-	*	-	-	-	-	-	3	2	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	-	-	1%	*	-	-	1%ijlopr	-
Other problems	14	13	*	*	13	*	-	*	-	2	5	-	6	-	-	-	-	*	*
	*	*	*	*	*	*	-	*	-	*	1%o	-	1%no	-	-	-	-	*	*
No - there have been no problems	479	404	75	33	386	51	30	13	23	43	28	29	44	66	67	54	32	8	43
	9%	9%	10%	13%	9%	11%	12%	9%	11%	8%	7%	8%	10%	14%ijkop	10%	8%	7%	12%	11%j
Any problem experienced	46	44	1	1	40	3	2	1	4	8	5	-	6	6	8	2	2	1	2
	1%	1%	*	*	1%	1%	1%	*	2%ko	1%	1%	-	1%	1%	1%	*	*	1%k	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about TNT Express	**30**	29	1	*	26	1	2	*	1	3	-	-	6	6	8	-	2	1	1
	1%	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*1%*	-	-	**1%o**	*1%*	*1%*	-	*	**1%jko**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of TNT Express	**2629**	1132	978	307	151	54	2110	204	1079	998	387	115	40	2076	155
	51%	**58%bcdefg**	**49%c**	*42%*	*44%*	*43%*	**54%bcdg**	*44%*	**55%ijkn**	*50%*	*47%*	*45%*	*46%*	**53%j**	*46%*
Used TNT Express to send	**71**	31	25	10	3	3	56	6	33	25	13	*	*	58	*
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*	*1%*	*
Used TNT Express to receive	**472**	205	192	40	23	9	397	32	213	177	56	19	3	390	22
	9%	**11%c**	**10%c**	*6%*	*7%*	*7%*	**10%c**	*7%*	**11%l**	*9%*	*7%*	*8%*	*3%*	*10%*	*7%*
Net used	**525**	229	209	49	25	12	438	37	237	195	67	20	3	433	22
	10%	**12%c**	**11%c**	*7%*	*7%*	*10%*	**11%c**	*8%*	**12%jn**	*10%*	*8%*	*8%*	*3%*	*11%*	*7%*
Lost mail	**13**	10	*	-	2	1	10	3	5	6	2	-	-	11	-
	*	**1%b**	*	-	*b	**1%b**	*	**1%b**	*	*	*	-	-	*	-
Damaged mail	**12**	7	5	1	-	-	12	-	6	5	1	-	-	12	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	**16**	12	3	1	*	-	14	*	9	6	1	-	*	14	*
	*	*1%*	*	*	*	-	*	*	*	*	*	-	*	*	*
Mis-delivered mail	**11**	11	1	*	-	-	11	-	2	7	2	-	-	10	-
	*	**1%b**	*	*	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	**5**	5	*	-	-	-	5	-	5	*	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	**14**	8	3	3	-	-	11	-	6	5	3	-	-	11	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**479**	201	198	45	23	11	399	34	215	175	64	20	3	391	22
	9%	**10%c**	**10%c**	*6%*	*7%*	*9%*	**10%c**	*7%*	*11%*	*9%*	*8%*	*8%*	*3%*	*10%*	*7%*
Any problem experienced	**46**	28	11	4	2	1	39	3	22	20	3	-	*	42	*
	1%	**1%b**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*	*1%*	*
Made a complaint about TNT Express	**30**	19	7	1	2	1	26	3	13	14	2	-	*	27	*
	1%	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of TNT Express	**2629**	152	2448	29	779	1752	98	2609	9	8	1	2626	2
	51%	*40%*	**52%ac**	*29%*	**51%f**	**53%f**	*32%*	**52%h**	*13%*	*32%*	*10%*	**51%h**	*7%*
Used TNT Express to send	**71**	7	62	2	27	42	2	66	5	-	-	71	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**8%gk**	-	-	*1%*	-
Used TNT Express to receive	**472**	32	440	*	137	319	15	465	3	1	-	470	2
	9%	**8%c**	**9%c**	*	*9%*	**10%f**	*5%*	*9%*	*5%*	*5%*	-	*9%*	*7%*
Net used	**525**	37	486	2	154	355	16	517	5	1	-	523	2
	10%	*10%*	**10%c**	*2%*	**10%f**	**11%f**	*5%*	*10%*	*8%*	*5%*	-	*10%*	*7%*
Lost mail	**13**	5	8	-	9	3	1	11	2	-	-	13	-
	*	**1%b**	*	-	**1%e**	*	*	*	**2%gk**	-	-	*	-
Damaged mail	**12**	2	10	-	6	5	1	12	1	-	-	12	-
	*	*1%*	*	-	*	*	*	*	*1%*	-	-	*	-
Delayed mail	**16**	10	5	-	9	6	-	16	-	-	-	16	-
	*	**3%b**	*	-	*1%*	*	-	*	-	-	-	*	-
Mis-delivered mail	**11**	5	6	-	6	5	1	10	2	*	-	11	-
	*	**1%b**	*	-	*	*	*	*	**2%gk**	*	-	*	-
Mail that has been tampered with	**5**	2	3	-	5	*	-	5	-	-	-	5	-
	*	**1%b**	*	-	*e	*	-	*	-	-	-	*	-
Other problems	**14**	4	10	-	9	4	-	12	2	-	-	14	-
	*	**1%b**	*	-	**1%e**	*	-	*	**2%gk**	-	-	*	-
No - there have been no problems	**479**	24	454	2	126	340	14	473	3	1	-	477	2
	9%	*6%*	*10%*	*2%*	*8%*	**10%f**	*4%*	*9%*	*5%*	*4%*	-	*9%*	*7%*
Any problem experienced	**46**	13	33	-	28	16	2	43	2	*	-	46	-
	1%	**3%b**	*1%*	-	**2%e**	*	*1%*	*1%*	*3%*	*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about TNT Express	**30**	6	23	-	21	7	2	28	2	-	-	30	-
	1%	**2%b**	*1%*	-	**1%e**	*	*1%*	*1%*	**3%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of TNT Express	2629	669	660	680	619	213	231	226	255	212	193	241	208	231	190	219	210
	51%	*52%*	*51%*	*53%*	*48%*	*50%*	**53%j**	**53%j**	**59%jno**	*51%*	*43%*	**56%jn**	*50%*	*52%*	*44%*	*48%*	**53%j**
Used TNT Express to send	71	11	11	28	21	3	5	3	-	8	3	8	11	10	3	7	11
	1%	*1%*	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	-	**2%h**	*1%*	**2%h**	**3%h**	**2%h**	*1%*	*2%*	**3%h**
Used TNT Express to receive	472	145	122	107	98	42	57	46	51	45	26	42	24	41	35	37	26
	9%	**11%d**	*9%*	*8%*	*8%*	*10%*	**13%jlp**	*11%*	**12%lp**	**11%j**	*6%*	*10%*	*6%*	*9%*	*8%*	*8%*	*6%*
Net used	525	155	130	123	116	45	62	48	51	49	29	44	35	45	38	42	36
	10%	*12%*	*10%*	*10%*	*9%*	*11%*	**14%jl**	*11%*	**12%j**	**12%j**	*7%*	*10%*	*8%*	*10%*	*9%*	*9%*	*9%*
Lost mail	13	-	2	-	10	-	-	-	-	2	1	-	-	-	6	-	4
	*	-	*	-	**1%ac**	-	-	-	-	*	*	-	-	-	*1%*	-	*1%*
Damaged mail	12	2	2	3	5	-	2	*	-	2	-	-	3	-	1	3	2
	*	*	*	*	*	-	*	*	-	*1%*	-	-	*1%*	-	*	*1%*	*
Delayed mail	16	5	2	3	6	2	1	1	-	2	-	*	*	3	4	-	1
	*	*	*	*	*	*1%*	*	*	-	*1%*	-	*	*	*1%*	*1%*	-	*
Mis-delivered mail	11	-	3	5	3	-	-	-	-	3	-	*	3	2	2	-	1
	*	-	*	*	*	-	-	-	-	*1%*	-	*	*1%*	*	*1%*	-	*
Mail that has been tampered with	5	-	-	*	5	-	-	-	-	-	-	-	-	*	2	-	3
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	*1%*	-	*1%*
Other problems	14	1	6	5	2	*	*	1	-	6	-	3	-	2	2	*	-
	*	*	*	*	*	*	*	*	-	*1%*	-	*1%*	-	*	*	*	-
No - there have been no problems	479	149	122	112	96	42	60	47	51	42	29	41	31	40	30	39	27
	9%	**12%d**	*9%*	*9%*	*7%*	*10%*	**14%jlnp**	*11%*	**12%j**	*10%*	*6%*	*9%*	*8%*	*9%*	*7%*	*8%*	*7%*
Any problem experienced	46	6	8	11	20	3	3	1	-	7	1	3	4	5	8	3	9
	1%	*1%*	*1%*	*1%*	**2%a**	*1%*	*1%*	*	-	**2%h**	*	*1%*	*1%*	*1%*	**2%h**	*1%*	**2%hj**
Made a complaint about TNT Express	30	2	5	6	17	-	2	*	-	4	1	3	3	*	6	2	9
	1%	*	*	*	**1%ab**	-	*	*	-	*1%*	*	*1%*	*1%*	*	*1%*	*	**2%eghjm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of TNT Post UK	**1196**	-	1196	637	550	94	98	226	185	282	181	129	192	412	593	310	1088	100	1179
	23%	-	*23%*	**25%d**	*21%*	*14%*	*15%*	**22%ef**	**26%ef**	**31%efg**	**29%efg**	**25%ef**	*14%*	**24%l**	**28%lm**	**27%l**	*23%*	*21%*	*23%*
Used TNT Post UK to send	**46**	-	46	36	10	10	4	15	9	7	*	-	15	24	8	*	40	4	41
	1%	-	*1%*	**1%d**	*	**2%jk**	*1%*	**1%jk**	*1%*	*1%*	*	-	**1%o**	**1%no**	*	*	*1%*	*1%*	*1%*
Used TNT Post UK to receive	**224**	-	224	139	83	18	28	54	36	51	23	15	46	90	89	37	195	28	231
	4%	-	*4%*	**6%d**	*3%*	*3%*	*4%*	**5%e**	*5%*	**6%e**	*4%*	*3%*	*3%*	*5%*	*4%*	*3%*	*4%*	*6%*	*4%*
Net used	**260**	-	260	167	91	26	30	66	44	56	23	15	57	110	93	37	225	31	263
	5%	-	*5%*	**7%d**	*3%*	*4%*	*5%*	**6%k**	**6%k**	**6%k**	*4%*	*3%*	*4%*	**6%o**	*4%*	*3%*	*5%*	*6%*	*5%*
Lost mail	**6**	-	6	2	4	1	-	3	1	1	-	-	1	4	1	-	6	-	6
	*	-	*	*	*	*	-	*	*	*	-	-	*	*	*	-	*	-	*
Damaged mail	**2**	-	2	2	-	-	*	2	-	-	-	-	*	2	-	-	2	-	3
	*	-	*	*	-	-	*	*	-	-	-	-	*	*	-	-	*	-	*
Delayed mail	**17**	-	17	13	4	7	2	7	1	-	-	-	8	9	-	-	15	2	11
	*	-	*	*1%*	*	**1%l**	*	*1%*	*	-	-	-	**1%n**	*n	-	-	*	*	*
Mis-delivered mail	**12**	-	12	8	4	5	*	6	1	-	-	-	5	7	-	-	9	3	10
	*	-	*	*	*	**1%l**	*	*1%*	*	-	-	-	*n	*n	-	-	*	*1%*	*
Mail that has been tampered with	**11**	-	11	10	*	6	2	3	-	-	-	-	8	3	-	-	8	2	9
	*	-	*	*d	*	**1%l**	*	*	-	-	-	-	**1%n**	*	-	-	*	*	*
Other problems	**5**	-	5	2	4	2	3	1	-	-	-	-	4	1	-	-	4	1	6
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
No - there have been no problems	**228**	-	228	146	81	15	25	52	43	55	23	15	40	96	92	37	198	27	235
	4%	-	*4%*	**6%d**	*3%*	*2%*	*4%*	**5%e**	**6%e**	**6%ek**	*4%*	*3%*	*3%*	**6%lo**	*4%*	*3%*	*4%*	*6%*	*5%*
Any problem experienced	**31**	-	31	21	10	11	5	13	1	1	-	-	16	15	1	-	27	4	28
	1%	-	*1%*	*1%*	*	**2%hijk**	*1%*	**1%ijk**	*	*	-	-	**1%no**	**1%no**	*	-	*1%*	*1%*	*1%*
Made a complaint about TNT Post UK	**22**	-	22	18	4	9	2	9	1	1	-	-	11	10	1	-	20	2	19
	*	-	*	**1%d**	*	**1%ij**	*	*1%*	*	*	-	-	**1%no**	**1%n**	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of TNT Post UK	**1196**	237	410	262	287	647	550	684	497	145	165	321	298	203	784	145	1003
	23%	*23%*	*23%*	*24%*	*23%*	*23%*	*23%*	*22%*	*25%*	*23%*	*24%*	*23%*	*25%*	*23%*	*24%*	*23%*	*24%*
Used TNT Post UK to send	**46**	24	6	12	4	30	16	38	5	7	2	6	6	22	15	7	37
	1%	**2%bd**	*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*	*	*1%*	**3%jkln**	*	*1%*	*1%*
Used TNT Post UK to receive	**224**	54	84	49	37	138	86	154	64	23	23	60	69	42	152	23	195
	4%	**5%d**	*5%*	*4%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*4%*	*3%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*
Net used	**260**	71	87	60	41	159	101	183	70	28	25	63	76	59	163	28	223
	5%	**7%d**	*5%*	*5%*	*3%*	*6%*	*4%*	**6%h**	*3%*	*4%*	*4%*	*5%*	*6%*	**7%j**	*5%*	*4%*	*5%*
Lost mail	**6**	1	-	3	2	1	5	5	-	2	-	-	1	3	1	2	4
	*	*	-	*	*	*	*	*	-	*	-	-	*	*	*	*	*
Damaged mail	**2**	2	1	-	*	2	*	2	*	-	-	*	-	2	*	-	2
	*	*	*	-	*	*	*	*	*	-	-	*	-	*n	*	-	*
Delayed mail	**17**	11	1	5	-	12	5	15	2	3	-	-	4	9	4	3	13
	*	**1%bd**	*	*	-	*	*	*	*	**1%k**	-	-	*	**1%jkn**	*	*1%*	*
Mis-delivered mail	**12**	6	1	5	-	7	5	9	3	3	*	1	1	6	3	3	9
	*	**1%d**	*	*	-	*	*	*	*	*1%*	*	*	*	**1%n**	*	*1%*	*
Mail that has been tampered with	**11**	8	3	-	*	10	*	8	2	1	-	1	1	7	2	1	10
	*	**1%cd**	*	-	*	*f	*	*	*	*	-	*	*	**1%ln**	*	*	*
Other problems	**5**	4	2	-	*	5	*	4	2	*	*	2	3	1	4	*	5
	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**228**	50	84	55	39	134	94	157	65	22	24	61	68	44	153	22	198
	4%	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*3%*	*4%*	*4%*	*6%*	*5%*	*5%*	*3%*	*5%*
Any problem experienced	**31**	21	3	5	2	24	7	26	5	6	1	2	8	15	10	6	25
	1%	**2%bcd**	*	*	*	*1%*	*	**1%h**	*	**1%k**	*	*	*1%*	**2%jkn**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about TNT Post UK	**22**	14	3	3	2	17	5	19	2	4	*	1	2	14	4	4	18
	*	1%bcd	*	*	*	*1%*	*	1%h	*	1%n	*	*	*	2%jkln	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of TNT Post UK	1196	1011	186	66	1004	114	51	26	46	158	66	84	98	142	124	183	102	20	94
	23%	*23%*	*25%*	*26%*	**23%g**	**26%g**	*21%*	*18%*	*22%*	**28%jn**	*16%*	*23%*	*22%*	**30%jln**	*18%*	**26%jn**	**23%j**	**29%jn**	**25%jn**
Used TNT Post UK to send	46	41	5	2	40	4	1	*	4	4	-	6	3	6	4	8	4	-	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%j**	*1%*	-	**2%j**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
Used TNT Post UK to receive	224	179	46	22	186	25	10	3	9	27	8	13	12	38	26	32	20	5	20
	4%	*4%*	**6%a**	**9%a**	*4%*	**6%g**	*4%*	*2%*	*4%*	*5%*	*2%*	*4%*	*3%*	**8%klm**	*4%*	*5%*	*5%*	**7%j**	**5%j**
Net used	260	211	48	24	219	26	11	4	12	30	8	19	14	44	31	40	21	5	21
	5%	*5%*	*7%*	**10%a**	**5%g**	**6%g**	*4%*	*3%*	**6%j**	*5%*	*2%*	*5%*	*3%*	**9%jln**	*5%*	**6%j**	*5%*	**7%j**	**6%j**
Lost mail	6	2	3	3	5	-	1	*	2	1	-	2	-	-	-	-	-	-	-
	*	*	*a	**1%a**	*	-	*	*	**1%no**	*	-	*1%*	-	-	-	-	-	-	-
Damaged mail	2	2	*	*	2	-	-	*	1	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
Delayed mail	17	14	2	2	17	-	-	-	3	2	-	2	2	1	3	5	-	-	-
	*	*	*	*1%*	*	-	-	-	**1%jpr**	*	-	*1%*	*	*	*	*1%*	-	-	-
Mis-delivered mail	12	10	2	2	12	*	*	-	2	-	-	2	3	-	1	2	1	-	*
	*	*	*	*1%*	*	*	*	-	**1%l**	-	-	*1%*	*1%*	-	*	*	*	-	*
Mail that has been tampered with	11	10	*	-	10	1	-	*	2	3	-	-	-	-	1	3	-	-	1
	*	*	*	-	*	*	-	*	*1%*	*1%*	-	-	-	-	*	*	-	-	*
Other problems	5	5	*	*	4	1	-	*	-	-	-	-	-	3	1	-	-	-	1
	*	*	*	*	*	*	-	*	-	-	-	-	-	*1%*	*	-	-	-	*
No - there have been no problems	228	184	44	20	191	24	10	3	8	26	8	17	10	40	26	35	20	5	19
	4%	*4%*	*6%*	**8%a**	*4%*	**5%g**	*4%*	*2%*	*4%*	*5%*	*2%*	*5%*	*2%*	**8%hjln**	*4%*	*5%*	*5%*	**7%jl**	**5%j**
Any problem experienced	31	27	4	3	28	2	1	*	4	4	-	2	3	4	4	5	1	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	**2%jp**	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about TNT Post UK	**22**	19	4	3	20	1	1	*	3	4	-	2	3	1	1	3	1	-	1
	*	*	*	*1%*	*	*	*	*	**2%n**	*1%*	-	*1%*	*1%*	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of TNT Post UK	**1196**	506	439	157	61	28	945	89	526	430	188	40	7	956	47
	23%	***26%bdg***	***22%***	***22%***	***18%***	***22%***	***24%d***	***19%***	***27%ikln***	***22%ln***	***23%ln***	***16%***	***8%***	***24%kln***	***14%***
Used TNT Post UK to send	**46**	20	15	6	1	3	35	4	25	10	10	*	*	36	1
	1%	***1%***	***1%***	***1%***	*	***3%***	***1%***	***1%***	***1%***	***1%***	***1%***	*	*	***1%***	*
Used TNT Post UK to receive	**224**	88	92	28	9	7	180	16	109	75	31	7	1	184	9
	4%	***5%***	***5%***	***4%***	***2%***	***6%***	***5%***	***3%***	***6%***	***4%***	***4%***	***3%***	***1%***	***5%***	***3%***
Net used	**260**	103	103	34	10	10	206	20	126	83	41	8	1	210	9
	5%	***5%***	***5%***	***5%***	***3%***	***8%d***	***5%***	***4%***	***6%ln***	***4%***	***5%***	***3%***	***1%***	***5%***	***3%***
Lost mail	**6**	4	1	-	1	-	5	1	3	2	-	-	-	6	-
	*	*	*	-	*	-	*	*	*	*	-	-	-	*	-
Damaged mail	**2**	2	1	-	*	-	2	*	2	*	-	-	-	2	-
	*	*	*	-	*	-	*	*	*	*	-	-	-	*	-
Delayed mail	**17**	9	5	-	-	3	14	3	11	1	5	-	-	12	-
	*	*	*	-	-	***2%abcdf***	*	***1%***	***1%l***	*	***1%l***	-	-	*	-
Mis-delivered mail	**12**	7	3	2	*	-	10	*	8	2	2	*	-	10	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mail that has been tampered with	**11**	5	1	1	1	3	5	4	2	4	4	-	-	7	-
	*	*	*	*	*	***2%abcf***	*	***1%bf***	*	*	*	-	-	*	-
Other problems	**5**	-	4	2	*	-	4	*	-	2	3	-	-	2	-
	*	-	*	*	*	-	*	*	-	*	*	-	-	*	-
No - there have been no problems	**228**	89	93	32	7	7	182	15	112	75	33	7	1	187	9
	4%	***5%***	***5%***	***4%***	***2%***	***6%***	***5%***	***3%***	***6%l***	***4%***	***4%***	***3%***	***1%***	***5%***	***3%***
Any problem experienced	**31**	13	10	2	2	3	24	5	14	8	8	*	-	22	*
	1%	***1%***	***1%***	*	***1%***	***2%bc***	***1%***	***1%***	***1%***	*	***1%***	*	-	***1%***	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 344

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about TNT Post UK	**22**	13	2	2	2	3	15	5	11	6	4	*	-	18	*
	*	*1%*	*	*	*1%*	**2%bcf**	*	**1%b**	*1%*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of TNT Post UK	1196	85	1095	17	374	774	48	1188	4	2	1	1194	2
	23%	22%	23%	17%	24%f	23%f	16%	24%h	6%	7%	9%	23%h	5%
Used TNT Post UK to send	46	11	35	-	25	20	1	44	1	-	-	46	-
	1%	3%b	1%	-	2%e	1%	*	1%	2%	-	-	1%	-
Used TNT Post UK to receive	224	21	201	3	79	139	7	224	*	-	-	224	-
	4%	5%	4%	3%	5%	4%	2%	4%	*	-	-	4%	-
Net used	260	28	229	3	98	154	7	258	1	-	-	260	-
	5%	7%	5%	3%	6%f	5%	2%	5%	2%	-	-	5%	-
Lost mail	6	2	4	-	6	-	-	5	1	-	-	6	-
	*	1%	*	-	*e	-	-	*	2%gk	-	-	*	-
Damaged mail	2	1	2	-	2	*	-	2	-	-	-	2	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	17	6	11	-	10	7	-	15	1	-	-	17	-
	*	2%b	*	-	1%	*	-	*	2%	-	-	*	-
Mis-delivered mail	12	4	8	-	7	5	-	11	1	-	-	12	-
	*	1%b	*	-	*	*	-	*	2%gk	-	-	*	-
Mail that has been tampered with	11	5	6	-	8	1	1	11	-	-	-	11	-
	*	1%b	*	-	1%e	*	*	*	-	-	-	*	-
Other problems	5	-	5	-	*	5	-	5	*	-	-	5	-
	*	-	*	-	*	*	-	*	*	-	-	*	-
No - there have been no problems	228	20	206	3	81	141	7	228	-	-	-	228	-
	4%	5%	4%	3%	5%	4%	2%	5%	-	-	-	4%	-
Any problem experienced	31	8	23	-	18	13	1	30	1	-	-	31	-
	1%	2%b	*	-	1%e	*	*	1%	2%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about TNT Post UK	**22**	8	14	-	17	5	1	21	1	-	-	22	-
	*	2%b	*	-	1%e	*	*	*	2%	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of TNT Post UK	**1196**	292	309	318	277	91	101	100	125	106	77	105	112	101	95	104	79
	23%	*23%*	*24%*	*25%*	*21%*	*22%*	*23%*	*23%*	**29%jp**	**26%j**	*17%*	*24%*	**27%j**	*23%*	*22%*	*23%*	*20%*
Used TNT Post UK to send	**46**	8	4	12	22	*	4	3	*	4	*	5	5	2	7	10	5
	1%	*1%*	*	*1%*	**2%b**	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*2%*	**2%ehl**	*1%*
Used TNT Post UK to receive	**224**	55	65	60	44	11	24	21	24	28	13	24	22	14	21	9	14
	4%	*4%*	*5%*	*5%*	*3%*	*3%*	**5%o**	*5%*	**6%o**	**7%ejo**	*3%*	**6%o**	*5%*	*3%*	*5%*	*2%*	*3%*
Net used	**260**	62	66	68	64	11	27	24	24	29	13	25	27	16	28	19	16
	5%	*5%*	*5%*	*5%*	*5%*	*3%*	*6%*	*6%*	*6%*	**7%ej**	*3%*	*6%*	*6%*	*4%*	**7%e**	*4%*	*4%*
Lost mail	**6**	-	1	1	4	-	-	-	1	-	-	1	-	-	2	-	2
	*	-	*	*	*	-	-	-	*	-	-	*	-	-	*1%*	-	*
Damaged mail	**2**	*	-	2	1	-	*	-	-	-	-	-	-	2	-	-	1
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	-	*
Delayed mail	**17**	-	4	*	12	-	-	-	-	4	-	-	*	-	4	4	3
	*	-	*	*	**1%ac**	-	-	-	-	*1%*	-	-	*	-	*1%*	*1%*	*1%*
Mis-delivered mail	**12**	*	3	2	7	*	-	-	*	3	-	-	-	2	4	-	2
	*	*	*	*	*1%*	*	-	-	*	*1%*	-	-	-	*	*1%*	-	*1%*
Mail that has been tampered with	**11**	-	2	-	8	-	-	-	-	1	1	-	-	-	3	3	3
	*	-	*	-	**1%ac**	-	-	-	-	*	*	-	-	-	*1%*	*1%*	*1%*
Other problems	**5**	*	1	1	3	-	*	-	-	1	-	1	-	-	3	*	-
	*	*	*	*	*	-	*	-	-	*	-	*	-	-	*1%*	*	-
No - there have been no problems	**228**	62	58	64	44	11	27	24	23	24	12	23	26	14	19	15	11
	4%	*5%*	*5%*	*5%*	*3%*	*3%*	*6%*	*6%*	*5%*	*6%*	*3%*	*5%*	*6%*	*3%*	*4%*	*3%*	*3%*
Any problem experienced	**31**	1	8	4	19	*	*	-	1	6	1	2	*	2	10	5	5
	1%	*	*1%*	*	**1%ac**	*	*	-	*	*1%*	*	*	*	*	**2%efgjl**	*1%*	*1%*
Made a complaint about TNT Post UK	**22**	*	5	2	14	*	-	-	1	3	1	1	-	2	5	4	5
	*	*	*	*	**1%ac**	*	-	-	*	*1%*	*	*	-	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of UPS	3455	-	3455	1619	1824	326	340	633	521	716	518	402	666	1154	1636	920	3162	271	3468
	67%	-	67%	64%	69%c	47%	52%	62%ef	72%efg	78%efg	82%efgh	77%efg	50%	67%l	79%lm	79%lm	68%q	56%	67%
Used UPS to send	201	-	201	132	69	30	30	73	17	26	10	15	59	90	51	25	160	41	178
	4%	-	4%	5%d	3%	4%j	5%j	7%hijk	2%	3%	2%	3%	4%no	5%no	2%	2%	3%	9%p	3%
Used UPS to receive	1247	-	1247	630	615	141	144	245	203	276	142	95	285	448	513	238	1116	120	1356
	24%	-	24%	25%	23%	21%	22%	24%k	28%ek	30%efgjk	22%	18%	21%	26%lo	25%	20%	24%	25%	26%
Net used	1351	-	1351	696	653	155	157	287	212	287	149	103	312	499	539	252	1196	144	1445
	26%	-	26%	28%	25%	23%	24%	28%ek	30%ek	31%efjk	24%	20%	23%	29%lo	26%	22%	26%	30%	28%
Lost mail	31	-	31	19	11	12	2	7	5	4	1	-	14	12	5	1	24	6	27
	1%	-	1%	1%	*	2%fijk	*	1%	1%	*	*	-	1%no	1%	*	*	1%	1%	1%
Damaged mail	34	-	34	25	10	6	1	17	5	1	1	3	8	22	5	4	22	12	31
	1%	-	1%	1%d	*	1%	*	2%fil	1%	*	*	1%	1%	1%n	*	*	*	2%p	1%
Delayed mail	46	-	46	24	22	12	4	23	4	3	*	-	16	26	3	*	36	9	55
	1%	-	1%	1%	1%	2%ijk	1%	2%hijk	1%	*	*	-	1%no	2%no	*	*	1%	2%	1%
Mis-delivered mail	21	-	21	13	8	7	-	11	2	*	1	*	7	13	1	1	13	8	17
	*	-	*	1%	*	1%l	-	1%fl	*	*	*	*	1%	1%n	*	*	*	2%p	*
Mail that has been tampered with	16	-	16	9	7	4	3	6	2	-	-	-	8	8	-	-	9	7	10
	*	-	*	*	*	1%	1%	1%	*	-	-	-	1%n	*n	-	-	*	1%p	*
Other problems	17	-	17	9	8	2	1	*	1	6	5	1	3	2	12	6	16	1	22
	*	-	*	*	*	*	*	*	*	1%	1%g	*	*	*	1%	1%	*	*	*
No - there have been no problems	1229	-	1229	628	599	121	146	245	196	277	144	99	268	442	519	243	1096	122	1322
	24%	-	24%	25%	23%	18%	22%	24%e	27%ek	30%efgjk	23%	19%	20%	25%lo	25%l	21%	24%	25%	26%
Any problem experienced	122	-	122	68	54	34	11	42	16	10	5	4	44	58	20	9	100	22	123
	2%	-	2%	3%	2%	5%fhijk	2%	4%fijk	2%	1%	1%	1%	3%no	3%no	1%	1%	2%	5%p	2%
Made a complaint about UPS	48	-	48	24	24	11	1	19	12	2	3	-	12	31	5	3	40	8	48
	1%	-	1%	1%	1%	2%fik	*	2%fik	2%fik	*	*	-	1%	2%no	*	*	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of UPS	**3455**	643	1226	742	844	1869	1586	1921	1491	403	464	980	822	545	2266	407	2857
	67%	*62%*	**70%a**	*67%*	*67%*	*67%*	*67%*	*63%*	**74%g**	*64%*	*67%*	**71%im**	*68%*	*63%*	**69%m**	*64%*	*68%*
Used UPS to send	**201**	56	70	52	23	126	75	161	40	15	24	51	64	38	140	15	180
	4%	**5%d**	**4%d**	**5%d**	*2%*	*5%*	*3%*	**5%h**	*2%*	*2%*	*3%*	*4%*	**5%l**	*4%*	*4%*	*2%*	*4%*
Used UPS to receive	**1247**	281	422	286	257	703	543	762	473	113	131	347	334	244	812	114	1073
	24%	**27%d**	*24%*	**26%d**	*20%*	*25%*	*23%*	*25%*	*24%*	*18%*	*19%*	**25%ij**	**28%ij**	**28%ij**	**25%ij**	*18%*	**25%o**
Net used	**1351**	318	458	310	264	776	574	845	494	118	149	372	358	270	879	118	1168
	26%	**31%d**	**26%d**	**28%d**	*21%*	**28%f**	*24%*	*28%*	*25%*	*19%*	*22%*	**27%ij**	**30%ij**	**31%ij**	**27%ij**	*19%*	**28%o**
Lost mail	**31**	10	5	10	6	15	16	23	8	6	1	2	9	12	13	6	24
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	**1%k**	*	*	*1%*	**1%kn**	*	*1%*	*1%*
Damaged mail	**34**	12	11	8	3	23	11	28	6	3	7	3	16	3	26	3	29
	1%	**1%d**	*1%*	*1%*	*	*1%*	*	**1%h**	*	*	*1%*	*	**1%k**	*	*1%*	*	*1%*
Delayed mail	**46**	10	11	16	9	21	25	37	9	5	2	15	13	10	30	5	39
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**21**	8	5	6	3	13	8	14	6	*	2	5	8	5	14	*	21
	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	*1%*	*1%*	*	*	*
Mail that has been tampered with	**16**	7	5	2	1	12	4	14	2	-	3	4	3	4	10	-	14
	*	*1%*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Other problems	**17**	3	2	3	8	5	12	4	13	8	2	2	2	*	7	8	7
	*	*	*	*	*1%*	*	*1%*	*	**1%g**	**1%klmn**	*	*	*	*	*	**1%p**	*
No - there have been no problems	**1229**	281	425	281	242	706	523	753	465	100	138	352	319	243	809	101	1069
	24%	**27%d**	**24%d**	**25%d**	*19%*	**25%f**	*22%*	*25%*	*23%*	*16%*	*20%*	**25%ij**	**26%ij**	**28%ij**	**25%ij**	*16%*	**25%o**
Any problem experienced	**122**	38	33	29	22	71	51	92	29	18	11	20	39	27	70	18	98
	2%	**4%bd**	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*1%*	*3%*	*2%*	*1%*	**3%k**	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about UPS	**48**	16	17	10	4	34	15	37	11	4	3	5	16	17	24	4	41
	1%	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**1%k**	**2%kn**	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 345

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of UPS	3455	2942	513	156	2881	314	176	85	131	379	274	258	307	363	359	481	329	45	268
	67%	67%	70%	62%	67%g	71%g	70%g	58%	63%n	67%n	65%n	69%n	68%n	76%hijln	53%	68%n	75%hjn	67%n	72%hn
Used UPS to send	201	176	25	6	175	16	8	3	5	33	17	7	17	15	35	19	26	1	15
	4%	4%	3%	2%	4%g	4%	3%	2%	2%	6%k	4%	2%	4%	3%	5%	3%	6%k	1%	4%
Used UPS to receive	1247	1067	180	65	986	148	76	37	49	98	82	78	108	124	150	169	128	21	127
	24%	24%	24%	26%	23%	34%dg	30%d	25%	23%	17%	19%	21%	24%	26%i	22%	24%	29%ijk	31%ij	34%hijklmno
Net used	1351	1160	191	67	1079	154	79	39	51	123	94	82	116	131	163	177	142	21	133
	26%	26%	26%	27%	25%	35%dg	32%d	26%	25%	22%	22%	22%	26%	27%	24%	25%	32%ijkn	31%	36%hijklmno
Lost mail	31	30	1	*	27	-	3	1	-	4	1	2	5	2	8	4	-	-	-
	1%	1%	*	*	1%	-	1%e	1%e	-	1%	*	1%	1%	*	1%	1%	-	-	-
Damaged mail	34	33	1	*	30	1	3	*	2	4	-	5	3	1	12	-	3	-	1
	1%	1%	*	*	1%	*	1%	*	1%o	1%	-	1%o	1%	*	2%o	-	1%	-	*
Delayed mail	46	39	7	4	37	3	3	2	1	7	1	2	1	4	5	9	7	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	2%	*	1%
Mis-delivered mail	21	18	3	*	18	1	2	*	-	4	-	2	-	1	11	-	-	-	1
	*	*	*	*	*	*	1%	*	-	1%	-	1%	-	*	2%o	-	-	-	*
Mail that has been tampered with	16	12	3	-	15	*	-	*	-	6	-	-	5	-	4	-	-	-	*
	*	*	*	-	*	*	-	*	-	1%	-	-	1%o	-	1%	-	-	-	*
Other problems	17	16	1	*	11	4	2	*	-	1	3	-	-	2	-	3	1	1	3
	*	*	*	*	*	1%	1%	*	-	*	1%	-	-	*	-	*	*	1%kln	1%
No - there have been no problems	1229	1052	177	63	977	146	71	35	48	107	90	72	103	123	139	163	131	20	125
	24%	24%	24%	25%	23%	33%dg	29%d	24%	23%	19%	21%	19%	23%	26%	21%	23%	30%ijkn	30%i	34%hijklmno
Any problem experienced	122	108	14	5	102	8	8	3	4	16	4	9	13	7	23	15	11	1	7
	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	3%	1%	3%	2%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about UPS	**48**	46	2	*	39	2	5	2	2	10	-	6	4	4	9	1	3	-	2
	1%	*1%*	*	*	*1%*	*1%*	**2%de**	*1%*	*1%*	**2%jo**	-	**2%jo**	*1%*	*1%*	*1%*	*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of UPS	**3455**	1372	1349	404	232	77	2721	309	1411	1321	481	166	52	2732	218
	67%	**71%c**	**68%c**	*56%*	**68%c**	*62%*	**69%c**	**66%c**	**72%ijn**	**67%j**	*59%*	*65%*	*61%*	**69%j**	*64%*
Used UPS to send	**201**	80	79	24	11	6	160	18	95	65	30	5	6	160	11
	4%	*4%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*2%*	*7%*	*4%*	*3%*
Used UPS to receive	**1247**	430	539	145	90	37	969	127	479	526	158	62	17	1005	79
	24%	*22%*	**27%ac**	*20%*	*26%*	*30%*	**25%c**	**27%c**	**24%j**	**27%j**	*19%*	*24%*	*20%*	**25%j**	*23%*
Net used	**1351**	475	579	155	97	39	1054	136	530	555	179	65	17	1085	82
	26%	*24%*	**29%ac**	*21%*	*29%*	*31%*	**27%c**	**29%c**	**27%j**	**28%j**	*22%*	*26%*	*20%*	**27%j**	*24%*
Lost mail	**31**	8	15	3	3	2	23	5	10	16	5	-	-	26	-
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Damaged mail	**34**	16	7	8	3	*	23	3	13	11	8	1	2	24	2
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Delayed mail	**46**	16	21	9	*	*	36	1	17	20	5	1	4	36	5
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	**4%hijkm**	*1%*	*1%*
Mis-delivered mail	**21**	5	6	7	2	2	11	4	3	11	2	4	1	14	5
	*	*	*	**1%f**	*1%*	*2%*	*	*1%*	*	*1%*	*	**2%hjm**	**2%h**	*	**2%hjm**
Mail that has been tampered with	**16**	12	3	-	*	-	16	*	10	4	2	-	-	14	-
	*	*1%*	*	-	*	-	*	*	*	*	*	-	-	*	-
Other problems	**17**	8	5	4	1	-	12	1	7	8	2	*	*	14	1
	*	*	*	*1%*	*	-	*	*	*	*	*	*	*1%*	*	*
No - there have been no problems	**1229**	432	534	130	91	35	967	126	488	506	162	59	11	993	70
	24%	*22%*	**27%ac**	*18%*	**27%c**	**28%c**	**25%c**	**27%c**	**25%jl**	**26%jl**	*20%*	*23%*	*13%*	**25%jl**	*21%*
Any problem experienced	**122**	43	44	24	7	4	87	10	43	49	17	6	7	92	12
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**8%hijm**	*2%*	*4%*
Made a complaint about UPS	**48**	20	21	5	2	*	41	2	23	21	3	1	1	44	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of UPS	**3455**	202	3203	50	1027	2284	144	3432	9	9	1	3449	5
	67%	*53%*	**69%ac**	*50%*	**67%f**	**69%f**	*46%*	**68%h**	*14%*	*35%*	*12%*	**67%h**	*16%*
Used UPS to send	**201**	16	184	1	63	128	10	199	2	-	-	201	-
	4%	*4%*	*4%*	*1%*	*4%*	*4%*	*3%*	*4%*	*3%*	-	-	*4%*	-
Used UPS to receive	**1247**	75	1156	16	352	828	66	1236	5	2	1	1243	2
	24%	*20%*	*25%*	*16%*	*23%*	*25%*	*21%*	**25%h**	*7%*	*9%*	*12%*	**24%h**	*8%*
Net used	**1351**	85	1249	16	387	891	72	1338	6	2	1	1347	2
	26%	*22%*	*27%*	*16%*	*25%*	*27%*	*23%*	**27%h**	*10%*	*9%*	*12%*	**26%h**	*8%*
Lost mail	**31**	5	26	-	16	13	2	29	2	-	-	31	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*3%*	-	-	*1%*	-
Damaged mail	**34**	2	32	-	19	15	*	32	2	-	*	34	-
	1%	*1%*	*1%*	-	**1%e**	*	*	*1%*	**3%gk**	-	*1%*	*1%*	-
Delayed mail	**46**	7	39	*	30	14	2	45	1	-	*	46	-
	1%	*2%*	*1%*	*	**2%e**	*	*1%*	*1%*	*2%*	-	*1%*	*1%*	-
Mis-delivered mail	**21**	-	21	-	9	8	5	20	-	-	-	20	1
	*	-	*	-	*1%*	*	**1%e**	*	-	-	-	*	*5%*
Mail that has been tampered with	**16**	2	14	-	9	6	-	14	2	-	-	16	-
	*	*	*	-	*1%*	*	-	*	**2%gk**	-	-	*	-
Other problems	**17**	1	16	-	12	5	-	17	-	-	-	17	-
	*	*	*	-	**1%e**	*	-	*	-	-	-	*	-
No - there have been no problems	**1229**	70	1144	16	324	839	65	1223	1	2	1	1227	1
	24%	*18%*	**24%a**	*16%*	*21%*	**25%d**	*21%*	**24%h**	*2%*	*9%*	*12%*	**24%h**	*3%*
Any problem experienced	**122**	16	106	*	63	52	7	115	5	-	*	120	1
	2%	*4%*	*2%*	*	**4%e**	*2%*	*2%*	*2%*	**8%gk**	-	*1%*	*2%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about UPS	**48**	5	43	-	29	15	4	47	1	-	-	48	-
	1%	*1%*	*1%*	-	***2%***	*	*1%*	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of UPS	3455	876	907	875	798	285	298	293	319	302	287	311	280	284	239	290	268
	67%	68%d	70%d	68%d	62%	68%n	68%n	68%n	74%jmno	73%no	64%	72%no	68%n	64%	56%	63%	67%n
Used UPS to send	201	46	49	49	57	18	15	13	16	17	16	16	22	11	17	19	21
	4%	4%	4%	4%	4%	4%	3%	3%	4%	4%	4%	4%	5%	3%	4%	4%	5%
Used UPS to receive	1247	316	348	285	298	89	115	111	137	116	95	131	75	79	91	109	98
	24%	25%	27%c	22%	23%	21%	26%lm	26%lm	32%ejlmno	28%lm	21%	30%ejlmn	18%	18%	21%	24%	25%
Net used	1351	340	378	309	324	98	125	117	144	130	103	134	88	86	100	116	108
	26%	26%	29%c	24%	25%	23%	29%m	27%m	34%ejlmno	31%jlmn	23%	31%lm	21%	19%	23%	25%	27%
Lost mail	31	6	6	5	14	1	4	2	1	3	2	2	3	1	2	4	8
	1%	*	*	*	1%	*	1%	*	*	1%	*	*	1%	*	1%	1%	2%m
Damaged mail	34	4	6	10	15	-	*	3	1	2	3	3	6	1	3	3	9
	1%	*	*	1%	1%	-	*	1%	*	*	1%	1%	2%	*	1%	1%	2%efm
Delayed mail	46	13	7	13	13	5	6	3	2	4	1	4	8	1	4	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%	*	1%	1%	1%
Mis-delivered mail	21	4	3	4	11	-	-	4	1	-	1	1	2	-	3	2	7
	*	*	*	*	1%	-	-	1%	*	-	*	*	1%	-	1%	*	2%efim
Mail that has been tampered with	16	*	6	7	2	-	-	*	3	3	-	-	5	2	*	-	2
	*	*	*	1%	*	-	-	*	1%	1%	-	-	1%	*	*	-	*
Other problems	17	4	3	4	6	1	1	2	-	3	-	3	*	1	3	-	2
	*	*	*	*	*	*	*	*	-	1%	-	1%	*	*	1%	-	1%
No - there have been no problems	1229	312	353	284	278	93	113	106	140	117	96	127	76	81	88	107	83
	24%	24%	27%cd	22%	22%	22%	26%lm	25%	33%ejlmnop	28%lmn	21%	29%lmnp	18%	18%	21%	23%	21%
Any problem experienced	122	27	24	24	46	5	11	11	4	13	7	7	12	5	12	9	25
	2%	2%	2%	2%	4%b	1%	3%	3%	1%	3%	2%	2%	3%	1%	3%	2%	6%efhjkmo
Made a complaint about UPS	48	3	6	14	26	2	-	1	2	1	3	5	6	3	7	5	14
	1%	*	*	1%	2%ab	*	-	*	*	*	1%	1%	1%	1%	2%f	1%	3%efghijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of UK Mail (not to be confused with Royal Mail)	1369 27%	- -	1369 27%	740 29%d	626 24%	90 13%	120 18%e	267 26%ef	207 29%ef	312 34%efg	184 29%ef	191 36%efgh	210 16%	473 27%l	686 33%lm	374 32%lm	1235 27%	125 26%	1268 25%
Used UK Mail (not to be confused with Royal Mail) to send	95 2%	- -	95 2%	63 3%d	32 1%	12 2%	22 3%hij	32 3%hij	7 1%	12 1%	2 *	8 2%	34 3%no	39 2%no	22 1%	10 1%	75 2%	20 4%p	79 2%
Used UK Mail (not to be confused with Royal Mail) to receive	495 10%	- -	495 10%	292 12%d	203 8%	35 5%	52 8%	99 10%e	83 12%e	117 13%ef	58 9%e	51 10%e	87 6%	182 10%l	226 11%l	109 9%l	439 9%	54 11%	467 9%
Net used	548 11%	- -	548 11%	328 13%d	220 8%	42 6%	65 10%	115 11%e	86 12%e	123 13%e	58 9%	58 11%e	107 8%	202 12%l	239 11%l	116 10%	483 10%	65 13%	506 10%
Lost mail	19 *	- -	19 *	17 1%d	3 *	8 1%ij	3 *	8 1%l	1 *	- -	- -	- -	11 1%no	8 *n	- -	- -	16 *	4 1%	13 *
Damaged mail	17 *	- -	17 *	9 *	8 *	6 1%l	7 1%l	3 *	1 *	- -	- -	- -	13 1%mno	4 *	- -	- -	15 *	2 *	12 *
Delayed mail	31 1%	- -	31 1%	18 1%	13 *	7 1%h	16 2%ghijk	7 1%	- -	1 *	- -	- -	23 2%mno	7 *	1 *	- -	26 1%	5 1%	26 1%
Mis-delivered mail	16 *	- -	16 *	11 *	5 *	3 *	2 *	7 1%	- -	- -	4 1%	- -	5 *	7 *	4 *	4 *	11 *	5 1%p	12 *
Mail that has been tampered with	15 *	- -	15 *	12 *	3 *	7 1%hi	3 1%	5 *	- -	- -	- -	- -	10 1%no	5 *	- -	- -	10 *	6 1%p	9 *
Other problems	8 *	- -	8 *	6 *	2 *	5 1%	- -	4 *	- -	- -	- -	- -	5 *n	4 *	- -	- -	4 *	4 1%p	7 *
No - there have been no problems	489 9%	- -	489 9%	291 12%d	198 8%	25 4%	48 7%e	97 10%e	84 12%ef	122 13%efj	54 9%e	58 11%e	73 5%	182 10%l	235 11%l	113 10%l	443 10%	46 9%	459 9%
Any problem experienced	59 1%	- -	59 1%	37 1%	22 1%	17 2%hijk	17 3%hijk	18 2%hik	2 *	1 *	4 1%	- -	34 3%mno	20 1%n	5 *	4 *	40 1%	19 4%p	47 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	-	37	27	10	12	14	10	-	-	*	-	26	10	*	*	27	10	27
	1%	-	*1%*	**1%d**	*	**2%hijk**	**2%hijk**	**1%hi**	-	-	*	-	**2%mno**	**1%n**	*	*	*1%*	**2%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of UK Mail (not to be confused with Royal Mail)	1369	270	526	275	298	796	573	793	558	159	200	379	336	231	915	162	1152
	27%	26%	30%cd	25%	24%	29%f	24%	26%	28%	25%	29%	27%	28%	27%	28%	25%	27%
Used UK Mail (not to be confused with Royal Mail) to send	95	35	18	23	18	53	42	74	20	12	9	18	22	29	49	12	78
	2%	3%bd	1%	2%	1%	2%	2%	2%h	1%	2%	1%	1%	2%	3%jkn	1%	2%	2%
Used UK Mail (not to be confused with Royal Mail) to receive	495	123	189	101	82	312	183	309	177	44	74	129	141	91	345	44	438
	10%	12%d	11%d	9%	6%	11%f	8%	10%	9%	7%	11%	9%	12%i	11%	11%i	7%	10%o
Net used	548	144	200	114	89	345	203	351	188	49	76	139	150	114	365	49	480
	11%	14%d	11%d	10%d	7%	12%f	9%	11%	9%	8%	11%	10%	12%i	13%i	11%	8%	11%o
Lost mail	19	12	1	2	5	13	7	16	2	3	3	1	5	6	9	3	15
	*	1%bc	*	*	*	*	*	1%	*	1%	*	*	*	1%	*	*	*
Damaged mail	17	10	1	2	4	11	6	15	1	5	2	-	4	6	6	5	12
	*	1%b	*	*	*	*	*	*h	*	1%kn	*	-	*	1%k	*	1%	*
Delayed mail	31	15	7	6	4	22	10	26	5	4	4	2	4	15	10	4	24
	1%	1%bd	*	1%	*	1%	*	1%h	*	1%	1%	*	*	2%kln	*	1%	1%
Mis-delivered mail	16	10	4	2	-	14	2	12	4	2	4	-	1	7	6	2	12
	*	1%bd	*	*	-	1%f	*	*	*	*	1%k	-	*	1%kn	*	*	*
Mail that has been tampered with	15	5	4	3	3	9	6	14	-	3	2	1	4	3	7	3	11
	*	*	*	*	*	*	*	*h	-	1%	*	*	*	*	*	*	*
Other problems	8	4	-	2	3	4	5	7	*	3	-	1	-	2	1	3	3
	*	*	-	*	*	*	*	*	*	1%n	-	*	-	*	*	1%p	*
No - there have been no problems	489	118	185	105	82	302	187	303	180	42	66	135	137	94	339	42	433
	9%	11%d	11%d	9%d	7%	11%f	8%	10%	9%	7%	10%	10%	11%i	11%i	10%i	7%	10%o
Any problem experienced	59	27	16	10	7	42	17	48	9	7	10	4	12	20	26	7	47
	1%	3%bcd	1%	1%	1%	2%f	1%	2%h	*	1%	1%k	*	1%	2%kn	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	19	6	9	2	25	12	34	3	3	4	1	10	13	15	3	28
	1%	**2%bd**	*	*1%*	*	*1%*	*	**1%h**	*	*1%*	*1%*	*	**1%k**	**2%kn**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of UK Mail (not to be confused with Royal Mail)	1369 27%	1191 27%	178 24%	63 25%	1186 27%g	101 23%g	62 25%g	20 14%	54 26%	171 30%nr	110 26%	116 31%nr	123 27%	151 32%nr	146 22%	198 28%	117 26%	15 21%	87 23%
Used UK Mail (not to be confused with Royal Mail) to send	95 2%	86 2%	9 1%	4 1%	84 2%	5 1%	5 2%	1 1%	4 2%	18 3%	10 2%	3 1%	12 3%	5 1%	19 3%	7 1%	6 1%	- -	5 1%
Used UK Mail (not to be confused with Royal Mail) to receive	495 10%	427 10%	68 9%	26 11%	423 10%g	37 8%g	29 12%g	5 4%	18 8%	56 10%	38 9%	35 9%	36 8%	65 14%ng	53 8%	77 11%q	44 10%	2 3%	35 9%
Net used	548 11%	474 11%	75 10%	29 11%	473 11%g	39 9%g	30 12%g	6 4%	19 9%	65 12%q	42 10%	37 10%	44 10%	68 14%q	69 10%	80 11%q	49 11%q	2 3%	37 10%
Lost mail	19 *	18 *	2 *	2 1%	18 *	1 *	1 *	- -	- -	- -	- -	1 *	2 *	- -	9 1%	1 *	5 1%	- -	1 *
Damaged mail	17 *	17 *	* *	* *	16 *	1 *	- -	- -	1 *	- -	2 *	1 *	2 *	- -	4 1%	1 *	5 1%	- -	1 *
Delayed mail	31 1%	29 1%	2 *	2 1%	29 1%	2 *	* *	* *	2 1%	4 1%	4 1%	4 1%	3 1%	3 1%	7 1%	1 *	1 *	* *	2 *
Mis-delivered mail	16 *	14 *	2 *	2 1%	15 *	- -	1 *	- -	- -	2 *	1 *	- -	2 *	- -	5 1%	4 1%	1 *	- -	- -
Mail that has been tampered with	15 *	11 *	4 1%	2 1%	15 *	- -	- -	- -	1 1%	2 *	- -	2 *	4 1%	- -	5 1%	- -	1 *	- -	- -
Other problems	8 *	7 *	1 *	- -	8 *	- -	* *	- -	1 1%	- -	2 *	- -	2 *	- -	3 *	- -	- -	- -	- -
No - there have been no problems	489 9%	420 9%	70 9%	27 11%	420 10%g	36 8%g	28 11%g	6 4%	16 8%	62 11%q	35 8%	31 8%	38 8%	65 14%hnq	54 8%	76 11%q	43 10%	2 3%	34 9%
Any problem experienced	59 1%	54 1%	5 1%	2 1%	54 1%	3 1%	2 1%	* *	4 2%	4 1%	7 2%	5 1%	6 1%	3 1%	15 2%	5 1%	5 1%	* *	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	33	3	2	35	1	1	*	2	2	7	2	6	1	9	1	5	-	1
	1%	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	**2%**	*	*1%*	*	*1%*	*	*1%*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of UK Mail (not to be confused with Royal Mail)	**1369**	602	500	165	73	25	1102	98	605	478	201	61	18	1084	79
	27%	***31%bcdg***	*25%*	*23%*	*21%*	*20%*	***28%cdg***	*21%*	***31%ijn***	*24%*	*25%*	*24%*	*21%*	***27%i***	*23%*
Used UK Mail (not to be confused with Royal Mail) to send	**95**	49	33	8	1	3	83	4	46	32	13	2	1	78	3
	2%	*3%*	*2%*	*1%*	*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*
Used UK Mail (not to be confused with Royal Mail) to receive	**495**	209	183	62	27	11	392	38	226	167	67	27	4	393	31
	10%	*11%*	*9%*	*9%*	*8%*	*9%*	*10%*	*8%*	***11%i***	*8%*	*8%*	*11%*	*5%*	*10%*	*9%*
Net used	**548**	241	199	66	27	12	441	40	251	186	77	27	4	436	31
	11%	*12%*	*10%*	*9%*	*8%*	*10%*	*11%*	*9%*	***13%i***	*9%*	*9%*	*11%*	*5%*	*11%*	*9%*
Lost mail	**19**	13	3	-	2	-	16	2	10	6	2	-	-	15	-
	*	*1%*	*	-	*1%*	-	*	*	*	*	*	-	-	*	-
Damaged mail	**17**	15	-	-	1	-	15	1	8	5	3	-	-	13	-
	*	***1%b***	-	-	*	-	*b	*	*	*	*	-	-	*	-
Delayed mail	**31**	23	4	3	1	-	27	1	16	4	9	2	*	21	2
	1%	***1%b***	*	*	*	-	*1%*	*	***1%i***	*	***1%i***	*1%*	*	*1%*	*1%*
Mis-delivered mail	**16**	8	7	-	-	-	16	-	7	4	5	-	-	11	-
	*	*	*	-	-	-	*	-	*	*	*1%*	-	-	*	-
Mail that has been tampered with	**15**	7	6	1	-	-	13	-	5	2	7	-	-	7	-
	*	*	*	*	-	-	*	-	*	*	***1%lm***	-	-	*	-
Other problems	**8**	5	*	1	-	-	5	-	5	-	1	-	-	5	-
	*	*	*	*	-	-	*	-	*	-	*	-	-	*	-
No - there have been no problems	**489**	209	181	61	26	12	390	38	226	172	61	25	4	398	29
	9%	*11%*	*9%*	*8%*	*7%*	*10%*	*10%*	*8%*	***11%ij***	*9%*	*7%*	*10%*	*5%*	*10%*	*9%*
Any problem experienced	**59**	32	19	4	2	-	51	2	25	14	17	2	*	38	2
	1%	*2%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	***2%lm***	*1%*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	24	10	2	1	-	34	1	14	10	11	2	*	24	2
	1%	*1%*	*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of UK Mail (not to be confused with Royal Mail)	1369 *27%*	105 *27%*	1247 *27%*	18 *18%*	421 **27%f**	891 **27%f**	58 *19%*	1356 **27%h**	8 *12%*	3 *10%*	* *1%*	1367 **27%h**	2 *8%*
Used UK Mail (not to be confused with Royal Mail) to send	95 *2%*	19 **5%b**	75 *2%*	1 *1%*	37 *2%*	54 *2%*	4 *1%*	89 *2%*	5 **8%gk**	* *1%*	- -	95 *2%*	- -
Used UK Mail (not to be confused with Royal Mail) to receive	495 *10%*	44 **12%c**	449 **10%c**	1 *1%*	152 *10%*	323 *10%*	20 *6%*	491 *10%*	1 *1%*	1 *3%*	- -	493 *10%*	2 *5%*
Net used	548 *11%*	58 **15%bc**	489 **10%c**	1 *1%*	173 *11%*	353 *11%*	23 *7%*	540 *11%*	5 *8%*	1 *4%*	- -	547 *11%*	2 *5%*
Lost mail	19 *	7 **2%b**	13 *	- -	13 **1%e**	4 *	2 *1%*	17 *	- -	1 *3%*	- -	18 *	2 *5%*
Damaged mail	17 *	6 **1%b**	12 *	- -	9 *1%*	7 *	2 *	13 *	3 **5%gk**	- -	- -	16 *	2 *5%*
Delayed mail	31 *1%*	13 **3%b**	18 *	- -	14 *1%*	15 *	2 *1%*	27 *1%*	5 **7%gk**	- -	- -	31 *1%*	- -
Mis-delivered mail	16 *	10 **3%b**	5 *	1 *1%*	9 *1%*	7 *	- -	16 *	- -	- -	- -	16 *	- -
Mail that has been tampered with	15 *	7 **2%b**	9 *	- -	6 *	8 *	2 *	14 *	- -	- -	- -	14 *	2 *5%*
Other problems	8 *	5 **1%b**	3 *	- -	4 *	3 *	2 *1%*	7 *	- -	- -	- -	7 *	2 *5%*
No - there have been no problems	489 *9%*	39 **10%c**	450 **10%c**	1 *1%*	147 *10%*	324 *10%*	18 *6%*	488 *10%*	1 *1%*	* *1%*	- -	489 *10%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Any problem experienced	**59**	19	39	1	26	29	4	52	5	1	-	57	2
	1%	**5%b**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**7%gk**	*3%*	-	*1%*	*5%*
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	16	21	1	18	17	2	32	5	-	-	37	-
	1%	**4%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	**7%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of UK Mail (not to be confused with Royal Mail)	1369 *27%*	342 *27%*	337 *26%*	357 *28%*	333 *26%*	116 *28%*	110 *25%*	116 *27%*	116 *27%*	120 *29%*	101 *23%*	129 *30%*	115 *28%*	113 *26%*	105 *24%*	135 *29%*	93 *23%*
Used UK Mail (not to be confused with Royal Mail) to send	95 *2%*	19 *1%*	26 *2%*	22 *2%*	28 *2%*	4 *1%*	7 *2%*	8 *2%*	12 *3%*	9 *2%*	6 *1%*	5 *1%*	14 **3%m**	3 *1%*	7 *2%*	12 *3%*	9 *2%*
Used UK Mail (not to be confused with Royal Mail) to receive	495 *10%*	101 *8%*	141 **11%a**	132 *10%*	120 *9%*	43 **10%jp**	27 *6%*	31 *7%*	66 **15%fgjlmp**	56 **13%fgjp**	20 *4%*	55 **13%fjp**	38 *9%*	40 *9%*	42 **10%j**	57 **12%fjp**	21 *5%*
Net used	548 *11%*	109 *9%*	153 **12%a**	149 *12%*	137 *11%*	46 **11%j**	29 *7%*	34 *8%*	69 **16%fgjmp**	59 **14%fgjp**	25 *6%*	59 **14%fjp**	51 **12%fjp**	40 *9%*	46 **11%j**	63 **14%fgjp**	27 *7%*
Lost mail	19 *	3 *	5 *	6 *	5 *	1 *	2 *	- -	1 *	4 *1%*	- -	3 *1%*	3 *1%*	- -	2 *1%*	- -	3 *1%*
Damaged mail	17 *	3 *	4 *	6 *	4 *	2 *	1 *	- -	- -	3 *1%*	1 *	3 *1%*	3 *1%*	- -	1 *	2 *	1 *
Delayed mail	31 *1%*	5 *	8 *1%*	7 *1%*	11 *1%*	2 *	2 *	2 *	3 *1%*	4 *1%*	1 *	- -	3 *1%*	4 *1%*	2 *	4 *1%*	5 *1%*
Mis-delivered mail	16 *	* *	2 *	6 *	8 **1%a**	- -	* *	- -	- -	2 *	- -	* *	4 *1%*	2 *1%*	2 *	3 *1%*	3 *1%*
Mail that has been tampered with	15 *	2 *	5 *	5 *	4 *	2 *	- -	- -	2 *	3 *1%*	- -	- -	3 *1%*	2 *1%*	- -	1 *	3 *1%*
Other problems	8 *	* *	5 *	- -	3 *	- -	* *	- -	- -	3 *1%*	2 *	- -	- -	- -	2 *	1 *	- -
No - there have been no problems	489 *9%*	101 *8%*	140 *11%*	129 *10%*	119 *9%*	42 **10%jp**	27 *6%*	33 *8%*	66 **15%fgjmp**	53 **13%fjp**	21 *5%*	56 **13%fjp**	38 *9%*	35 *8%*	43 **10%jp**	55 **12%fjp**	20 *5%*
Any problem experienced	59 *1%*	8 *1%*	13 *1%*	20 *2%*	18 *1%*	4 *1%*	2 *1%*	2 *	3 *1%*	6 *2%*	4 *1%*	3 *1%*	12 **3%fg**	4 *1%*	3 *1%*	8 *2%*	7 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Made a complaint about UK Mail (not to be confused with Royal Mail)	**37**	4	8	11	14	3	1	-	2	4	3	3	6	2	2	7	6
	1%	*	*1%*	*1%*	*1%*	*1%*	*	-	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of DX	698	-	698	394	302	46	65	194	135	156	63	40	111	329	258	103	613	75	697
	14%	-	*14%*	16%d	*11%*	*7%*	*10%*	19%efjk	19%efjk	17%efjk	*10%*	*8%*	*8%*	19%lno	12%lo	*9%*	*13%*	*16%*	*14%*
Used DX to send	42	-	42	36	6	3	9	20	7	1	1	2	12	27	3	3	32	11	33
	1%	-	*1%*	1%d	*	*	1%l	2%elj	1%l	*	*	*	1%n	2%no	*	*	*1%*	2%p	*1%*
Used DX to receive	204	-	204	121	82	16	25	55	51	41	11	5	41	106	57	16	174	25	214
	4%	-	*4%*	5%d	*3%*	*2%*	4%k	5%ejk	7%ejk	4%jk	*2%*	*1%*	3%o	6%lno	*3%*	*1%*	*4%*	*5%*	*4%*
Net used	229	-	229	146	82	17	32	71	53	41	11	5	48	124	57	16	190	34	233
	4%	-	*4%*	6%d	*3%*	*2%*	5%jk	7%ejk	7%ejk	4%jk	*2%*	*1%*	4%o	7%lno	*3%*	*1%*	*4%*	7%p	*5%*
Lost mail	9	-	9	7	2	2	1	6	-	-	*	-	3	6	*	*	8	1	8
	*	-	*	*	*	*	*	*1%*	-	-	*	-	*	*n	*	*	*	*	*
Damaged mail	9	-	9	6	3	1	1	5	2	-	1	-	1	7	1	1	7	2	9
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Delayed mail	12	-	12	9	3	1	2	7	*	2	*	*	2	8	2	*	10	2	17
	*	-	*	*	*	*	*	*1%*	*	*	*	*	*	*	*	*	*	*	*
Mis-delivered mail	10	-	10	10	-	2	1	8	-	-	-	-	3	8	-	-	8	2	8
	*	-	*	*d	-	*	*	1%l	-	-	-	-	*	*n	-	-	*	*	*
Mail that has been tampered with	6	-	6	6	-	-	-	6	-	-	-	-	-	6	-	-	6	*	5
	*	-	*	*	-	-	-	*1%*	-	-	-	-	-	*n	-	-	*	*	*
Other problems	5	-	5	5	-	-	-	3	-	1	-	-	-	3	1	-	5	*	5
	*	-	*	*	-	-	-	*	-	*	-	-	-	*	*	-	*	*	*
No - there have been no problems	192	-	192	117	74	12	27	49	51	39	10	5	39	99	54	15	160	27	196
	4%	-	*4%*	5%d	*3%*	*2%*	4%ejk	5%ejk	7%ejk	4%ejk	*2%*	*1%*	3%o	6%lno	*3%*	*1%*	*3%*	*6%*	*4%*
Any problem experienced	37	-	37	29	8	5	4	22	2	2	1	*	9	24	3	1	30	7	37
	1%	-	*1%*	1%d	*	*1%*	*1%*	2%hijk	*	*	*	*	1%n	1%no	*	*	*1%*	*1%*	*1%*
Made a complaint about DX	26	-	26	19	7	3	3	17	2	*	1	-	6	19	1	1	21	5	24
	1%	-	*1%*	*1%*	*	*	*	2%hijk	*	*	*	-	*	1%no	*	*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of DX	**698**	137	251	163	148	388	310	481	211	76	66	175	204	144	445	77	594
	14%	*13%*	*14%*	*15%*	*12%*	*14%*	*13%*	**16%h**	*11%*	*12%*	*10%*	*13%*	**17%ijkn**	**17%j**	**14%j**	*12%*	*14%*
Used DX to send	**42**	21	3	13	5	24	19	37	5	1	2	7	8	18	18	1	36
	1%	**2%bd**	*	**1%b**	*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	**2%ijkln**	*1%*	*	*1%*
Used DX to receive	**204**	39	67	56	42	106	98	151	51	15	17	52	64	49	132	15	182
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*3%*	*2%*	*2%*	*4%*	**5%ij**	**6%ij**	*4%*	*2%*	*4%*
Net used	**229**	50	69	65	45	119	110	174	54	16	19	55	68	59	141	16	201
	4%	*5%*	*4%*	**6%d**	*4%*	*4%*	*5%*	**6%h**	*3%*	*3%*	*3%*	*4%*	**6%ij**	**7%ijkn**	*4%*	*2%*	**5%o**
Lost mail	**9**	3	2	3	1	5	4	9	*	-	-	3	2	5	5	-	9
	*	*	*	*	*	*	*	*	*	-	-	*	*	*1%*	*	-	*
Damaged mail	**9**	4	-	2	2	4	5	6	3	*	-	*	5	3	5	*	8
	*	*b	-	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Delayed mail	**12**	6	*	2	4	6	6	9	3	1	1	1	4	5	5	1	11
	*	**1%b**	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
Mis-delivered mail	**10**	6	-	4	*	6	4	9	2	-	2	*	1	6	3	-	8
	*	**1%bd**	-	*	*	*	*	*	*	-	*	*	*	**1%kn**	*	-	*
Mail that has been tampered with	**6**	3	-	3	*	3	3	6	*	-	2	3	-	2	5	-	6
	*	*	-	*	*	*	*	*	*	-	*	*	-	*	*	-	*
Other problems	**5**	2	2	*	1	3	1	4	1	1	2	*	2	-	4	1	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
No - there have been no problems	**192**	34	66	55	37	100	92	144	46	14	15	51	55	47	120	14	168
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*2%*	*2%*	*2%*	*4%*	**5%ij**	**5%ij**	*4%*	*2%*	*4%*
Any problem experienced	**37**	15	4	11	7	19	18	29	8	1	4	4	13	12	21	1	33
	1%	**1%b**	*	**1%b**	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	**1%k**	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about DX	**26**	12	2	8	4	14	12	24	2	*	2	3	8	10	13	*	23
	1%	1%b	*	1%b	*	*1%*	*1%*	1%h	*	*	*	*	*1%*	1%ik	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 347

QI_14. Competitive landscape - DX

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of DX	698	586	112	38	594	60	30	14	42	77	72	54	70	73	73	80	54	4	57
	14%	*13%*	*15%*	*15%*	**14%g**	*14%*	*12%*	*9%*	**20%inopq**	*14%*	**17%nq**	**15%q**	**16%q**	**15%q**	*11%*	*11%*	*12%*	*6%*	**15%q**
Used DX to send	42	35	7	5	38	3	*	1	3	5	6	1	2	5	10	6	-	-	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**1%p**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*
Used DX to receive	204	168	35	13	174	20	7	3	14	22	16	15	22	25	31	14	16	*	19
	4%	*4%*	*5%*	*5%*	**4%g**	**4%g**	*3%*	*2%*	**7%oq**	*4%*	*4%*	*4%*	*5%*	**5%o**	*5%*	*2%*	*4%*	*	**5%o**
Net used	229	187	42	18	197	20	7	4	14	27	22	15	23	28	36	17	16	*	20
	4%	*4%*	*6%*	*7%*	*5%*	*5%*	*3%*	*2%*	**7%oq**	*5%*	*5%*	*4%*	*5%*	**6%o**	*5%*	*2%*	*4%*	*	**5%o**
Lost mail	9	6	3	3	9	*	*	-	-	2	3	-	1	-	-	3	-	-	*
	*	*	*	**1%a**	*	*	*	-	-	*	*1%*	-	*	-	-	*	-	-	*
Damaged mail	9	7	2	*	8	*	1	1	-	2	-	-	-	1	3	-	2	-	*
	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*	-	*	-	*
Delayed mail	12	11	1	*	10	2	*	*	1	5	1	-	1	-	-	-	2	-	2
	*	*	*	*	*	*	*	*	*1%*	*1%*	*	-	*	-	-	-	*	-	*1%*
Mis-delivered mail	10	10	*	*	10	1	-	-	-	3	5	-	2	-	-	-	-	-	1
	*	*	*	*	*	*	-	-	-	*1%*	**1%o**	-	*	-	-	-	-	-	*
Mail that has been tampered with	6	3	3	3	6	*	-	-	-	3	-	-	-	-	-	3	-	-	*
	*	*	*	**1%a**	*	*	-	-	-	*1%*	-	-	-	-	-	*	-	-	*
Other problems	5	5	*	*	5	*	*	-	-	2	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	*	*1%*	-	-	-	-	-	-	-	*
No - there have been no problems	192	155	36	14	165	18	6	3	13	20	12	15	19	27	33	14	12	*	18
	4%	*4%*	*5%*	*6%*	*4%*	*4%*	*2%*	*2%*	**6%opq**	*3%*	*3%*	*4%*	*4%*	**6%o**	*5%*	*2%*	*3%*	*	**5%o**
Any problem experienced	37	32	5	3	33	2	1	1	1	8	9	-	4	1	3	3	4	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%km**	-	*1%*	*	*	*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about DX	**26**	23	3	3	24	1	*	1	1	6	6	-	1	1	2	3	4	-	1
	1%	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	*	*	*	*	*1%*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of DX	**698**	257	257	117	48	15	514	63	261	271	107	37	16	532	54
	14%	*13%*	*13%*	*16%*	*14%*	*12%*	*13%*	*14%*	*13%*	*14%*	*13%*	*15%*	*19%*	*13%*	*16%*
Used DX to send	**42**	22	8	9	3	*	31	3	22	11	4	2	3	33	4
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%jj**	*1%*	*1%*
Used DX to receive	**204**	62	83	33	20	6	145	26	83	84	27	8	1	167	9
	4%	*3%*	*4%*	*5%*	*6%*	*5%*	*4%*	*6%*	*4%*	*4%*	*3%*	*3%*	*1%*	*4%*	*3%*
Net used	**229**	74	86	41	21	6	161	27	93	90	30	10	4	184	14
	4%	*4%*	*4%*	*6%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*
Lost mail	**9**	5	*	3	1	*	5	1	1	4	1	-	3	5	3
	*	*	*	*b	*	*	*	*	*	*	*	-	**3%hijkm**	*	**1%hm**
Damaged mail	**9**	4	4	1	-	-	8	-	3	3	-	1	-	7	1
	*	*	*	*	-	-	*	-	*	*	-	*1%*	-	*	*
Delayed mail	**12**	8	2	1	1	-	10	1	3	8	1	*	-	11	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**10**	8	3	-	-	-	10	-	3	5	2	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	**6**	2	2	3	-	-	3	-	*	3	-	-	3	3	3
	*	*	*	*	-	-	*	-	*	*	-	-	**3%hijkm**	*	**1%hjm**
Other problems	**5**	*	3	1	-	-	4	-	*	3	1	-	-	4	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**192**	58	74	35	19	6	132	25	83	73	26	8	1	156	9
	4%	*3%*	*4%*	*5%*	*6%*	*5%*	*3%*	*5%*	*4%*	*4%*	*3%*	*3%*	*1%*	*4%*	*3%*
Any problem experienced	**37**	17	12	6	2	*	29	2	10	18	4	2	3	28	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	**3%hjm**	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Made a complaint about DX	**26**	14	8	3	1	*	22	1	8	13	1	-	3	21	3
	1%	*1%*	*	*	*	*	*1%*	*	*	*1%*	*	-	**3%hijkm**	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of DX	**698**	42	648	7	200	467	30	692	3	1	-	696	1
	14%	*11%*	*14%*	*7%*	*13%*	*14%*	*10%*	*14%*	*5%*	*4%*	-	*14%*	*5%*
Used DX to send	**42**	10	33	-	11	29	2	41	-	-	-	41	1
	1%	**3%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*5%*
Used DX to receive	**204**	14	185	4	59	138	6	202	1	1	-	204	-
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*1%*	*4%*	-	*4%*	-
Net used	**229**	24	201	4	67	153	8	226	1	1	-	227	1
	4%	*6%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*1%*	*4%*	-	*4%*	*5%*
Lost mail	**9**	2	7	*	2	7	-	9	-	-	-	9	-
	*	*1%*	*	*	*	*	-	*	-	-	-	*	-
Damaged mail	**9**	2	7	-	4	3	1	8	-	-	-	8	1
	*	*1%*	*	-	*	*	*	*	-	-	-	*	*5%*
Delayed mail	**12**	4	8	-	9	3	-	11	1	-	-	12	-
	*	**1%b**	*	-	**1%e**	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	**10**	7	3	-	6	3	2	10	-	-	-	10	-
	*	**2%b**	*	-	*	*	*1%*	*	-	-	-	*	-
Mail that has been tampered with	**6**	2	5	-	3	3	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Other problems	**5**	-	5	-	3	2	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	**192**	14	175	4	50	137	5	191	-	1	-	192	-
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	-	*4%*	-	*4%*	-
Any problem experienced	**37**	11	26	*	17	16	3	35	1	-	-	35	1
	1%	**3%b**	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	-	-	*1%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about DX	**26**	10	16	*	14	12	-	26	-	-	-	26	-
	1%	**3%b**	*	*	*1%*	*	-	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 347

QI_14. Competitive landscape - DX

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of DX	**698**	163	159	189	187	36	72	55	61	58	40	64	58	68	61	65	61
	14%	*13%*	*12%*	*15%*	*14%*	*8%*	**17%efj**	*13%*	*14%*	*14%*	*9%*	**15%ej**	*14%*	**15%ej**	**14%e**	*14%*	**15%ej**
Used DX to send	**42**	14	9	10	9	-	7	7	3	1	5	2	5	4	7	1	2
	1%	*1%*	*1%*	*1%*	*1%*	-	**2%e**	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	*2%*	*	*
Used DX to receive	**204**	48	47	45	64	10	20	18	16	22	9	16	14	14	20	23	22
	4%	*4%*	*4%*	*3%*	*5%*	*2%*	*5%*	*4%*	*4%*	**5%j**	*2%*	*4%*	*3%*	*3%*	*5%*	*5%*	**5%j**
Net used	**229**	56	51	52	70	10	25	21	16	22	13	16	19	17	23	23	23
	4%	*4%*	*4%*	*4%*	*5%*	*2%*	*6%*	*5%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*	*5%*	*5%*	**6%e**
Lost mail	**9**	1	*	5	3	-	1	-	-	-	*	*	3	2	1	-	2
	*	*	*	*	*	-	*	-	-	-	*	*	*1%*	*1%*	*	-	*
Damaged mail	**9**	1	2	2	4	-	-	1	-	1	2	-	-	2	2	2	1
	*	*	*	*	*	-	-	*	-	*	*	-	-	*	*	*	*
Delayed mail	**12**	2	2	2	6	1	-	1	1	-	1	*	2	-	2	-	4
	*	*	*	*	*	*	-	*	*	-	*	*	*	-	*1%*	-	*1%*
Mis-delivered mail	**10**	1	2	2	5	-	-	1	-	-	2	-	-	2	2	2	2
	*	*	*	*	*	-	-	*	-	-	*	-	-	*	*	*	*1%*
Mail that has been tampered with	**6**	-	*	3	3	-	-	-	-	-	*	-	3	-	2	-	2
	*	-	*	*	*	-	-	-	-	-	*	-	*1%*	-	*	-	*
Other problems	**5**	1	2	-	2	-	-	1	-	*	2	-	-	-	-	-	2
	*	*	*	-	*	-	-	*	-	*	*	-	-	-	-	-	*
No - there have been no problems	**192**	51	43	43	55	9	24	17	15	22	6	16	14	13	18	20	17
	4%	*4%*	*3%*	*3%*	*4%*	*2%*	**6%j**	*4%*	*4%*	**5%j**	*1%*	*4%*	*3%*	*3%*	*4%*	*4%*	**4%j**
Any problem experienced	**37**	5	8	9	14	1	1	3	1	1	6	*	5	4	5	3	6
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Made a complaint about DX	**26**	3	4	9	10	-	1	2	-	1	3	*	5	4	5	2	4
	1%	*	*	*1%*	*1%*	-	*	*	-	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Yodel	3529	-	3529	1582	1936	247	339	652	543	767	548	433	586	1195	1748	980	3259	250	3724
	68%	-	68%	63%	74%c	36%	52%e	64%ef	76%efg	83%efgh	86%efgh	82%efgh	44%	69%l	84%lm	85%lm	70%q	52%	72%
Used Yodel to send	181	-	181	101	80	17	25	69	23	25	8	14	42	92	47	21	147	34	172
	4%	-	4%	4%	3%	3%	4%j	7%efhijk	3%	3%	1%	3%	3%	5%lno	2%	2%	3%	7%p	3%
Used Yodel to receive	2132	-	2132	956	1167	156	237	414	339	435	305	246	393	754	986	551	1975	142	2433
	41%	-	41%	38%	44%c	23%	36%e	41%e	47%ef	47%efg	48%efg	47%ef	29%	43%l	47%l	48%l	43%q	29%	47%
Net used	2201	-	2201	997	1194	160	247	439	349	445	308	252	407	788	1005	560	2028	157	2498
	43%	-	43%	40%	45%c	23%	38%e	43%e	49%ef	48%ef	49%ef	48%ef	30%	45%l	48%l	48%l	44%q	33%	48%
Lost mail	40	-	40	19	21	8	8	11	10	3	1	-	16	20	4	1	34	6	44
	1%	-	1%	1%	1%	1%	1%	1%	1%	*	*	-	1%no	1%no	*	*	1%	1%	1%
Damaged mail	94	-	94	43	51	8	17	17	22	12	11	5	25	40	29	17	83	10	99
	2%	-	2%	2%	2%	1%	3%	2%	3%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%
Delayed mail	134	-	134	70	64	17	18	33	24	23	15	5	35	57	42	20	113	18	158
	3%	-	3%	3%	2%	3%	3%	3%k	3%k	2%	2%	1%	3%	3%	2%	2%	2%	4%	3%
Mis-delivered mail	63	-	63	26	37	7	6	19	10	11	5	4	13	30	20	9	52	11	66
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
Mail that has been tampered with	37	-	37	24	12	6	7	14	3	3	2	3	13	17	7	4	33	4	32
	1%	-	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	*	1%	1%	1%
Other problems	71	-	71	33	38	2	10	16	9	14	9	13	11	25	36	22	66	6	69
	1%	-	1%	1%	1%	*	1%	2%e	1%	2%	1%	2%e	1%	1%	2%	2%	1%	1%	1%
No - there have been no problems	1873	-	1873	854	1012	125	203	359	293	393	272	228	328	652	893	500	1740	121	2159
	36%	-	36%	34%	38%c	18%	31%e	35%e	41%ef	43%efg	43%efg	43%efg	24%	38%l	43%lm	43%lm	38%q	25%	42%
Any problem experienced	328	-	328	143	183	35	44	80	56	52	36	24	79	136	112	60	288	36	339
	6%	-	6%	6%	7%	5%	7%	8%	8%	6%	6%	5%	6%	8%nc	5%	5%	6%	7%	7%
Made a complaint about Yodel	151	-	151	74	77	16	20	35	29	19	16	16	36	64	51	32	128	21	145
	3%	-	3%	3%	3%	2%	3%	3%	4%	2%	3%	3%	3%	4%	2%	3%	3%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Yodel	3529	621	1262	760	886	1883	1646	1945	1540	436	497	999	838	528	2334	440	2914
	68%	60%	72%a	69%a	70%a	67%	70%	63%	77%g	69%m	72%m	72%m	69%m	61%	71%m	69%	69%
Used Yodel to send	181	37	53	47	44	90	91	132	48	16	17	45	61	34	122	16	159
	4%	4%	3%	4%	4%	3%	4%	4%h	2%	3%	2%	3%	5%j	4%	4%	3%	4%
Used Yodel to receive	2132	425	764	434	509	1189	943	1193	912	228	308	578	554	323	1440	232	1795
	41%	41%	44%	39%	40%	43%	40%	39%	45%g	36%	44%lm	42%	46%lm	37%	44%lm	36%	43%o
Net used	2201	444	781	448	528	1225	976	1239	933	238	313	587	575	339	1476	241	1848
	43%	43%	45%	40%	42%	44%	41%	40%	47%g	38%	45%l	43%	48%lm	39%	45%lm	38%	44%o
Lost mail	40	6	13	13	8	19	21	28	12	4	4	11	10	9	24	4	34
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	94	22	24	16	32	46	47	65	27	16	12	26	18	11	55	16	69
	2%	2%	1%	1%	3%	2%	2%	2%	1%	3%	2%	2%	1%	1%	2%	3%	2%
Delayed mail	134	30	52	19	32	82	52	101	31	9	13	35	48	22	97	9	120
	3%	3%	3%	2%	3%	3%	2%	3%h	2%	1%	2%	3%	4%l	3%	3%	1%	3%
Mis-delivered mail	63	16	15	15	16	32	31	48	15	11	7	19	14	6	40	11	47
	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%
Mail that has been tampered with	37	11	2	13	12	13	24	25	13	8	2	9	8	9	19	8	28
	1%	1%b	*	1%b	1%b	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Other problems	71	21	21	15	14	42	29	43	28	7	6	20	17	19	43	7	62
	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
No - there have been no problems	1873	359	686	381	447	1044	829	1012	836	200	282	495	489	283	1266	204	1579
	36%	35%	39%	34%	36%	37%	35%	33%	42%g	32%	41%lm	36%	41%lm	33%	39%lm	32%	37%o
Any problem experienced	328	85	95	67	80	181	147	227	97	38	32	92	86	56	210	38	270
	6%	8%b	5%	6%	6%	6%	6%	7%h	5%	6%	5%	7%	7%	6%	6%	6%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Made a complaint about Yodel	**151**	42	46	38	24	88	62	109	40	17	10	42	30	39	82	17	124
	3%	*4%d*	*3%*	*3%*	*2%*	*3%*	*3%*	*4%h*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%jn*	*3%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 348

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Yodel	3529	2965	563	178	2909	321	193	105	142	369	317	270	316	369	312	470	344	44	277
	68%	67%	77%a	71%	67%	73%d	77%d	72%	68%n	66%n	75%ino	72%n	70%n	77%hinoq	46%	67%n	78%hilnoq	65%n	74%ino
Used Yodel to send	181	163	18	8	149	20	8	4	6	36	9	10	16	8	23	28	12	*	20
	4%	4%	2%	3%	3%	4%	3%	3%	3%	9%jmq	2%	3%	3%	2%	3%	4%	3%	*	5%jm
Used Yodel to receive	2132	1759	373	127	1712	217	138	66	94	202	171	160	180	219	196	282	210	23	194
	41%	40%	51%a	50%a	40%	49%d	55%dg	45%d	45%in	36%	40%n	43%n	40%n	46%in	29%	40%n	48%lnq	34%	52%ijklnoq
Net used	2201	1818	383	130	1772	222	139	68	97	217	174	166	187	221	203	289	218	23	199
	43%	41%	52%a	52%a	41%	50%d	55%dg	46%	47%n	39%n	41%n	44%n	41%n	46%n	30%	41%n	49%lnq	34%	53%ijklnoq
Lost mail	40	34	6	2	35	4	1	*	1	2	9	5	8	3	3	3	1	1	3
	1%	1%	1%	1%	1%	1%	*	*	*	*	2%	1%	2%	1%	*	*	*	1%	1%
Damaged mail	94	81	13	3	81	5	4	3	1	5	7	14	16	7	15	11	5	1	5
	2%	2%	2%	1%	2%	1%	2%	2%	*	1%	2%	4%hi	4%hi	1%	2%	2%	1%	1%	1%
Delayed mail	134	117	17	4	105	15	9	5	5	4	18	15	9	6	18	21	9	1	14
	3%	3%	2%	2%	2%	3%	4%	3%	2%	1%	4%lm	4%l	2%	1%	3%	3%	2%	1%	4%l
Mis-delivered mail	63	58	5	2	55	4	3	1	1	6	5	4	6	-	14	16	4	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	-	2%m	2%m	1%	1%m	1%
Mail that has been tampered with	37	31	7	3	35	1	*	*	-	7	4	3	7	-	6	7	1	*	1
	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	1%	2%m	-	1%	1%	*	*	*
Other problems	71	50	22	8	61	3	7	*	3	6	14	6	2	7	8	13	3	-	3
	1%	1%	3%a	3%a	1%	1%	3%dag	*	2%	1%	3%lpr	1%	*	1%	1%	2%	1%	-	1%
No - there have been no problems	1873	1541	332	112	1495	197	121	60	89	187	136	137	152	202	163	234	196	21	176
	36%	35%	45%a	44%a	35%	45%d	48%d	41%d	43%ijlno	33%n	32%n	37%n	34%n	42%ijlno	24%	33%n	44%ijlnoq	31%	47%ijklnoq
Any problem experienced	328	277	51	18	277	25	18	7	9	30	38	29	35	19	40	56	22	2	23
	6%	6%	7%	7%	6%	6%	7%	5%	4%	5%	9%hm	8%	8%	4%	6%	8%	5%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about Yodel	**151**	125	26	10	129	9	10	2	2	17	16	15	18	10	21	24	5	1	8
	3%	*3%*	*4%*	*4%*	*3%*	*2%*	***4%g***	*1%*	*1%*	*3%*	***4%p***	***4%p***	***4%p***	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Yodel	**3529**	1421	1372	421	210	84	2793	294	1421	1366	503	156	54	2786	209
	68%	**73%cdg**	**69%cdg**	*58%*	*62%*	*68%*	**71%cdg**	*63%*	**72%jkn**	**69%jn**	*61%*	*61%*	*63%*	**71%jkn**	*62%*
Used Yodel to send	**181**	70	66	26	13	7	135	20	74	61	38	3	4	135	7
	4%	*4%*	*3%*	*4%*	*4%*	*6%*	*3%*	*4%*	*4%*	*3%*	*5%*	*1%*	*5%*	*3%*	*2%*
Used Yodel to receive	**2132**	834	834	271	130	52	1668	182	866	835	290	100	28	1700	128
	41%	*43%*	*42%*	*37%*	*38%*	*42%*	*43%*	*39%*	**44%j**	**42%j**	*35%*	*39%*	*33%*	**43%j**	*38%*
Net used	**2201**	867	857	276	133	56	1724	189	893	863	303	100	28	1756	128
	43%	**45%c**	*43%*	*38%*	*39%*	*45%*	**44%c**	*41%*	**45%jn**	**44%j**	*37%*	*39%*	*33%*	**44%j**	*38%*
Lost mail	**40**	8	20	2	9	1	28	10	16	13	8	2	1	29	3
	1%	*	*1%*	*	**3%acf**	*	*1%*	**2%acf**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**94**	29	43	12	7	3	72	9	43	40	8	*	3	83	3
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*	**3%k**	*2%*	*1%*
Delayed mail	**134**	45	62	18	8	1	107	9	52	61	19	1	-	113	1
	3%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	**3%n**	**3%n**	*2%*	*1%*	-	**3%n**	*
Mis-delivered mail	**63**	23	26	6	5	3	48	8	20	33	6	1	2	54	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*
Mail that has been tampered with	**37**	8	17	11	2	-	24	2	11	15	7	1	3	26	4
	1%	*	*1%*	**1%a**	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	**3%hm**	*1%*	*1%*
Other problems	**71**	30	24	11	6	-	55	6	28	26	13	5	*	54	5
	1%	*2%*	*1%*	*2%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*
No - there have been no problems	**1873**	753	721	231	108	49	1474	157	769	724	257	89	19	1494	108
	36%	**39%c**	*37%*	*32%*	*32%*	*40%*	**38%c**	*34%*	**39%jl**	**37%l**	*31%*	*35%*	*22%*	**38%jl**	*32%*
Any problem experienced	**328**	114	136	45	25	7	250	32	123	139	45	11	9	262	20
	6%	*6%*	*7%*	*6%*	*7%*	*5%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*	*11%*	*7%*	*6%*
Made a complaint about Yodel	**151**	58	66	12	12	2	124	15	53	73	21	3	1	126	4
	3%	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	*1%*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Yodel	**3529**	209	3273	47	1015	2361	153	3503	5	9	5	3517	7
	68%	*54%*	**70%ac**	*47%*	**66%f**	**71%df**	*49%*	**70%h**	*8%*	*37%*	*46%*	**69%h**	*22%*
Used Yodel to send	**181**	20	159	2	56	112	13	180	-	1	-	181	*
	4%	*5%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	-	*4%*	-	*4%*	*1%*
Used Yodel to receive	**2132**	139	1972	22	605	1438	90	2120	2	3	5	2126	2
	41%	**36%c**	**42%c**	*22%*	**39%f**	**43%df**	*29%*	**42%h**	*3%*	*14%*	*46%*	**42%h**	*7%*
Net used	**2201**	152	2026	23	632	1474	95	2187	2	4	5	2194	2
	43%	**40%c**	**43%c**	*23%*	**41%f**	**45%f**	*31%*	**44%h**	*3%*	*18%*	*46%*	**43%h**	*7%*
Lost mail	**40**	3	36	-	11	26	2	39	1	-	-	40	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Damaged mail	**94**	10	84	-	41	51	2	92	-	*	1	92	-
	2%	*2%*	*2%*	-	**3%e**	*2%*	*1%*	*2%*	-	*	*11%*	*2%*	-
Delayed mail	**134**	15	118	1	49	80	5	133	-	-	-	133	1
	3%	*4%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	-	-	-	*3%*	*2%*
Mis-delivered mail	**63**	7	56	-	18	41	4	62	1	-	-	63	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Mail that has been tampered with	**37**	8	28	1	22	13	2	34	-	1	1	35	1
	1%	**2%b**	*1%*	*1%*	**1%e**	*	*	*1%*	-	*4%*	*11%*	*1%*	*5%*
Other problems	**71**	10	61	1	17	54	1	71	-	-	-	71	-
	1%	*3%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1873**	115	1737	21	519	1274	81	1865	*	3	4	1869	*
	36%	*30%*	**37%ac**	*21%*	**34%f**	**38%df**	*26%*	**37%h**	*1%*	*13%*	*35%*	**37%h**	*1%*
Any problem experienced	**328**	37	289	2	113	200	14	322	2	1	1	324	2
	6%	**10%b**	*6%*	*2%*	*7%*	*6%*	*5%*	*6%*	*2%*	*4%*	*11%*	*6%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about Yodel	**151**	17	132	2	44	100	7	149	-	1	-	151	-
	3%	*5%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	-	*4%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Yodel	3529	898	912	876	843	291	308	299	336	296	281	288	289	298	265	321	256
	68%	70%	71%d	68%	65%	69%	71%n	70%	78%egjklmnop	71%n	63%	67%	70%	67%	62%	70%	64%
Used Yodel to send	181	48	46	50	38	9	23	16	19	18	9	26	13	11	6	14	19
	4%	4%	4%	4%	3%	2%	5%n	4%	4%n	4%n	2%	6%ejn	3%	3%	1%	3%	5%n
Used Yodel to receive	2132	563	568	500	501	191	179	193	218	180	170	185	149	166	152	196	153
	41%	44%	44%cd	39%	39%	45%ln	41%	45%n	51%fjlmnp	43%	38%	43%	36%	37%	35%	43%	38%
Net used	2201	581	582	523	514	192	194	195	227	183	172	195	154	174	156	198	160
	43%	45%d	45%d	41%	40%	46%n	45%	46%n	53%jlmnop	44%	39%	45%	37%	39%	36%	43%	40%
Lost mail	40	11	12	7	9	4	4	3	8	2	2	2	*	5	*	4	5
	1%	1%	1%	1%	1%	1%	1%	1%	2%ln	*	1%	1%	*	1%	*	1%	1%
Damaged mail	94	28	22	20	24	11	5	12	12	6	4	6	5	9	5	10	9
	2%	2%	2%	2%	2%	3%	1%	3%	3%	1%	1%	1%	1%	2%	1%	2%	2%
Delayed mail	134	33	34	29	38	10	9	14	17	7	11	9	7	13	15	11	13
	3%	3%	3%	2%	3%	2%	2%	3%	4%	2%	2%	2%	2%	3%	3%	2%	3%
Mis-delivered mail	63	17	17	14	16	12	4	1	11	-	5	4	3	7	6	4	6
	1%	1%	1%	1%	1%	3%gl	1%	*	3%gl	-	1%	1%	1%	2%	1%	1%	1%
Mail that has been tampered with	37	6	14	9	9	*	-	6	4	6	5	1	3	5	*	3	6
	1%	*	1%	1%	1%	*	-	1%	1%	1%	1%	*	1%	1%	*	1%	1%
Other problems	71	9	15	27	21	2	3	3	1	6	8	7	1	19	7	8	6
	1%	1%	1%	2%a	2%	1%	1%	1%	*	1%	2%	2%	*	4%efghl	2%	2%	2%
No - there have been no problems	1873	502	498	448	426	158	175	169	193	166	139	175	137	135	133	168	125
	36%	39%d	39%d	35%	33%	37%	40%jmnp	39%m	45%jlmnp	40%jmnp	31%	40%jmnp	33%	31%	31%	36%	31%
Any problem experienced	328	79	85	75	88	34	19	27	34	17	33	20	17	38	23	31	35
	6%	6%	7%	6%	7%	8%	4%	6%	8%	4%	7%	5%	4%	9%il	5%	7%	9%il
Made a complaint about Yodel	151	26	42	40	43	13	6	6	14	13	14	8	10	22	15	11	16
	3%	2%	3%	3%	3%	3%	1%	1%	3%	3%	3%	2%	2%	5%fg	4%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394** *46%*	- -	2394 *46%*	1138 *45%*	1247 *47%*	184 *27%*	222 **34%e**	483 **48%ef**	388 **54%ef**	495 **54%efg**	354 **56%efg**	268 **51%ef**	406 *30%*	871 **50%l**	1116 **54%l**	621 **54%l**	2188 **47%q**	192 *40%*	2311 *45%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**161** *3%*	- -	161 *3%*	98 **4%d**	63 *2%*	26 *4%*	24 *4%*	47 **5%ik**	21 *3%*	20 *2%*	14 *2%*	8 *2%*	50 **4%no**	69 **4%no**	42 *2%*	22 *2%*	131 *3%*	28 **6%p**	147 *3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1903** *37%*	- -	1903 *37%*	868 *35%*	1026 **39%c**	146 *21%*	168 *26%*	379 **37%ef**	320 **45%efg**	388 **42%ef**	290 **46%efg**	212 **40%ef**	314 *23%*	700 **40%l**	889 **43%l**	502 **43%l**	1757 **38%q**	136 *28%*	1849 *36%*
Net used	**1970** *38%*	- -	1970 *38%*	910 *36%*	1051 **40%c**	156 *23%*	180 *28%*	406 **40%ef**	328 **46%ef**	393 **43%ef**	292 **46%ef**	215 **41%ef**	335 *25%*	734 **42%l**	901 **43%l**	507 **44%l**	1814 **39%q**	144 *30%*	1901 *37%*
Lost mail	**45** *1%*	- -	45 *1%*	16 *1%*	29 *1%*	6 *1%*	4 *1%*	15 *1%*	8 *1%*	8 *1%*	2 *	2 *	10 *1%*	23 **1%o**	12 *1%*	3 *	40 *1%*	4 *1%*	50 *1%*
Damaged mail	**79** *2%*	- -	79 *2%*	34 *1%*	45 *2%*	8 *1%*	6 *1%*	23 *2%*	9 *1%*	21 *2%*	8 *1%*	5 *1%*	14 *1%*	32 *2%*	33 *2%*	13 *1%*	76 *2%*	3 *1%*	75 *1%*
Delayed mail	**92** *2%*	- -	92 *2%*	53 *2%*	39 *1%*	26 **4%hik**	12 **2%k**	31 **3%hik**	4 *1%*	8 *1%*	10 *2%*	1 *	39 **3%no**	34 **2%n**	19 *1%*	11 *1%*	80 *2%*	8 *2%*	98 *2%*
Mis-delivered mail	**45** *1%*	- -	45 *1%*	16 *1%*	28 *1%*	5 *1%*	2 *	12 *1%*	7 *1%*	7 *1%*	12 **2%k**	* *	7 *1%*	19 *1%*	19 *1%*	12 *1%*	41 *1%*	2 *	49 *1%*
Mail that has been tampered with	**23** *	- -	23 *	17 *1%*	6 *	7 *1%*	3 *	11 **1%h**	- -	2 *	- -	- -	10 **1%no**	11 **1%no**	2 *	- -	18 *	4 *1%*	23 *
Other problems	**38** *1%*	- -	38 *1%*	19 *1%*	19 *1%*	6 *1%*	2 *	9 *1%*	4 *1%*	7 *1%*	4 *1%*	4 *1%*	8 *1%*	14 *1%*	16 *1%*	9 *1%*	36 *1%*	2 *	36 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
No - there have been no problems	**1736**	-	1736	808	919	118	154	343	305	351	257	208	272	648	815	465	1600	129	1665
	34%	-	*34%*	*32%*	*35%*	*17%*	**24%e**	**34%ef**	**42%efg**	**38%ef**	**40%efg**	**40%ef**	*20%*	**37%l**	**39%l**	**40%l**	**35%q**	*27%*	*32%*
Any problem experienced	**234**	-	234	103	132	37	26	63	24	43	35	7	63	86	85	43	214	16	236
	5%	-	*5%*	*4%*	*5%*	**5%k**	**4%k**	**6%hk**	*3%*	**5%k**	**6%k**	*1%*	*5%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	-	130	60	70	16	16	39	16	24	13	7	32	55	43	20	117	9	125
	3%	-	*3%*	*2%*	*3%*	*2%*	*2%*	**4%k**	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	437	841	496	620	1278	1115	1360	1003	268	337	673	591	364	1601	271	1995
	46%	*42%*	**48%a**	*45%*	**49%a**	*46%*	*47%*	*44%*	**50%g**	*43%*	*49%*	**49%m**	**49%lm**	*42%*	**49%lm**	*42%*	*47%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**161**	37	40	50	34	77	84	116	40	9	24	41	43	30	107	12	140
	3%	*4%*	*2%*	**4%b**	*3%*	*3%*	*4%*	**4%h**	*2%*	*1%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1903**	360	694	382	467	1053	849	1072	810	196	273	533	473	301	1279	196	1608
	37%	*35%*	**40%c**	*34%*	*37%*	*38%*	*36%*	*35%*	**40%g**	*31%*	**39%i**	**39%i**	**39%i**	*35%*	**39%i**	*31%*	**38%o**
Net used	**1970**	378	709	403	479	1088	883	1122	823	199	283	548	489	317	1320	202	1665
	38%	*36%*	*40%*	*36%*	*38%*	*39%*	*37%*	*37%*	**41%g**	*32%*	**41%i**	**40%i**	**40%i**	*37%*	**40%i**	*32%*	**40%o**
Lost mail	**45**	10	12	9	13	22	23	25	20	8	5	11	9	6	25	8	31
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**79**	24	25	13	16	50	29	47	32	6	7	23	14	17	44	6	63
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Delayed mail	**92**	24	27	20	21	51	41	59	32	7	14	19	24	22	58	7	81
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
Mis-delivered mail	**45**	13	12	12	8	25	20	33	11	8	2	15	7	10	24	8	34
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**23**	11	4	5	4	14	9	17	7	1	2	4	6	8	11	1	19
	*	**1%b**	*	*	*	*1%*	*	*1%*	*	*	*	*	*	*1%*	*	*	*
Other problems	**38**	16	10	5	7	26	12	26	11	4	5	7	8	11	20	4	31
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
No - there have been no problems	**1736**	313	642	354	426	955	780	974	739	168	254	483	450	267	1187	170	1478
	34%	*30%*	**37%a**	*32%*	*34%*	*34%*	*33%*	*32%*	**37%g**	*27%*	**37%l**	**35%l**	**37%lm**	*31%*	**36%lm**	*27%*	**35%o**
Any problem experienced	**234**	65	67	49	53	132	102	149	84	32	29	65	39	50	133	32	187
	5%	**6%b**	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*3%*	**6%l**	*4%*	*5%*	*4%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	37	36	27	29	73	57	84	44	18	17	33	15	33	66	18	100
	3%	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	**4%ln**	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394** *46%*	2056 *47%*	338 *46%*	109 *43%*	2015 *47%*	199 *45%*	116 *46%*	63 *43%*	91 *44%*	247 *44%*	213 **50%nq**	188 **50%nq**	225 **50%nq**	254 **53%hinq**	242 *36%*	320 **45%n**	233 **53%hinq**	23 *35%*	176 **47%nq**
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**161** *3%*	137 *3%*	24 *3%*	11 *4%*	141 *3%*	12 *3%*	5 *2%*	4 *2%*	7 *3%*	18 *3%*	18 *4%*	8 *2%*	18 *4%*	18 *4%*	22 *3%*	17 *2%*	15 *3%*	2 *3%*	10 *3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1903** *37%*	1630 *37%*	272 *37%*	82 *33%*	1595 *37%*	162 *37%*	92 *37%*	54 *37%*	72 *35%*	169 *30%*	153 *36%*	143 **38%in**	183 **40%inq**	205 **43%inq**	195 *29%*	277 **39%inq**	196 **45%hinq**	18 *27%*	144 **39%inq**
Net used	**1970** *38%*	1688 *38%*	282 *38%*	85 *34%*	1655 *38%*	167 *38%*	93 *37%*	55 *38%*	76 *37%*	185 *33%*	155 *37%*	148 **40%n**	189 **42%inq**	212 **45%inq**	210 *31%*	279 **40%n**	201 **46%hijnq**	19 *28%*	148 **40%n**
Lost mail	**45** *1%*	38 *1%*	6 *1%*	2 *1%*	40 *1%*	3 *1%*	1 *	1 *1%*	3 *2%*	3 *1%*	1 *	7 **2%m**	7 *1%*	1 *	6 *1%*	9 *1%*	2 *	1 *1%*	2 *1%*
Damaged mail	**79** *2%*	64 *1%*	15 *2%*	9 **4%a**	68 *2%*	7 *2%*	3 *1%*	1 *	3 *1%*	6 *1%*	8 **2%n**	9 **3%n**	6 *1%*	10 **2%n**	1 *	16 **2%n**	7 **2%n**	1 *1%*	6 **2%n**
Delayed mail	**92** *2%*	76 *2%*	16 *2%*	8 *3%*	79 *2%*	8 *2%*	3 *1%*	2 *2%*	5 *2%*	6 *1%*	11 *3%*	9 *2%*	3 *1%*	4 *1%*	13 *2%*	17 *2%*	10 *2%*	* *	7 *2%*
Mis-delivered mail	**45** *1%*	41 *1%*	3 *	3 *1%*	37 *1%*	5 *1%*	1 *	2 *1%*	2 **1%n**	- -	2 *	3 *1%*	10 **2%imn**	1 *	- -	7 *1%*	11 **2%imn**	* **1%n**	5 **1%n**
Mail that has been tampered with	**23** *	20 *	3 *	* *	22 *1%*	1 *	* *	- -	1 *1%*	5 *1%*	- -	- -	2 *	3 *1%*	6 *1%*	6 *1%*	- -	- -	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Other problems	**38**	32	6	6	36	1	1	1	2	2	8	1	2	5	1	6	8	-	1
	1%	*1%*	*1%*	**2%a**	*1%*	*	*	*	*1%*	*	**2%nr**	*	*	*1%*	*	*1%*	**2%nr**	-	*
No - there have been no problems	**1736**	1490	246	68	1453	149	84	50	65	166	129	122	166	199	189	245	172	18	131
	34%	*34%*	*33%*	*27%*	*34%*	*34%*	*34%*	*34%*	*31%*	*29%*	*30%*	*33%*	**37%n**	**42%hijknq**	*28%*	*35%*	**39%ijnq**	*26%*	**35%n**
Any problem experienced	**234**	198	36	17	202	18	9	6	11	19	26	26	23	14	21	33	30	2	16
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*	*6%*	**7%mn**	*5%*	*3%*	*3%*	*5%*	**7%mn**	*2%*	*4%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	108	22	13	117	7	4	3	5	15	10	20	10	7	14	21	14	*	6
	3%	*2%*	*3%*	**5%a**	*3%*	*1%*	*1%*	*2%*	*3%*	*3%*	*2%*	**5%mnr**	*2%*	*2%*	*2%*	*3%*	*3%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2394	961	930	314	123	55	1891	178	995	911	337	104	35	1906	139
	46%	**49%cdg**	**47%dg**	*43%*	*36%*	*45%*	**48%dg**	*38%*	**51%ijkn**	*46%*	*41%*	*41%*	*41%*	**48%jn**	*41%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	161	54	71	27	6	3	125	9	62	66	23	7	3	128	10
	3%	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	1903	769	741	250	89	48	1510	137	802	712	270	87	26	1513	113
	37%	**40%dg**	**37%dg**	**34%d**	*26%*	**39%d**	**39%dg**	*29%*	**41%ijn**	*36%*	*33%*	*34%*	*30%*	**38%j**	*33%*
Net used	1970	797	767	262	90	48	1563	138	832	736	280	89	26	1568	115
	38%	**41%dg**	**39%dg**	**36%d**	*26%*	**39%d**	**40%dg**	*30%*	**42%ijn**	*37%*	*34%*	*35%*	*30%*	**40%j**	*34%*
Lost mail	45	21	14	8	2	1	35	3	23	17	2	2	-	41	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*
Damaged mail	79	32	33	11	4	-	65	4	44	23	6	6	-	66	6
	2%	*2%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*2%*	*2%*
Delayed mail	92	30	46	12	3	*	77	3	38	37	9	4	3	76	7
	2%	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*
Mis-delivered mail	45	18	23	2	2	-	40	2	22	17	4	1	-	39	1
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
Mail that has been tampered with	23	6	16	2	-	-	21	-	14	9	*	-	-	23	-
	*	*	*1%*	*	-	-	*1%*	-	*1%*	*	*	-	-	*1%*	-
Other problems	38	24	7	6	*	-	31	*	22	12	3	*	-	34	*
	1%	**1%b**	*	*1%*	*	-	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
No - there have been no problems	**1736**	710	661	234	79	48	1370	127	717	655	259	75	23	1372	98
	34%	**36%dg**	**33%dg**	**32%d**	*23%*	**38%d**	**35%dg**	*27%*	**36%n**	*33%*	*32%*	*30%*	*27%*	*35%*	*29%*
Any problem experienced	**234**	87	106	29	11	1	193	12	115	81	21	14	3	196	17
	5%	*4%*	**5%g**	*4%*	*3%*	*1%*	*5%*	*2%*	**6%j**	*4%*	*3%*	*5%*	*3%*	**5%j**	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	49	57	15	8	*	106	9	74	37	12	7	*	111	7
	3%	*3%*	*3%*	*2%*	*2%*	*	*3%*	*2%*	**4%j**	*2%*	*1%*	*3%*	*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394**	154	2206	34	762	1534	97	2379	5	8	1	2392	1
	46%	*40%*	**47%ac**	*34%*	**50%f**	**46%f**	*31%*	**47%h**	*8%*	*30%*	*12%*	**47%h**	*2%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**161**	16	144	1	50	93	18	156	5	-	-	161	-
	3%	*4%*	*3%*	*1%*	*3%*	*3%*	**6%e**	*3%*	*7%*	-	-	*3%*	-
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1903**	119	1758	25	611	1220	72	1895	3	3	1	1901	1
	37%	*31%*	*38%*	*25%*	**40%f**	**37%f**	*23%*	**38%h**	*5%*	*12%*	*12%*	**37%h**	*2%*
Net used	**1970**	129	1816	25	632	1255	83	1960	5	3	1	1968	1
	38%	*34%*	**39%c**	*25%*	**41%f**	**38%f**	*27%*	**39%h**	*8%*	*12%*	*12%*	**38%h**	*2%*
Lost mail	**45**	8	37	*	24	20	*	43	2	-	-	45	-
	1%	*2%*	*1%*	*	**2%e**	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Damaged mail	**79**	7	72	-	30	47	3	79	-	-	-	79	-
	2%	*2%*	*2%*	-	*2%*	*1%*	*1%*	*2%*	-	-	-	*2%*	-
Delayed mail	**92**	13	78	*	45	43	4	90	2	-	-	92	-
	2%	*3%*	*2%*	*	**3%e**	*1%*	*1%*	*2%*	*2%*	-	-	*2%*	-
Mis-delivered mail	**45**	8	37	-	15	28	1	43	1	*	-	44	1
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	*2%*
Mail that has been tampered with	**23**	4	20	-	14	8	2	23	-	-	-	23	-
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Other problems	**38**	4	34	-	12	26	-	38	-	-	-	38	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1736**	102	1609	25	535	1127	74	1729	2	3	1	1734	-
	34%	*27%*	**34%a**	*25%*	**35%f**	**34%f**	*24%*	**34%h**	*4%*	*12%*	*12%*	**34%h**	-
Any problem experienced	**234**	27	207	1	97	128	9	231	2	*	-	234	1
	5%	*7%*	*4%*	*1%*	**6%e**	*4%*	*3%*	*5%*	*4%*	*	-	*5%*	*2%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	19	111	-	57	67	6	127	2	-	-	130	1
	3%	**5%b**	*2%*	-	**4%e**	*2%*	*2%*	*3%*	*4%*	-	-	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2394** *46%*	615 *48%*	577 *45%*	609 *47%*	593 *46%*	220 *52%ij*	196 *45%*	200 *47%*	211 *49%*	176 *42%*	189 *42%*	208 *48%*	185 *45%*	216 *49%*	187 *43%*	234 *51%*	173 *43%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**161** *3%*	42 *3%*	44 *3%*	30 *2%*	46 *4%*	6 *2%*	18 *4%*	17 *4%*	24 *6%eim*	7 *2%*	13 *3%*	12 *3%*	9 *2%*	9 *2%*	14 *3%*	21 *5%*	11 *3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1903** *37%*	498 *39%*	454 *35%*	486 *38%*	464 *36%*	183 *43%ijnp*	157 *36%*	158 *37%*	165 *38%*	138 *33%*	151 *34%*	161 *37%*	151 *37%*	173 *39%*	142 *33%*	184 *40%*	138 *34%*
Net used	**1970** *38%*	515 *40%*	477 *37%*	498 *39%*	480 *37%*	187 *44%ijnp*	165 *38%*	164 *38%*	180 *42%*	141 *34%*	156 *35%*	167 *39%*	154 *37%*	176 *40%*	151 *35%*	190 *41%*	140 *35%*
Lost mail	**45** *1%*	12 *1%*	14 *1%*	9 *1%*	10 *1%*	2 *1%*	5 *1%*	5 *1%*	8 *2%o*	5 *1%*	1 *	3 *1%*	2 *1%*	4 *1%*	6 *1%*	* *	3 *1%*
Damaged mail	**79** *2%*	15 *1%*	29 *2%*	20 *2%*	16 *1%*	2 *	6 *1%*	7 *2%*	15 *3%eklp*	9 *2%*	6 *1%*	3 *1%*	3 *1%*	14 *3%e*	6 *1%*	7 *2%*	3 *1%*
Delayed mail	**92** *2%*	33 *3%*	19 *1%*	18 *1%*	22 *2%*	12 *3%*	5 *1%*	16 *4%ijm*	13 *3%*	3 *1%*	3 *1%*	10 *2%*	4 *1%*	4 *1%*	10 *2%*	7 *2%*	5 *1%*
Mis-delivered mail	**45** *1%*	20 *2%c*	9 *1%*	6 *	9 *1%*	8 *2%*	5 *1%*	7 *2%*	5 *1%*	1 *	4 *1%*	1 *	3 *1%*	2 *	5 *1%*	3 *1%*	1 *
Mail that has been tampered with	**23** *	6 *	7 *1%*	3 *	8 *1%*	2 *	* *	4 *1%*	7 *2%*	* *	* *	2 *	- -	1 *	2 *1%*	* *	5 *1%*
Other problems	**38** *1%*	6 *	4 *	11 *1%*	17 *1%b*	2 *1%*	2 *	2 *	3 *1%*	1 *	* *	4 *1%*	* *	7 *2%*	6 *2%*	5 *1%*	5 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
No - there have been no problems	**1736**	447	424	448	416	160	151	137	156	126	143	153	142	154	124	167	124
	34%	*35%*	*33%*	*35%*	*32%*	**38%n**	*35%*	*32%*	*36%*	*30%*	*32%*	*35%*	*34%*	*35%*	*29%*	*36%*	*31%*
Any problem experienced	**234**	68	52	50	65	27	14	27	23	16	13	15	13	22	26	23	16
	5%	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*6%*	*5%*	*4%*	*3%*	*3%*	*3%*	*5%*	*6%*	*5%*	*4%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**130**	31	33	27	39	7	11	13	19	5	10	5	7	15	16	13	10
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	**4%ik**	*1%*	*2%*	*1%*	*2%*	*3%*	*4%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Aware of Other	**21**	-	21	7	14	-	-	*	5	3	5	9	-	5	16	14	21	-	24
	*	-	*	*	*1%*	-	-	*	*1%*	*	*1%*	**2%efgi**	-	*	**1%l**	**1%lm**	*	-	*
Used Other to send	**8**	-	8	3	4	-	-	-	3	2	1	2	-	3	4	2	8	-	6
	*	-	*	*	*	-	-	-	*	*	*	*	-	*	*	*	*	-	*
Used Other to receive	**18**	-	18	4	14	-	-	*	3	1	5	9	-	3	15	14	18	-	21
	*	-	*	*	*1%*	-	-	*	*	*	*1%*	**2%efgi**	-	*	**1%l**	**1%lm**	*	-	*
Net used	**19**	-	19	5	14	-	-	*	3	2	5	9	-	3	16	14	19	-	22
	*	-	*	*	*1%*	-	-	*	*	*	*1%*	**2%efgi**	-	*	**1%l**	**1%lm**	*	-	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	1	1	-	-	*	-	-	1	*	-	*	1	1	1	-	4
	*	-	*	*	*	-	-	*	-	-	*	*	-	*	*	*	*	-	*
Delayed mail	*****	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	*
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
No - there have been no problems	**15**	-	15	4	10	-	-	-	*	2	4	9	-	*	15	12	15	-	15
	*	-	*	*	*	-	-	-	*	*	*1%*	**2%efghi**	-	*	**1%lm**	**1%lm**	*	-	*
Any problem experienced	**5**	-	5	1	4	-	-	*	3	-	1	*	-	3	1	1	5	-	7
	*	-	*	*	*	-	-	*	*	-	*	*	-	*	*	*	*	-	*
Made a complaint about Other	**4**	-	4	*	4	-	-	-	3	-	1	*	-	3	1	1	4	-	4
	*	-	*	*	*	-	-	-	*	-	*	*	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Aware of Other	**21**	3	11	2	5	14	7	5	16	2	6	5	5	2	16	2	19
	*	*	*1%*	*	*	*1%*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
Used Other to send	**8**	1	5	2	*	5	2	5	3	2	3	*	2	-	6	2	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
Used Other to receive	**18**	3	9	2	3	13	5	4	14	2	6	4	4	2	13	2	16
	*	*	*1%*	*	*	*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
Net used	**19**	3	11	2	3	14	5	5	14	2	6	4	5	2	15	2	17
	*	*	*1%*	*	*	*1%*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	*	*	-	1	*	*	1	-	*	-	1	*	1	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
Delayed mail	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
	*	*	-	-	-	*	-	-	*	-	-	*	-	-	*	-	*
Mis-delivered mail	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
No - there have been no problems	**15**	2	8	2	3	10	5	2	13	2	3	3	5	2	11	2	13
	*	*	*	*	*	*	*	*	**1%g**	*	*	*	*	*	*	*	*
Any problem experienced	**5**	1	3	*	-	4	*	3	1	-	3	*	1	*	4	-	5
	*	*	*	*	-	*	*	*	*	-	*	*	*	*	*	-	*
Made a complaint about Other	**4**	1	3	-	-	4	-	3	1	-	3	-	1	*	4	-	4
	*	*	*	-	-	*	-	*	*	-	*	-	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 350

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Aware of Other	21	12	9	*	18	*	1	1	-	2	2	-	-	2	3	2	7	*	*
	*	*	1%a	*	*	*	*	1%e	-	*	*	-	-	*1%*	*	*	2%lr	*	*
Used Other to send	8	4	3	*	6	-	1	1	-	2	2	-	-	-	3	-	-	-	-
	*	*	*	*	*	-	*	*e	-	*	*	-	-	-	*	-	-	-	-
Used Other to receive	18	11	7	*	15	*	1	1	-	2	-	-	-	1	3	2	7	*	*
	*	*	1%a	*	*	*	*	1%e	-	*	-	-	-	*	*	*	2%lr	*	*
Net used	19	11	9	*	17	*	1	1	-	2	2	-	-	1	3	2	7	*	*
	*	*	1%a	*	*	*	*	1%e	-	*	*	-	-	*	*	*	2%lr	*	*
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	*	*	-	*	-	1	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	1%de	-	-	-	-	-	-	-	-	-	*	*
Delayed mail	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	15	7	8	*	13	*	1	*	-	2	2	-	-	1	-	2	7	*	-
	*	*	1%a	*	*	*	*	*	-	*	*	-	-	*	-	*	2%lnr	*	-
Any problem experienced	5	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	*	*
	*	*	*	*	*	*	*	1%de	-	-	-	-	-	-	*	-	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Made a complaint about	**4**	4	*	*	3	*	*	1	-	-	-	-	-	-	3	-	-	-	*
Other	*	*	*	*	*	*	*	*d	-	-	-	-	-	-	*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Aware of Other	**21**	12	3	-	6	*	15	6	10	4	3	4	*	14	4
	*	*1%*	*	-	**2%bcf**	*	*	**1%bc**	*1%*	*	*	**1%lm**	*	*	**1%l**
Used Other to send	**8**	5	1	-	2	-	5	2	4	3	-	*	-	7	*
	*	*	*	-	**1%b**	-	*	*	*	*	-	*	-	*	*
Used Other to receive	**18**	11	3	-	4	*	14	4	10	3	2	4	*	12	4
	*	*1%*	*	-	**1%bc**	*	*	**1%bc**	*1%*	*	*	**1%lm**	*	*	**1%l**
Net used	**19**	12	3	-	4	*	15	4	10	4	2	4	*	14	4
	*	*1%*	*	-	**1%bc**	*	*	**1%bc**	*1%*	*	*	**1%l**	*	*	*1%*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	*	1	-	-	-	1	-	1	*	-	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Delayed mail	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
Mis-delivered mail	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	**15**	9	2	-	4	*	11	4	6	4	2	3	*	9	4
	*	*	*	-	**1%bcf**	*	*	**1%bc**	*	*	*	**1%lm**	*	*	**1%lm**
Any problem experienced	**5**	4	1	-	-	-	5	-	4	*	-	*	-	4	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Made a complaint about Other	**4**	3	1	-	-	-	4	-	4	-	-	*	-	4	*
	*	*	*	-	-	-	*	-	*	-	-	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Aware of Other	**21**	7	14	-	17	3	*	20	-	1	-	21	-
	*	**2%b**	*	-	**1%e**	*	*	*	-	*5%*	-	*	-
Used Other to send	**8**	1	6	-	8	-	-	8	-	-	-	8	-
	*	*	*	-	*e	-	-	*	-	-	-	*	-
Used Other to receive	**18**	7	11	-	14	3	-	18	-	-	-	18	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Net used	**19**	7	13	-	16	3	-	19	-	-	-	19	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	*	-	1	*	-	1	-	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	*	-	*	-	*	-	-	*	-	-	-	*	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mis-delivered mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**15**	6	9	-	12	3	-	15	-	-	-	15	-
	*	**2%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Any problem experienced	**5**	1	4	-	4	*	-	5	-	-	-	5	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Made a complaint about	**4**	1	3	-	4	*	-	4	-	-	-	4	-
Other	*	*	*	-	*e	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Aware of Other	**21**	5	9	3	4	2	3	*	2	7	1	*	*	3	2	*	2
	*	*	*1%*	*	*	*	*1%*	*	*	2%gc	*	*	*	*1%*	*	*	*
Used Other to send	**8**	2	5	-	*	2	*	-	-	5	-	-	-	-	-	*	-
	*	*	*	-	*	*	*	-	-	*1%*	-	-	-	-	-	*	-
Used Other to receive	**18**	3	8	3	4	-	3	*	2	6	1	*	*	3	2	*	2
	*	*	*1%*	*	*	-	*1%*	*	*	*1%*	*	*	*	*1%*	*	*	*
Net used	**19**	5	8	3	4	2	3	*	2	6	1	*	*	3	2	*	2
	*	*	*1%*	*	*	*	*1%*	*	*	*1%*	*	*	*	*1%*	*	*	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	*	*	-	-	-	-	1	-	*	*	-	-	-	*
	*	-	*	*	*	-	-	-	-	*	-	*	*	-	-	-	*
Delayed mail	*****	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
Mis-delivered mail	**3**	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*1%*	-	-	-	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
No - there have been no problems	**15**	5	4	3	3	2	3	*	2	2	1	*	-	3	2	*	1
	*	*	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*	*
Any problem experienced	**5**	-	4	*	*	-	-	-	-	4	-	*	*	*	-	-	*
	*	-	*	*	*	-	-	-	-	*1%*	-	*	*	*	-	-	*
Made a complaint about Other	**4**	-	4	*	*	-	-	-	-	4	-	*	-	-	-	-	*
	*	-	*	*	*	-	-	-	-	*1%*	-	*	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Working full time (30hrs+ per week)	**2109**	-	2109	1291	816	249	402	659	418	339	40	2	651	1077	382	43	1876	222	1801
	41%	-	*41%*	**51%d**	*31%*	**36%jk**	**62%eijk**	**65%ehijk**	**58%eijk**	**37%jk**	**6%k**	*	**49%no**	**62%lno**	**18%o**	*4%*	*40%*	*46%*	*35%*
Working part time (8-29hrs per week)	**958**	-	958	334	620	192	128	183	140	207	81	28	320	323	315	108	823	125	779
	19%	-	*19%*	*13%*	**24%c**	**28%fghjk**	**20%jk**	**18%jk**	**19%jk**	**22%jk**	**13%k**	*5%*	**24%mno**	**19%no**	**15%o**	*9%*	*18%*	**26%p**	*15%*
Not working (less than 8hrs per week) - retired	**1018**	-	1018	544	473	5	1	1	4	148	423	437	5	5	1007	859	1009	7	1194
	20%	-	*20%*	**22%d**	*18%*	*1%*	*	*	*1%*	**16%efgh**	**67%efghi**	**83%efghij**	*	*	**48%lm**	**74%lmn**	**22%q**	*2%*	*23%*
Not working (less than 8hrs per week) - unemployed/looking for work	**169**	-	169	80	88	23	29	32	33	42	2	8	52	65	52	10	139	28	212
	3%	-	*3%*	*3%*	*3%*	**3%j**	**4%jk**	**3%j**	**5%jk**	**5%jk**	*	*1%*	**4%o**	**4%o**	**2%o**	*1%*	*3%*	**6%p**	*4%*
Not working (less than 8hrs per week) - student	**168**	-	168	74	93	151	9	5	3	*	-	-	160	8	*	-	112	55	220
	3%	-	*3%*	*3%*	*4%*	**22%fghijk**	**1%ijk**	*1%*	*	*	-	-	**12%mno**	*n	*	-	*2%*	**11%p**	*4%*
Not working (less than 8hrs per week) - housewife/husbandand	**282**	-	282	30	251	17	44	58	52	67	30	14	61	110	111	44	256	25	383
	5%	-	*5%*	*1%*	**10%c**	*3%*	**7%ek**	**6%ek**	**7%ek**	**7%ek**	*5%*	*3%*	*5%*	**6%o**	*5%*	*4%*	*6%*	*5%*	*7%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**368**	-	368	129	238	30	34	69	65	104	41	24	65	134	169	64	354	8	484
	7%	-	*7%*	*5%*	**9%c**	*4%*	*5%*	*7%*	**9%efk**	**11%efgjk**	*6%*	*5%*	*5%*	**8%l**	**8%l**	*6%*	**8%q**	*2%*	*9%*
Refused/prefer not to say	**84**	-	84	30	53	20	7	8	4	15	18	13	26	12	46	31	66	10	83
	2%	-	*2%*	*1%*	*2%*	**3%gh**	*1%*	*1%*	*1%*	*2%*	**3%gh**	**2%gh**	**2%m**	*1%*	**2%m**	**3%m**	*1%*	*2%*	*2%*
NET Working	**3067**	-	3067	1625	1435	441	530	841	558	546	121	30	971	1399	697	151	2699	347	2580
	59%	-	*59%*	**65%d**	*55%*	**64%jk**	**81%eijk**	**83%ehijk**	**78%eijk**	**59%jk**	**19%k**	*6%*	**72%no**	**81%lno**	**33%o**	*13%*	*58%*	**72%p**	*50%*
NET Not working	**2005**	-	2005	857	1142	226	116	165	157	362	496	482	343	323	1339	978	1870	124	2493
	39%	-	*39%*	*34%*	**43%c**	**33%fgh**	*18%*	*16%*	**22%g**	**39%fgh**	**78%efghi**	**92%efghij**	**26%m**	*19%*	**64%lm**	**84%lmn**	**40%q**	*26%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Working full time (30hrs+ per week)	**2109**	552	803	472	284	1354	755	2109	-	50	131	550	684	618	1365	50	1998
	41%	**53%bcd**	**46%d**	**43%d**	*23%*	**49%f**	*32%*	**69%h**	-	*8%*	**19%i**	**40%ij**	**57%ijkn**	**71%ijkln**	**42%ij**	*8%*	**47%o**
Working part time (8-29hrs per week)	**958**	175	301	218	263	476	482	958	-	153	169	251	182	123	603	153	740
	19%	*17%*	*17%*	*20%*	*21%*	*17%*	**20%e**	**31%h**	-	**24%klmn**	**24%klmn**	*18%*	*15%*	*14%*	**18%m**	**24%p**	*18%*
Not working (less than 8hrs per week) - retired	**1018**	222	432	214	150	654	364	-	1018	118	208	325	203	83	737	121	835
	20%	**21%d**	**25%cd**	**19%d**	*12%*	**23%f**	*15%*	-	**51%g**	**19%m**	**30%iklmn**	**24%lm**	**17%m**	*10%*	**22%lm**	*19%*	*20%*
Not working (less than 8hrs per week) - unemployed/looking for work	**169**	11	25	25	108	36	132	-	169	83	14	29	19	5	63	86	69
	3%	*1%*	*1%*	*2%*	**9%abc**	*1%*	**6%e**	-	**8%g**	**13%jklmn**	*2%*	**2%m**	*2%*	*1%*	**2%m**	**13%p**	*2%*
Not working (less than 8hrs per week) - student	**168**	24	63	38	42	87	81	-	168	30	22	31	36	13	89	30	105
	3%	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	-	**8%g**	**5%kmn**	*3%*	*2%*	*3%*	*2%*	*3%*	**5%p**	*2%*
Not working (less than 8hrs per week) - housewife/househusband	**282**	24	61	80	117	85	197	-	282	49	50	86	47	18	183	49	209
	5%	*2%*	*3%*	**7%ab**	**9%ab**	*3%*	**8%e**	-	**14%g**	**8%lm**	**7%lm**	**6%m**	*4%*	*2%*	**6%m**	**8%p**	*5%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**368**	18	38	43	269	56	312	-	368	136	91	96	21	6	209	136	215
	7%	*2%*	*2%*	**4%a**	**21%abc**	*2%*	**13%e**	-	**18%g**	**22%jklmn**	**13%klmn**	**7%lm**	*2%*	*1%*	**6%lm**	**21%p**	*5%*
Refused/prefer not to say	**84**	11	29	18	25	40	43	-	-	10	8	11	14	3	33	11	40
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	-	**2%m**	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Working	**3067**	727	1104	690	547	1830	1237	3067	-	203	300	801	867	741	1968	203	2739
	59%	**70%bcd**	**63%d**	**62%d**	*43%*	**66%f**	*52%*	**100%h**	-	*32%*	**43%i**	**58%ij**	**72%ijkn**	**85%ijkln**	**60%ij**	*32%*	**65%o**
NET Not working	**2005**	300	619	400	686	919	1086	-	2005	417	385	568	327	125	1280	422	1432
	39%	*29%*	**35%a**	**36%a**	**55%abc**	*33%*	**46%e**	-	**100%g**	**66%jklmn**	**56%klmn**	**41%lm**	**27%m**	*14%*	**39%lm**	**66%p**	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 351

QJ1. What is your working status?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Working full time (30hrs+ per week)	2109	1884	226	87	1791	169	87	62	107	254	147	151	159	172	387	281	132	27	142
	41%	**43%bc**	*31%*	*35%*	**41%f**	*38%*	*35%*	**43%f**	**51%jklmopr**	**45%jmp**	*35%*	**41%p**	*35%*	*36%*	**57%ijklmopqr**	**40%p**	*30%*	*40%*	**38%p**
Working part time (8-29hrs per week)	958	817	141	37	809	74	52	23	30	98	72	66	103	96	107	133	104	12	62
	19%	*18%*	*19%*	*15%*	*19%*	*17%*	*21%*	*16%*	*15%*	*17%*	*17%*	*18%*	**23%hn**	*20%*	*16%*	*19%*	**24%hnr**	*18%*	*17%*
Not working (less than 8hrs per week) - retired	1018	818	199	65	821	113	59	25	31	100	97	75	85	107	66	156	105	16	97
	20%	*19%*	**27%a**	**26%a**	*19%*	**26%dg**	**23%dg**	*17%*	*15%*	**18%n**	**23%hn**	**20%n**	**19%n**	**22%hn**	*10%*	**22%hn**	**24%hn**	**23%n**	**26%hin**
Not working (less than 8hrs per week) - unemployed/looking for work	169	148	21	3	146	9	8	6	5	18	12	19	11	21	25	26	8	1	8
	3%	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	**5%p**	*2%*	*4%*	*4%*	*4%*	*2%*	*2%*	*2%*
Not working (less than 8hrs per week) - student	168	155	13	6	136	16	7	9	3	11	17	7	17	6	33	30	13	1	15
	3%	**4%b**	*2%*	*2%*	*3%*	*4%*	*3%*	**6%df**	*2%*	*2%*	*4%*	*2%*	*4%*	*1%*	**5%m**	*4%*	*3%*	*1%*	**4%m**
Not working (less than 8hrs per week) - housewife/husband	282	227	55	19	240	22	13	7	18	22	30	20	24	35	20	39	33	2	20
	5%	*5%*	**7%a**	*7%*	*6%*	*5%*	*5%*	*5%*	**9%in**	*4%*	**7%n**	*5%*	*5%*	**7%n**	*3%*	*6%*	**7%n**	*3%*	*5%*
Not working (less than 8hrs per week) - unable to work due to disability/other	368	319	49	15	320	21	17	10	11	49	43	28	47	34	26	39	43	6	15
	7%	*7%*	*7%*	*6%*	**7%e**	*5%*	*7%*	*7%*	*5%*	**9%nr**	**10%nor**	*8%*	**10%hnor**	*7%*	*4%*	*5%*	**10%nr**	**9%nr**	*4%*
Refused/prefer not to say	84	52	32	20	56	17	8	3	2	13	5	6	7	5	14	-	4	3	14
	2%	*1%*	**4%a**	**8%ab**	*1%*	**4%d**	**3%d**	*2%*	**1%o**	**2%o**	**1%o**	**2%o**	**2%o**	*1%*	**2%o**	-	*1%*	**5%hjmop**	**4%hmop**
NET Working	3067	2701	367	124	2600	243	139	85	137	352	219	218	262	268	494	414	236	39	204
	59%	**61%bc**	*50%*	*49%*	**60%e**	*55%*	*56%*	*59%*	**66%jmpr**	**62%jp**	*52%*	*58%*	*58%*	*56%*	**73%ijklmopqr**	*59%*	*53%*	*58%*	*55%*
NET Not working	2005	1668	337	107	1663	181	104	58	69	198	199	150	184	203	170	289	201	26	155
	39%	*38%*	**46%a**	*43%*	*39%*	*41%*	*41%*	*39%*	**33%n**	**35%n**	**47%hin**	**40%n**	**41%n**	**43%hn**	*25%*	**41%n**	**46%hin**	**38%n**	**42%hn**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Working full time (30hrs+ per week)	**2109**	707	838	330	148	67	1545	215	773	846	347	95	35	1619	130
	41%	*36%*	**42%a**	**45%af**	*43%*	**54%af**	*39%*	**46%af**	*39%*	*43%*	*42%*	*38%*	*40%*	*41%*	*38%*
Working part time (8-29hrs per week)	**958**	334	396	133	74	16	730	90	349	412	130	47	16	761	63
	19%	*17%*	*20%*	*18%*	*22%*	*13%*	*19%*	*19%*	*18%*	**21%j**	*16%*	*18%*	*19%*	*19%*	*19%*
Not working (less than 8hrs per week) - retired	**1018**	522	366	83	42	3	888	46	423	361	152	53	18	784	71
	20%	**27%bcdefg**	**19%cdeg**	**11%e**	**12%e**	*3%*	**23%bcdeg**	**10%e**	*21%*	*18%*	*19%*	*21%*	*21%*	*20%*	*21%*
Not working (less than 8hrs per week) - unemployed/looking for work	**169**	30	79	36	14	4	109	18	42	68	42	8	2	110	11
	3%	*2%*	**4%a**	**5%af**	**4%a**	*4%*	**3%a**	**4%a**	*2%*	*3%*	**5%hm**	*3%*	*3%*	*3%*	*3%*
Not working (less than 8hrs per week) - student	**168**	40	66	28	17	11	106	28	66	55	24	14	4	121	18
	3%	*2%*	*3%*	**4%a**	**5%a**	**9%abf**	*3%*	**6%abf**	*3%*	*3%*	*3%*	*5%*	*5%*	*3%*	*5%*
Not working (less than 8hrs per week) - housewife/househusband	**282**	115	107	35	19	4	222	24	122	94	46	15	2	216	17
	5%	*6%*	*5%*	*5%*	*6%*	*3%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	*2%*	*5%*	*5%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**368**	165	99	63	22	16	265	38	165	116	55	20	8	281	28
	7%	**9%b**	*5%*	**9%b**	*6%*	**13%bf**	*7%*	**8%b**	**8%i**	*6%*	*7%*	*8%*	*9%*	*7%*	*8%*
Refused/prefer not to say	**84**	30	25	17	5	2	55	7	29	27	21	1	1	56	2
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
NET Working	**3067**	1042	1233	463	222	83	2275	305	1122	1258	477	142	51	2380	193
	59%	*54%*	**62%af**	**64%af**	**65%a**	**67%a**	**58%a**	**66%af**	*57%*	**64%h**	*58%*	*56%*	*59%*	*60%*	*57%*
NET Not working	**2005**	873	717	245	114	39	1591	153	819	694	320	110	34	1513	144
	39%	**45%bcdefg**	*36%*	*34%*	*34%*	*31%*	**41%bcg**	*33%*	**42%i**	*35%*	*39%*	**43%l**	*40%*	*38%*	**42%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Working full time (30hrs+ per week)	**2109**	132	1941	37	425	1539	146	2067	28	8	3	2103	3
	41%	*34%*	**42%a**	*37%*	*28%*	**46%d**	**47%d**	*41%*	*44%*	*31%*	*33%*	*41%*	*9%*
Working part time (8-29hrs per week)	**958**	38	904	16	283	621	54	932	15	4	1	950	6
	19%	*10%*	**19%a**	*16%*	*18%*	*19%*	*17%*	*19%*	*23%*	*15%*	*13%*	*19%*	*22%*
Not working (less than 8hrs per week) - retired	**1018**	54	953	10	324	668	26	1011	4	2	-	1017	1
	20%	*14%*	**20%a**	*10%*	**21%f**	**20%f**	*8%*	**20%h**	*6%*	*7%*	-	**20%h**	*4%*
Not working (less than 8hrs per week) - unemployed/looking for work	**169**	7	159	3	51	101	16	157	3	4	3	165	1
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*5%*	*17%*	*25%*	*3%*	*5%*
Not working (less than 8hrs per week) - student	**168**	2	164	2	57	101	10	159	5	2	-	165	3
	3%	*1%*	**4%a**	*2%*	*4%*	*3%*	*3%*	*3%*	*7%*	*7%*	-	*3%*	*9%*
Not working (less than 8hrs per week) - housewife/househusband	**282**	14	260	8	70	199	13	273	8	1	*	282	-
	5%	*4%*	*6%*	*8%*	*5%*	*6%*	*4%*	*5%*	**13%gk**	*4%*	*1%*	*6%*	-
Not working (less than 8hrs per week) - unable to work due to disability/other	**368**	131	224	13	306	46	16	359	2	4	3	365	*
	7%	**34%bc**	*5%*	**13%b**	**20%ef**	*1%*	**5%e**	*7%*	*3%*	*14%*	*29%*	*7%*	*1%*
Refused/prefer not to say	**84**	6	67	11	19	34	31	68	-	1	-	69	15
	2%	*1%*	*1%*	**11%ab**	*1%*	*1%*	**10%de**	*1%*	-	*4%*	-	*1%*	*50%*
NET Working	**3067**	170	2845	53	708	2160	199	2999	43	12	5	3054	9
	59%	*44%*	**61%a**	*53%*	*46%*	**65%d**	**64%d**	*60%*	*66%*	*46%*	*46%*	*60%*	*31%*
NET Not working	**2005**	208	1761	36	808	1116	81	1959	22	13	6	1994	6
	39%	**54%bc**	*38%*	*36%*	**53%ef**	**34%f**	*26%*	*39%*	*34%*	*50%*	*54%*	*39%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Working full time (30hrs+ per week)	**2109** *41%*	497 *39%*	525 *41%*	503 *39%*	585 **45%ac**	150 *36%*	185 **43%l**	162 *38%*	158 *37%*	158 *38%*	209 **47%eghil**	175 *40%*	136 *33%*	191 **43%l**	192 **45%el**	209 **45%el**	184 **46%ehl**
Working part time (8-29hrs per week)	**958** *19%*	265 **21%d**	240 **19%d**	270 **21%d**	182 *14%*	106 **25%fijnop**	70 *16%*	90 **21%p**	92 **21%nop**	70 *17%*	79 *18%*	82 *19%*	93 **22%nop**	95 **22%nop**	62 *14%*	66 *14%*	54 *14%*
Not working (less than 8hrs per week) - retired	**1018** *20%*	249 *19%*	251 *19%*	251 *19%*	266 *21%*	79 *19%*	72 *17%*	98 *23%*	92 *21%*	85 *20%*	75 *17%*	97 *22%*	83 *20%*	71 *16%*	83 *19%*	102 *22%*	81 *20%*
Not working (less than 8hrs per week) - unemployed/looking for work	**169** *3%*	46 *4%*	50 **4%d**	47 *4%*	25 *2%*	15 *4%*	13 *3%*	17 *4%*	8 *2%*	27 **6%hno**	16 *4%*	15 *3%*	18 **4%o**	14 *3%*	6 *1%*	6 *1%*	13 *3%*
Not working (less than 8hrs per week) - student	**168** *3%*	44 *3%*	45 *4%*	37 *3%*	41 *3%*	15 *4%*	16 *4%*	14 *3%*	13 *3%*	15 *4%*	17 *4%*	10 *2%*	18 *4%*	9 *2%*	17 *4%*	9 *2%*	14 *4%*
Not working (less than 8hrs per week) - housewife/househusband	**282** *5%*	64 *5%*	61 *5%*	75 *6%*	81 *6%*	14 *3%*	33 **8%o**	18 *4%*	24 *6%*	22 *5%*	16 *4%*	18 *4%*	22 *5%*	36 **8%ej**	25 *6%*	28 *6%*	29 *7%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**368** *7%*	94 *7%*	91 *7%*	94 *7%*	89 *7%*	36 *9%*	37 *8%*	21 *5%*	34 *8%*	32 *8%*	26 *6%*	31 *7%*	40 *10%*	23 *5%*	38 *9%*	29 *6%*	22 *5%*
Refused/prefer not to say	**84** *2%*	24 *2%*	28 *2%*	12 *1%*	20 *2%*	6 *1%*	9 *2%*	9 *2%*	10 *2%*	9 *2%*	9 *2%*	4 *1%*	5 *1%*	2 *1%*	6 *1%*	12 *3%*	2 *
NET Working	**3067** *59%*	762 *59%*	765 *59%*	773 *60%*	768 *60%*	256 *61%*	255 *59%*	251 *59%*	250 *58%*	227 *55%*	288 **64%il**	257 *59%*	229 *55%*	287 **65%il**	254 *59%*	275 *60%*	238 *60%*
NET Not working	**2005** *39%*	498 *39%*	500 *39%*	505 *39%*	502 *39%*	159 *38%*	171 *39%*	168 *39%*	170 *40%*	180 **43%j**	150 *34%*	171 *40%*	180 **43%j**	154 *35%*	170 *39%*	173 *38%*	159 *40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I have internet access at home, and I personally use it	**5026** ***97%***	- -	5026 *97%*	2444 *97%*	2569 *98%*	639 *93%*	625 *96%*	993 **98%e**	698 **97%e**	918 **100%efgh**	631 **99%efh**	522 **99%efh**	1264 *94%*	1691 **98%l**	2071 **99%lm**	1153 **99%lm**	4545 **98%q**	444 *92%*	5032 *98%*
I have internet access at home, but I don't personally use it	**65** ***1%***	- -	65 *1%*	34 *1%*	31 *1%*	25 **4%ghijk**	17 **3%ijk**	10 **1%l**	10 **1%jl**	1 *	* *	1 *	42 **3%mno**	21 **1%no**	2 *	1 *	45 *1%*	20 **4%p**	57 *1%*
I don't have internet access at home, but I use it elsewhere	**25** *	- -	25 *	18 *1%*	8 *	4 *1%*	2 *	5 *1%*	7 *1%*	3 *	1 *	2 *	6 *	13 *1%*	6 *	3 *	24 *1%*	2 *	32 *1%*
I don't have access to the internet	**10** *	- -	10 *	5 *	5 *	- -	5 **1%l**	2 *	3 *	- -	- -	- -	5 *n	5 *	- -	- -	8 *	2 *	8 *
I don't know	**29** ***1%***	- -	29 *1%*	11 *	18 *1%*	18 **3%fghijk**	4 *1%*	4 *	- -	* *	2 *	1 *	22 **2%mno**	4 *	3 *	3 *	13 *	13 **3%p**	27 *1%*
NET Have internet at home	**5091** ***99%***	- -	5091 *99%*	2478 *99%*	2600 *99%*	665 *97%*	642 *98%*	1003 **99%e**	709 *99%*	919 **100%ef**	631 **99%e**	522 **99%e**	1307 *98%*	1712 *99%*	2072 **100%lm**	1153 **99%l**	4590 **99%q**	464 *97%*	5089 *99%*
NET Have internet access	**5116** ***99%***	- -	5116 *99%*	2495 *99%*	2608 *99%*	669 *97%*	644 *99%*	1008 **99%e**	716 **100%e**	922 **100%ef**	632 **100%e**	524 **100%e**	1313 *98%*	1725 **99%l**	2079 **100%l**	1156 **100%l**	4614 **100%q**	466 *97%*	5121 *99%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I have internet access at home, and I personally use it	**5026**	1008	1725	1080	1212	2733	2293	2999	1959	604	677	1358	1184	845	3220	612	4126
	97%	*97%*	**99%d**	*97%*	*96%*	*98%*	*97%*	*98%*	*98%*	*96%*	*98%*	**98%l**	**98%l**	*97%*	**98%l**	*96%*	**98%o**
I have internet access at home, but I don't personally use it	**65**	22	15	14	14	37	28	43	22	9	7	14	12	18	32	9	50
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
I don't have internet access at home, but I use it elsewhere	**25**	5	5	7	8	10	16	12	13	7	3	5	4	4	13	7	17
	*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*	*	*	*1%*	*
I don't have access to the internet	**10**	-	*	1	9	*	10	5	6	5	3	2	*	-	5	5	5
	*	-	*	*	**1%ab**	*	*e	*	*	**1%ln**	*	*	*	-	*	**1%p**	*
I don't know	**29**	3	6	5	15	9	20	9	6	5	3	1	7	2	11	5	13
	1%	*	*	*	**1%b**	*	*1%*	*	*	**1%k**	*	*	*1%*	*	*	*1%*	*
NET Have internet at home	**5091**	1030	1740	1095	1226	2770	2321	3042	1981	614	684	1372	1196	863	3252	621	4176
	99%	**99%d**	**99%d**	*99%*	*97%*	**99%f**	*98%*	*99%*	*99%*	*97%*	*99%*	**99%l**	**99%l**	**99%l**	**99%l**	*97%*	**99%o**
NET Have internet access	**5116**	1035	1745	1102	1234	2780	2336	3054	1994	620	687	1377	1200	867	3265	628	4193
	99%	**100%d**	**100%d**	**99%d**	*98%*	**100%f**	*99%*	*100%*	*99%*	*98%*	*99%*	**100%l**	*99%*	**100%l**	**99%l**	*99%*	**100%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I have internet access at home, and I personally use it	**5026** *97%*	4307 *97%*	719 *98%*	243 *97%*	4209 *97%*	432 *98%*	244 *97%*	142 *97%*	200 *96%*	554 **98%n**	420 **99%hn**	364 *98%*	440 *97%*	469 **98%n**	641 *95%*	686 *98%*	435 **99%hn**	66 *97%*	366 **98%n**
I have internet access at home, but I don't personally use it	**65** *1%*	61 *1%*	4 *1%*	4 *1%*	59 *1%*	3 *1%*	2 *1%*	1 *1%*	3 *1%*	2 *	1 *	4 *1%*	10 **2%ij**	3 *1%*	20 **3%ij**	12 *2%*	3 *1%*	- -	3 *1%*
I don't have internet access at home, but I use it elsewhere	**25** *	23 *1%*	3 *	1 *	17 *	4 *1%*	3 **1%d**	2 **1%d**	1 *	2 *	- -	2 *	3 *1%*	3 *1%*	5 *1%*	2 *	- -	2 **3%ijop**	2 *
I don't have access to the internet	**10** *	8 *	2 *	1 *1%*	10 *	* *	- -	* *	1 *1%*	2 *	1 *	- -	- -	- -	5 *1%*	- -	1 *	- -	* *
I don't know	**29** *1%*	22 *	7 *1%*	2 *1%*	24 *1%*	3 *1%*	1 *	2 *1%*	3 **2%l**	2 *	2 *	3 *1%*	- -	2 *	7 *1%*	4 *1%*	1 *	- -	3 *1%*
NET Have internet at home	**5091** *99%*	4368 *99%*	723 *98%*	247 *98%*	4268 *99%*	434 *99%*	246 *98%*	142 *98%*	203 *97%*	556 *99%*	421 *99%*	368 *99%*	450 *99%*	472 *99%*	661 *98%*	698 *99%*	439 **99%h**	66 *97%*	368 *99%*
NET Have internet access	**5116** *99%*	4390 *99%*	726 *99%*	247 *99%*	4285 *99%*	438 *99%*	249 *100%*	144 *99%*	203 *98%*	558 *99%*	421 *99%*	370 *99%*	453 **100%h**	475 **100%h**	666 *98%*	700 **99%h**	439 *99%*	68 *100%*	370 *99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I have internet access at home, and I personally use it	**5026**	1921	1932	692	325	122	3853	446	1947	1944	775	236	85	3891	321
	97%	**99%cdg**	**98%cd**	*95%*	*95%*	*98%*	**98%cdg**	*96%*	**99%jkn**	**98%jkn**	*95%*	*93%*	*99%*	**99%jkn**	*95%*
I have internet access at home, but I don't personally use it	**65**	15	27	10	10	2	43	12	15	20	22	7	1	35	8
	1%	*1%*	*1%*	*1%*	**3%af**	*1%*	*1%*	**3%af**	*1%*	*1%*	**3%him**	**3%hm**	*1%*	*1%*	**2%h**
I don't have internet access at home, but I use it elsewhere	**25**	8	8	7	3	-	16	3	6	8	6	5	-	15	5
	*	*	*	*1%*	*1%*	-	*	*1%*	*	*	*1%*	**2%him**	-	*	**1%him**
I don't have access to the internet	**10**	1	1	4	2	-	2	2	*	3	2	2	-	3	2
	*	*	*	*f	**1%f**	-	*	*	*	*	*	**1%hn**	-	*	**1%h**
I don't know	**29**	1	7	12	2	1	7	3	1	4	13	4	-	5	4
	1%	*	*	**2%abf**	**1%a**	*	*	**1%a**	*	*	**2%him**	**1%him**	-	*	**1%him**
NET Have internet at home	**5091**	1936	1960	703	335	123	3896	458	1962	1963	797	243	86	3926	329
	99%	**100%cdg**	**99%c**	*97%*	*98%*	*100%*	**99%cd**	*98%*	**100%jkn**	**99%jkn**	*97%*	*96%*	*100%*	**99%jkn**	*97%*
NET Have internet access	**5116**	1944	1968	710	337	123	3911	461	1968	1972	803	248	86	3940	334
	99%	**100%cdg**	**100%c**	*98%*	*99%*	*100%*	**100%cdg**	*99%*	**100%jkn**	**100%jkn**	*98%*	*98%*	*100%*	**100%jkn**	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I have internet access at home, and I personally use it	**5026**	364	4569	94	1480	3262	285	5026	-	-	-	5026	-
	97%	*95%*	**98%a**	*94%*	**96%f**	**99%df**	*92%*	**100%hk**	-	-	-	**98%h**	-
I have internet access at home, but I don't personally use it	**65**	13	49	3	30	24	11	-	65	-	-	65	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*1%*	**3%e**	-	**100%gk**	-	-	**1%g**	-
I don't have internet access at home, but I use it elsewhere	**25**	4	20	1	17	8	*	-	-	25	-	25	-
	*	*1%*	*	*1%*	**1%e**	*	*	-	-	*100%*	-	*g	-
I don't have access to the internet	**10**	2	8	-	5	5	-	-	-	-	10	-	-
	*	*1%*	*	-	*	*	-	-	-	-	*100%*	-	-
I don't know	**29**	1	26	2	3	11	15	-	-	-	-	-	29
	1%	*	*1%*	*2%*	*	*	**5%de**	-	-	-	-	-	*100%*
NET Have internet at home	**5091**	376	4618	97	1510	3286	295	5026	65	-	-	5091	-
	99%	*98%*	*99%*	*97%*	**98%f**	**99%df**	*95%*	**100%k**	*100%*	-	-	*100%*	-
NET Have internet access	**5116**	380	4638	98	1527	3294	295	5026	65	25	-	5116	-
	99%	*99%*	*99%*	*98%*	**99%f**	**100%f**	*95%*	*100%*	*100%*	*100%*	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 352

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I have internet access at home, and I personally use it	**5026**	1250	1257	1266	1254	415	419	416	418	401	438	429	405	432	419	448	387
	97%	*97%*	*97%*	*98%*	*97%*	*99%*	*96%*	*97%*	*97%*	*97%*	*98%*	**99%f**	*98%*	*97%*	*97%*	*97%*	*97%*
I have internet access at home, but I don't personally use it	**65**	17	11	14	22	5	4	8	2	6	4	3	7	4	8	4	10
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*
I don't have internet access at home, but I use it elsewhere	**25**	7	14	2	3	2	4	1	4	6	4	*	*	2	*	2	1
	*	*1%*	**1%cd**	*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*	*	*
I don't have access to the internet	**10**	3	-	3	4	-	2	1	-	-	-	-	1	2	3	1	-
	*	*	-	*	*	-	*	*	-	-	-	-	*	*1%*	*1%*	*	-
I don't know	**29**	7	10	4	7	-	5	2	6	3	1	1	1	3	*	6	2
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*
NET Have internet at home	**5091**	1267	1268	1280	1276	420	423	424	420	407	441	432	412	436	427	452	397
	99%	*99%*	*98%*	*99%*	*99%*	**100%f**	*97%*	*99%*	*98%*	*98%*	*99%*	**100%fh**	*99%*	*98%*	*99%*	*98%*	*99%*
NET Have internet access	**5116**	1274	1282	1282	1279	421	428	425	424	413	445	432	412	438	427	454	397
	99%	*99%*	*99%*	*99%*	*99%*	**100%f**	*98%*	*99%*	*99%*	*99%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
1	**1343**	-	1343	642	699	119	122	249	166	264	219	204	241	415	687	423	1237	91	1233
	26%	-	*26%*	*26%*	*27%*	*17%*	*19%*	**25%ef**	*23%*	**29%ef**	**35%efgh**	**39%efghi**	*18%*	**24%l**	**33%lm**	**37%lm**	**27%q**	*19%*	*24%*
2	**2853**	-	2853	1423	1422	242	415	621	392	509	371	302	657	1013	1183	673	2618	217	2943
	55%	-	*55%*	*57%*	*54%*	*35%*	**64%ehi**	**61%ehi**	**55%e**	**55%e**	**58%e**	**58%e**	*49%*	**58%l**	**57%l**	**58%l**	**56%q**	*45%*	*57%*
3	**551**	-	551	228	318	162	70	83	102	89	26	19	233	185	133	44	478	68	609
	11%	-	*11%*	*9%*	**12%c**	**24%fghijk**	**11%jk**	**8%jk**	**14%gijk**	**10%jk**	*4%*	*4%*	**17%mno**	**11%no**	**6%o**	*4%*	*10%*	*14%*	*12%*
4	**304**	-	304	158	146	101	29	52	47	57	19	-	130	99	76	19	238	63	287
	6%	-	*6%*	*6%*	*6%*	**15%fghijk**	**4%k**	**5%k**	**6%jk**	**6%jk**	**3%k**	-	**10%mno**	**6%no**	**4%o**	*2%*	*5%*	**13%p**	*6%*
5	**73**	-	73	44	29	51	6	4	9	3	-	-	57	13	3	-	44	29	57
	1%	-	*1%*	*2%*	*1%*	**7%fghijk**	*1%*	*	**1%j**	*	-	-	**4%mno**	**1%no**	*	-	*1%*	**6%p**	*1%*
6+	**33**	-	33	16	17	12	11	6	4	*	-	-	23	9	*	-	20	13	27
	1%	-	*1%*	*1%*	*1%*	**2%ijk**	**2%ijk**	*1%*	*1%*	*	-	-	**2%mno**	**1%n**	*	-	*	**3%p**	*1%*
Mean	**2.07**	-	2.07	2.07	2.07	**2.67fghijk**	**2.19ijk**	**2.07jk**	**2.10ijk**	**1.95jk**	**1.75k**	1.65	**2.43mno**	**2.08no**	**1.81o**	1.71	2.02	**2.50p**	2.07
Std Dev.	**1.49**	-	1.49	1.29	1.65	1.42	1.88	2.34	0.90	0.86	0.67	0.55	1.68	1.88	0.75	0.62	1.50	1.26	1.33
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.08	0.07	0.03	0.03	0.02	0.02	0.05	0.05	0.02	0.02	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
1	**1343**	175	530	199	439	705	637	682	634	357	318	380	152	49	849	362	905
	26%	*17%*	**30%ac**	*18%*	**35%abc**	*25%*	*27%*	*22%*	**32%g**	**57%jklmn**	**46%klmn**	**28%lm**	**13%m**	*6%*	**26%lm**	**57%p**	*21%*
2	**2853**	675	935	664	579	1610	1243	1753	1054	193	291	730	833	604	1854	196	2494
	55%	**65%bd**	**53%d**	**60%bd**	*46%*	**58%f**	*53%*	**57%h**	*53%*	*31%*	**42%i**	**53%ij**	**69%ijkn**	**70%ijkn**	**57%ij**	*31%*	**59%o**
3	**551**	107	154	148	141	262	289	350	191	48	56	156	139	98	351	48	461
	11%	*10%*	*9%*	**13%b**	*11%*	*9%*	**12%e**	*11%*	*10%*	*8%*	*8%*	*11%*	**12%l**	*11%*	*11%*	*8%*	**11%o**
4	**304**	68	90	80	67	158	147	204	99	22	20	87	64	90	171	22	266
	6%	*7%*	*5%*	*7%*	*5%*	*6%*	*6%*	*7%*	*5%*	*3%*	*3%*	**6%ij**	*5%*	**10%ijkln**	*5%*	*3%*	**6%o**
5	**73**	12	18	13	30	30	43	57	16	7	8	20	16	14	44	7	62
	1%	*1%*	*1%*	*1%*	**2%b**	*1%*	*2%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
6+	**33**	1	24	5	3	25	7	21	11	2	*	9	2	12	11	2	24
	1%	*	**1%ad**	*	*	**1%f**	*	*1%*	*1%*	*	*	*1%*	*	**1%jln**	*	*	*1%*
Mean	**2.07**	**2.11d**	2.01	**2.23bd**	1.95	2.05	2.08	**2.16h**	1.93	1.63	1.72	**2.04ij**	**2.15ijkn**	**2.53ijkln**	**2.01ij**	1.63	**2.13o**
Std Dev.	**1.49**	0.91	1.46	2.24	0.99	1.28	1.70	1.74	0.99	0.90	0.83	1.03	0.87	2.85	0.94	0.90	1.56
Std Error	**0.02**	0.03	0.04	0.07	0.03	0.02	0.04	0.03	0.02	0.04	0.03	0.03	0.02	0.10	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
1	**1343**	1182	161	52	1140	117	57	28	51	136	126	130	131	106	184	166	109	17	100
	26%	***27%b***	*22%*	*21%*	***26%g***	***27%g***	*23%*	*19%*	*24%*	*24%*	*30%*	***35%himopr***	*29%*	*22%*	*27%*	*24%*	*25%*	*25%*	*27%*
2	**2853**	2397	455	155	2368	259	149	77	114	322	236	185	239	267	335	406	264	42	216
	55%	*54%*	***62%a***	***62%a***	*55%*	*59%*	*60%*	*53%*	*55%*	*57%*	*56%*	*50%*	*53%*	*56%*	*49%*	*58%*	***60%kn***	***62%n***	***58%kn***
3	**551**	474	77	26	452	47	26	26	20	60	45	36	50	55	69	76	40	6	41
	11%	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	***18%def***	*10%*	*11%*	*11%*	*10%*	*11%*	*12%*	*10%*	*11%*	*9%*	*9%*	*11%*
4	**304**	272	33	15	260	17	16	12	19	30	11	16	28	44	52	35	25	2	14
	6%	*6%*	*4%*	*6%*	*6%*	*4%*	*6%*	***8%e***	***9%jkr***	*5%*	*3%*	*4%*	***6%j***	***9%jkor***	***8%jr***	*5%*	*6%*	*4%*	*4%*
5	**73**	67	7	1	70	1	1	2	4	11	4	3	4	4	25	13	3	-	1
	1%	*2%*	*1%*	*	***2%e***	*	*	***1%e***	***2%r***	*2%*	*1%*	*1%*	*1%*	*1%*	***4%klmpr***	*2%*	*1%*	-	*
6+	**33**	29	3	2	30	1	1	1	-	4	1	3	1	1	13	8	-	-	1
	1%	*1%*	*	*1%*	*1%*	*	*	*	-	*1%*	*	*1%*	*	*	***2%p***	*1%*	-	-	*
Mean	**2.07**	2.05	2.15	**2.44a**	2.07	1.94	2.08	**2.22e**	**2.09j**	**2.05j**	1.90	2.13	2.00	**2.11jr**	**2.25jr**	**2.07j**	1.98	1.91	1.95
Std Dev.	**1.49**	1.18	2.68	4.45	1.55	0.95	1.35	1.17	0.93	0.91	0.79	3.68	1.01	0.89	1.96	0.94	0.79	0.70	0.99
Std Error	**0.02**	0.02	0.06	0.16	0.03	0.03	0.05	0.05	0.06	0.05	0.05	0.23	0.06	0.05	0.11	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
1	**1343**	518	507	197	78	35	1025	113	513	514	210	68	27	1027	95
	26%	*27%*	*26%*	*27%*	*23%*	*28%*	*26%*	*24%*	*26%*	*26%*	*26%*	*27%*	*32%*	*26%*	*28%*
2	**2853**	1138	1082	362	186	60	2220	246	1130	1091	440	127	38	2221	165
	55%	**59%c**	*55%*	*50%*	*54%*	*48%*	**57%c**	*53%*	**57%n**	*55%*	*54%*	*50%*	*44%*	**56%n**	*49%*
3	**551**	164	245	94	32	11	409	42	181	219	104	26	15	399	41
	11%	*8%*	**12%a**	**13%a**	*9%*	*9%*	*10%*	*9%*	*9%*	*11%*	**13%h**	*10%*	**18%h**	*10%*	*12%*
4	**304**	93	105	52	39	11	198	50	116	117	41	23	2	232	26
	6%	*5%*	*5%*	*7%*	**12%abf**	*8%*	*5%*	**11%abf**	*6%*	*6%*	*5%*	*9%*	*3%*	*6%*	*8%*
5	**73**	22	23	13	6	8	44	14	20	28	13	9	3	48	12
	1%	*1%*	*1%*	*2%*	*2%*	**6%abcf**	*1%*	**3%abf**	*1%*	*1%*	*2%*	**3%hm**	*4%*	*1%*	**3%him**
6+	**33**	10	15	7	*	-	25	*	11	10	10	1	-	21	1
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*
Mean	**2.07**	2.05	2.04	2.11	2.16	2.16	2.04	2.16	2.08	2.04	2.08	2.14	2.03	2.06	2.11
Std Dev.	**1.49**	2.03	0.90	1.15	0.98	1.12	1.57	1.02	2.03	0.95	1.10	1.07	0.98	1.58	1.04
Std Error	**0.02**	0.05	0.02	0.04	0.05	0.10	0.03	0.05	0.04	0.02	0.04	0.07	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
1	**1343**	80	1237	26	453	808	82	1308	10	12	7	1330	6
	26%	*21%*	*26%*	*26%*	**29%e**	*24%*	*26%*	*26%*	*15%*	*48%*	*65%*	*26%*	*20%*
2	**2853**	231	2566	56	783	1922	148	2794	38	5	4	2837	12
	55%	*60%*	*55%*	*56%*	*51%*	**58%df**	*48%*	*56%*	*58%*	*21%*	*35%*	*55%*	*41%*
3	**551**	42	498	11	184	311	56	540	2	3	-	545	6
	11%	*11%*	*11%*	*11%*	**12%e**	*9%*	**18%de**	*11%*	*2%*	*11%*	-	*11%*	*21%*
4	**304**	19	279	6	79	202	23	289	13	2	-	304	-
	6%	*5%*	*6%*	*6%*	*5%*	*6%*	*7%*	*6%*	**20%gk**	*8%*	-	*6%*	-
5	**73**	6	67	-	23	49	1	65	*	3	-	68	5
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*	*11%*	-	*1%*	*18%*
6+	**33**	6	25	1	14	18	*	30	2	-	-	33	*
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*	*1%*	**4%gk**	-	-	*1%*	*
Mean	**2.07**	**2.50b**	2.03	2.04	2.12	2.04	2.08	2.05	**3.32gk**	2.14	1.35	2.06	2.65
Std Dev.	**1.49**	4.23	0.96	1.25	2.33	0.91	1.01	1.35	5.47	1.42	0.50	1.48	2.10
Std Error	**0.02**	0.21	0.01	0.13	0.06	0.02	0.06	0.02	0.72	0.25	0.18	0.02	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
1	**1343**	339	374	323	306	108	113	119	115	123	136	115	95	112	97	114	95
	26%	*26%*	**29%d**	*25%*	*24%*	*26%*	*26%*	*28%*	*27%*	*30%*	**30%n**	*27%*	*23%*	*25%*	*23%*	*25%*	*24%*
2	**2853**	707	661	743	742	230	228	250	227	211	223	246	258	238	243	266	233
	55%	*55%*	*51%*	**58%b**	**58%b**	*55%*	*52%*	*58%*	*53%*	*51%*	*50%*	*57%*	**62%fhij**	*54%*	*56%*	*58%*	*58%*
3	**551**	144	153	121	132	50	57	37	56	55	42	46	30	45	45	50	37
	11%	*11%*	*12%*	*9%*	*10%*	*12%*	**13%l**	*9%*	**13%l**	**13%l**	*10%*	*11%*	*7%*	*10%*	*11%*	*11%*	*9%*
4	**304**	68	72	83	81	21	28	20	22	13	37	17	28	38	35	21	25
	6%	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*	*5%*	*5%*	*3%*	**8%i**	*4%*	*7%*	**9%ik**	**8%i**	*5%*	*6%*
5	**73**	14	27	11	22	7	5	2	8	11	7	8	1	2	5	8	8
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	**3%lm**	*2%*	*2%*	*	*	*1%*	*2%*	*2%*
6+	**33**	12	5	9	7	6	5	1	3	1	1	*	1	8	5	1	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*	*2%*	*1%*	*	*
Mean	**2.07**	2.06	2.02	2.03	2.15	2.07	2.19	1.93	2.06	2.00	2.01	1.97	2.00	**2.12g**	2.34	2.03	2.07
Std Dev.	**1.49**	1.47	0.99	0.94	2.19	0.97	2.20	0.79	1.05	0.94	0.96	0.84	0.79	1.14	3.44	1.09	1.16
Std Error	**0.02**	0.04	0.03	0.03	0.06	0.05	0.11	0.04	0.05	0.05	0.05	0.04	0.04	0.05	0.17	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
None	**3579**	-	3579	1798	1771	402	294	410	483	847	620	524	696	893	1991	1144	3313	236	3694
	69%	-	*69%*	**72%d**	*67%*	**58%efg**	*45%*	*40%*	**67%efg**	**92%efgh**	**98%efghi**	**100%efghij**	*52%*	*51%*	**96%lm**	**99%lmn**	**71%q**	*49%*	*72%*
1	**774**	-	774	332	442	171	167	237	141	51	5	1	337	379	58	7	656	115	702
	15%	-	*15%*	*13%*	**17%c**	**25%ijk**	**26%ijk**	**23%ijk**	**20%ijk**	**6%jk**	*1%*	*	**25%no**	**22%no**	**3%o**	*1%*	*14%*	**24%p**	*14%*
2	**596**	-	596	288	305	61	153	279	80	16	7	-	214	359	23	7	519	72	521
	12%	-	*12%*	*11%*	*12%*	**9%ijk**	**23%ehijk**	**28%ehijk**	**11%ijk**	**2%k**	*1%*	-	**16%no**	**21%lno**	*1%*	*1%*	*11%*	*15%*	*10%*
3	**152**	-	152	71	81	37	27	68	14	4	2	-	64	82	6	2	101	49	167
	3%	-	*3%*	*3%*	*3%*	**5%hijk**	**4%ijk**	**7%hijk**	**2%ik**	*	*	-	**5%no**	**5%no**	*	*	*2%*	**10%p**	*3%*
4	**31**	-	31	7	24	11	7	11	2	*	*	-	18	13	*	*	23	6	48
	1%	-	*1%*	*	**1%c**	**2%ijk**	**1%l**	**1%l**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*1%*	*1%*
5	**15**	-	15	9	7	4	4	8	-	-	-	-	7	8	-	-	13	2	14
	*	-	*	*	*	*1%*	*1%*	**1%l**	-	-	-	-	**1%n**	*n	-	-	*	*	*
6+	**9**	-	9	8	2	2	2	1	*	4	-	-	4	2	4	-	9	-	10
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	-	*
Mean	**0.52**	-	0.52	0.50	0.55	**0.71hijk**	**0.95ehijk**	**1.08ehijk**	**0.49ijk**	**0.14jk**	**0.04k**	*	**0.83no**	**0.83no**	**0.08o**	0.02	0.48	**0.91p**	0.50
Std Dev.	**0.97**	-	0.97	1.00	0.94	1.13	1.20	1.10	0.79	0.68	0.29	0.05	1.17	1.02	0.49	0.22	0.94	1.10	0.99
Std Error	**0.01**	-	0.01	0.02	0.02	0.05	0.05	0.03	0.03	0.02	0.01	*	0.03	0.03	0.01	0.01	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
None	**3579**	634	1298	749	897	1933	1647	1838	1688	518	546	978	777	471	2302	524	2823
	69%	*61%*	**74%ac**	**68%a**	**71%a**	*69%*	*70%*	*60%*	**84%g**	**82%klmn**	**79%klmn**	**71%lm**	**64%m**	*54%*	**70%lm**	**82%p**	*67%*
1	**774**	182	209	193	189	391	382	613	154	60	85	196	230	165	510	60	681
	15%	**18%b**	*12%*	**17%b**	*15%*	*14%*	*16%*	**20%h**	*8%*	*10%*	*12%*	**14%i**	**19%ijkn**	**19%ijk**	**16%i**	*9%*	**16%o**
2	**596**	178	178	131	110	355	241	488	97	34	41	150	148	193	339	35	534
	12%	**17%bcd**	*10%*	*12%*	*9%*	**13%f**	*10%*	**16%h**	*5%*	*5%*	*6%*	**11%ij**	**12%ij**	**22%ijklm**	**10%ij**	*5%*	**13%o**
3	**152**	35	48	28	41	83	69	101	41	12	16	41	41	32	97	12	132
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**3%h**	*2%*	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
4	**31**	4	9	2	16	13	18	11	20	4	6	9	6	3	21	4	25
	1%	*	*1%*	*	**1%c**	*	*1%*	*	**1%g**	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
5	**15**	5	6	2	2	11	4	11	2	1	-	2	5	3	7	1	10
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
6+	**9**	-	4	3	3	4	6	6	3	1	-	5	*	2	5	1	7
	*	-	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Mean	**0.52**	**0.66bcd**	0.47	0.52	0.50	0.54	0.51	**0.67h**	0.29	0.31	0.34	**0.51ij**	**0.58ij**	**0.80ijkln**	**0.50ij**	0.31	**0.56o**
Std Dev.	**0.97**	0.95	1.00	0.91	0.98	0.99	0.94	1.02	0.81	0.85	0.76	0.99	0.92	1.12	0.92	0.85	0.98
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.04	0.02	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 354

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
None	**3579**	3024	556	176	2953	331	196	99	138	352	309	268	325	333	384	506	339	53	278
	69%	*68%*	**76%a**	*70%*	*68%*	**75%dg**	**78%dg**	*68%*	**66%n**	*63%*	**73%in**	**72%in**	**72%in**	**70%n**	*57%*	**72%in**	**77%hin**	**78%hin**	**74%hin**
1	**774**	681	92	33	678	49	25	21	34	91	62	55	68	71	143	102	51	10	40
	15%	*15%*	*13%*	*13%*	**16%ei**	*11%*	*10%*	*15%*	**16%r**	**16%r**	*15%*	*15%*	*15%*	*15%*	**21%opr**	*15%*	*12%*	*15%*	*11%*
2	**596**	534	62	31	515	46	19	16	27	92	44	33	41	50	112	80	36	4	42
	12%	**12%b**	*8%*	*12%*	**12%f**	*10%*	*8%*	*11%*	*13%*	**16%klpq**	*10%*	*9%*	*9%*	*11%*	**17%klpq**	*11%*	*8%*	*6%*	*11%*
3	**152**	137	14	7	127	12	7	6	8	20	6	11	9	18	31	10	13	-	12
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*1%*	*3%*	*2%*	*4%*	**5%jo**	*1%*	*3%*	-	*3%*
4	**31**	21	10	3	25	2	2	2	1	1	1	2	6	2	6	5	2	1	1
	1%	*	**1%a**	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*
5	**15**	14	1	1	12	1	1	1	1	6	2	3	1	-	-	-	-	-	1
	*	*	*	*	*	*	*	*1%*	*	*1%*	*	*1%*	*	-	-	-	-	-	*
6+	**9**	9	*	*	8	*	-	*	-	-	-	1	3	3	2	-	-	-	*
	*	*	*	*	*	*	-	*	-	-	-	*	*1%*	*1%*	*	-	-	-	*
Mean	**0.52**	**0.54b**	0.42	0.53	**0.54ef**	0.44	0.39	**0.60ef**	**0.57pq**	**0.66jopqr**	0.42	0.49	0.52	0.53	**0.75jkimopqr**	0.44	0.38	0.31	0.46
Std Dev.	**0.97**	0.98	0.87	0.98	0.97	0.94	0.86	1.09	0.93	1.01	0.80	0.96	1.12	1.01	1.15	0.80	0.79	0.69	0.97
Std Error	**0.01**	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.05	0.06	0.06	0.06	0.07	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
None	**3579**	1421	1355	480	205	94	2776	299	1355	1354	583	186	70	2709	256
	69%	**73%bcdg**	**69%d**	*66%*	*60%*	**76%d**	**71%dg**	*64%*	*69%*	*68%*	*71%*	*73%*	**82%him**	*69%*	**75%im**
1	**774**	246	299	117	84	19	545	102	293	295	125	45	7	588	51
	15%	*13%*	*15%*	*16%*	**24%abef**	*15%*	*14%*	**22%abf**	*15%*	*15%*	*15%*	*18%*	*8%*	*15%*	*15%*
2	**596**	232	232	88	31	9	464	40	243	251	77	15	7	493	21
	12%	*12%*	*12%*	*12%*	*9%*	*8%*	*12%*	*9%*	**12%kn**	**13%kn**	*9%*	*6%*	*8%*	**12%kn**	*6%*
3	**152**	38	66	28	14	1	104	15	64	53	26	4	2	117	6
	3%	*2%*	**3%a**	**4%a**	*4%*	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*
4	**31**	6	9	8	8	*	15	8	8	16	2	3	1	24	4
	1%	*	*	**1%f**	**2%abf**	*	*	**2%abf**	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
5	**15**	1	8	5	-	1	9	1	2	6	5	1	-	8	1
	*	*	*	**1%a**	-	**1%a**	*	*	*	*	*1%*	*	-	*	*
6+	**9**	2	6	1	*	-	8	*	5	4	*	*	-	9	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mean	**0.52**	0.45	**0.55a**	**0.60af**	**0.65aef**	0.37	0.50	**0.57a**	**0.54n**	**0.55n**	0.48	0.42	0.31	**0.54n**	0.39
Std Dev.	**0.97**	0.89	1.00	1.02	0.98	0.78	0.95	0.94	1.00	0.98	0.89	0.85	0.75	0.99	0.83
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.07	0.02	0.04	0.02	0.02	0.03	0.05	0.08	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
None	**3579**	236	3281	63	1098	2301	180	3525	23	15	8	3563	8
	69%	*61%*	**70%a**	*63%*	**72%f**	**70%f**	*58%*	**70%h**	*36%*	*59%*	*74%*	**70%h**	*29%*
1	**774**	71	688	15	218	495	60	743	15	8	*	766	8
	15%	*19%*	*15%*	*15%*	*14%*	*15%*	*19%*	*15%*	*23%*	*33%*	*1%*	*15%*	*26%*
2	**596**	63	512	21	167	375	54	567	18	1	3	586	7
	12%	**17%b**	*11%*	**21%b**	*11%*	*11%*	**17%de**	*11%*	**28%gk**	*4%*	*25%*	*11%*	*25%*
3	**152**	8	143	1	38	102	11	139	6	1	-	146	6
	3%	*2%*	*3%*	*1%*	*2%*	*3%*	*4%*	*3%*	**9%gk**	*3%*	-	*3%*	*20%*
4	**31**	3	28	*	11	18	2	30	1	-	-	31	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
5	**15**	1	13	1	1	12	2	15	-	-	-	15	-
	*	*	*	*1%*	*	*	**1%d**	*	-	-	-	*	-
6+	**9**	2	7	-	2	7	*	7	2	-	-	9	-
	*	*	*	-	*	*	*	*	**3%gk**	-	-	*	-
Mean	**0.52**	**0.68b**	0.51	0.64	0.48	0.52	**0.73de**	0.51	**1.49gk**	0.52	0.50	0.52	1.36
Std Dev.	**0.97**	1.24	0.94	0.96	0.98	0.96	1.03	0.93	2.25	0.75	0.91	0.97	1.12
Std Error	**0.01**	0.06	0.01	0.10	0.02	0.02	0.06	0.01	0.30	0.13	0.32	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 354

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
None	**3579**	909	930	901	840	303	314	292	325	295	310	315	278	308	289	305	246
	69%	**71%d**	**72%d**	*70%*	*65%*	**72%p**	**72%p**	*68%*	**76%lnop**	**71%p**	*69%*	**73%p**	*67%*	*69%*	*67%*	*66%*	*62%*
1	**774**	202	169	189	213	70	64	68	62	53	54	65	53	70	74	74	66
	15%	*16%*	*13%*	*15%*	*17%*	*17%*	*15%*	*16%*	*14%*	*13%*	*12%*	*15%*	*13%*	*16%*	*17%*	*16%*	*16%*
2	**596**	115	146	148	188	28	37	50	28	49	69	37	58	53	55	57	76
	12%	*9%*	*11%*	*11%*	**15%a**	*7%*	*9%*	*12%*	*7%*	**12%h**	**15%efhk**	*9%*	**14%eh**	**12%eh**	**13%eh**	**12%eh**	**19%efghikmo**
3	**152**	39	38	43	31	12	15	13	12	14	12	11	23	9	8	14	9
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**6%n**	*2%*	*2%*	*3%*	*2%*
4	**31**	9	6	6	9	5	1	4	2	2	2	2	2	2	*	9	*
	1%	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	**2%fnp**	*
5	**15**	4	3	2	6	2	1	1	-	3	-	2	-	1	4	2	-
	*	*	*	*	*	*1%*	*	*	-	*1%*	-	*	-	*	*1%*	*	-
6+	**9**	5	-	1	3	1	3	1	-	-	-	1	-	-	-	*	3
	*	*	-	*	*	*	*1%*	*	-	-	-	*	-	-	-	*	*1%*
Mean	**0.52**	0.51	0.47	0.51	**0.60b**	0.48	0.51	**0.54h**	0.38	0.52	0.53	0.46	**0.60h**	0.49	**0.53h**	**0.60h**	**0.68ehkm**
Std Dev.	**0.97**	1.05	0.87	0.92	1.02	0.99	1.20	0.95	0.77	0.94	0.88	0.96	0.96	0.84	0.90	1.01	1.16
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.05	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
1	**1146**	-	1146	595	550	85	78	155	146	258	219	204	163	302	681	423	1067	65	1054
	22%	-	*22%*	*24%*	*21%*	*12%*	*12%*	*15%*	**20%efg**	**28%efgh**	**35%efghi**	**39%efghi**	*12%*	**17%l**	**33%lm**	**37%lm**	**23%q**	*13%*	*20%*
2	**1887**	-	1887	932	947	132	155	217	244	477	361	301	287	460	1139	662	1792	88	2051
	37%	-	*37%*	*37%*	*36%*	*19%*	*24%*	*21%*	**34%efg**	**52%efgh**	**57%efgh**	**57%efgh**	*21%*	**27%l**	**55%lm**	**57%lm**	**39%q**	*18%*	*40%*
3	**890**	-	890	353	535	167	196	239	149	95	25	20	363	388	139	45	785	98	885
	17%	-	*17%*	*14%*	**20%c**	**24%ijk**	**30%ghijk**	**24%ijk**	**21%ijk**	**10%jk**	*4%*	*4%*	**27%mno**	**22%no**	**7%o**	*4%*	*17%*	*20%*	*17%*
4	**825**	-	825	432	394	153	165	281	135	65	25	-	318	416	91	25	710	108	759
	16%	-	*16%*	*17%*	*15%*	**22%ijk**	**25%hijk**	**28%hijk**	**19%ijk**	**7%k**	**4%k**	-	**24%no**	**24%no**	**4%o**	*2%*	*15%*	**22%p**	*15%*
5	**270**	-	270	138	129	98	32	88	34	15	2	-	130	122	18	2	193	76	269
	5%	-	*5%*	*6%*	*5%*	**14%fghijk**	**5%ijk**	**9%hijk**	**5%ijk**	**2%k**	*	-	**10%mno**	**7%no**	*1%*	*	*4%*	**16%p**	*5%*
6+	**137**	-	137	62	75	51	27	35	11	12	1	-	78	46	13	1	88	47	138
	3%	-	*3%*	*2%*	*3%*	**7%fghijk**	**4%hijk**	**3%ijk**	**1%k**	**1%k**	*	-	**6%mno**	**3%no**	*1%*	*	*2%*	**10%p**	*3%*
NET Any children	**1577**	-	1577	714	860	285	359	605	236	76	15	1	644	841	91	16	1322	244	1462
	31%	-	*31%*	*28%*	**33%c**	**42%hijk**	**55%ehijk**	**60%ehijk**	**33%ijk**	**8%jk**	**2%k**	*	**48%no**	**49%no**	**4%o**	*1%*	*29%*	**51%p**	*28%*
Mean	**2.59**	-	2.59	2.57	2.61	**3.38hijk**	**3.14hijk**	**3.15hijk**	**2.58ijk**	**2.09jk**	**1.79k**	1.65	**3.26mno**	**2.92no**	**1.89o**	1.73	2.51	**3.42p**	2.58
Std Dev.	**1.90**	-	1.90	1.84	1.95	1.85	2.65	2.58	1.23	1.16	0.76	0.55	2.28	2.15	0.94	0.68	1.91	1.60	1.76
Std Error	**0.03**	-	0.03	0.04	0.04	0.07	0.11	0.08	0.05	0.04	0.03	0.02	0.06	0.05	0.02	0.02	0.03	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 355

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
1	**1146**	142	462	182	360	604	542	545	581	318	266	336	124	28	726	321	761
	22%	*14%*	**26%ac**	*16%*	**29%ac**	*22%*	*23%*	*18%*	**29%g**	**50%jklmn**	**38%klmn**	**24%lm**	**10%m**	*3%*	**22%lm**	**50%p**	*18%*
2	**1887**	394	662	425	406	1056	831	950	907	160	249	484	506	325	1238	163	1595
	37%	**38%d**	**38%d**	**38%d**	*32%*	*38%*	*35%*	*31%*	**45%g**	*25%*	**36%i**	**35%i**	**42%ik**	**37%i**	**38%i**	*26%*	**38%o**
3	**890**	194	259	207	230	453	437	652	232	81	92	226	277	166	596	82	768
	17%	**19%b**	*15%*	**19%b**	*18%*	*16%*	*18%*	**21%h**	*12%*	*13%*	*13%*	*16%*	**23%ijkn**	**19%ij**	**18%ij**	*13%*	**18%o**
4	**825**	220	246	204	155	466	359	653	160	43	53	218	216	248	487	43	740
	16%	**21%bd**	*14%*	**18%bd**	*12%*	*17%*	*15%*	**21%h**	*8%*	*7%*	*8%*	**16%ij**	**18%ij**	**29%ijkln**	**15%ij**	*7%*	**18%o**
5	**270**	63	71	68	69	134	136	188	71	16	28	77	63	64	168	16	237
	5%	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	**6%h**	*4%*	*3%*	*4%*	**6%i**	**5%i**	**7%ij**	**5%i**	*2%*	**6%o**
6+	**137**	26	50	22	39	76	61	79	54	13	5	39	22	38	66	13	110
	3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	**3%j**	*2%*	**4%jln**	*2%*	*2%*	*3%*
NET Any children	**1577**	404	453	359	361	857	720	1229	317	112	147	402	430	398	979	113	1388
	31%	**39%bcd**	*26%*	**32%b**	*29%*	*31%*	*30%*	**40%h**	*16%*	*18%*	*21%*	**29%ij**	**36%ijkn**	**46%ijkln**	**30%ij**	*18%*	**33%o**
Mean	**2.59**	**2.77bd**	2.48	**2.75bd**	2.45	2.59	2.59	**2.83h**	2.23	1.94	2.06	**2.55ij**	**2.73ijkn**	**3.33ijkln**	**2.51ij**	1.94	**2.69o**
Std Dev.	**1.90**	1.33	2.05	2.45	1.43	1.82	1.98	2.16	1.35	1.33	1.16	1.52	1.25	3.29	1.38	1.33	1.96
Std Error	**0.03**	0.04	0.05	0.08	0.04	0.03	0.04	0.04	0.03	0.05	0.04	0.04	0.04	0.12	0.02	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 355

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
1	1146	1002	144	46	971	99	53	24	42	110	102	113	113	88	155	148	102	14	84
	22%	23%	20%	18%	22%g	22%g	21%	16%	20%	20%	24%	30%himor	25%	18%	23%	21%	23%	21%	23%
2	1887	1542	345	110	1528	196	112	51	69	175	184	127	168	188	143	284	190	36	159
	37%	35%	47%a	44%a	35%	44%dg	45%dg	35%	33%n	31%n	43%hikn	34%n	37%n	39%n	21%	40%in	43%hikn	54%hiklmno	43%hikn
3	890	787	103	35	762	67	36	25	40	119	64	64	75	73	148	114	67	7	60
	17%	18%b	14%	14%	18%	15%	15%	17%	19%	21%q	15%	17%	16%	15%	22%q	16%	15%	10%	16%
4	825	729	96	36	708	57	31	29	41	114	56	37	66	90	138	106	61	8	49
	16%	16%	13%	14%	16%	13%	13%	20%ef	19%kr	20%jkr	13%	10%	15%	19%k	20%jkpr	15%	14%	12%	13%
5	270	236	34	18	228	16	13	13	12	34	13	23	15	26	56	32	16	2	14
	5%	5%	5%	7%	5%	4%	5%	9%def	6%	6%	3%	6%	3%	5%	8%ijpr	5%	4%	3%	4%
6+	137	124	13	7	123	6	5	4	5	11	6	9	17	12	37	20	5	-	6
	3%	3%	2%	3%	3%	1%	2%	2%	2%	2%	1%	3%	4%	3%	5%ijpr	3%	1%	-	2%
NET Any children	1577	1397	180	75	1366	110	55	47	70	210	115	105	128	144	294	197	102	15	95
	31%	32%b	24%	30%	32%ef	25%	22%	32%ef	34%pqr	37%jklopqr	27%	28%	28%	30%	43%hjklmopqr	28%	23%	22%	26%
Mean	2.59	2.59	2.57	2.97a	2.61e	2.38	2.47	2.82ef	2.66jpqr	2.71jpqr	2.32	2.62	2.51	2.64jpq	2.99jlopqr	2.51	2.36	2.22	2.41
Std Dev.	1.90	1.68	2.87	4.62	1.95	1.53	1.65	1.59	1.36	1.40	1.15	3.87	1.54	1.38	2.69	1.28	1.18	1.02	1.61
Std Error	0.03	0.03	0.07	0.16	0.04	0.05	0.06	0.06	0.09	0.08	0.07	0.24	0.09	0.08	0.16	0.07	0.07	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
1	**1146**	461	422	164	59	35	883	93	437	434	180	59	27	871	86
	22%	***24%d***	*21%*	*23%*	*17%*	***28%d***	*23%*	*20%*	*22%*	*22%*	*22%*	*23%*	*32%*	*22%*	*25%*
2	**1887**	781	715	224	113	40	1496	153	740	693	312	98	29	1433	127
	37%	***40%cg***	*36%*	*31%a*	*33%*	*32%*	***38%c***	*33%*	*38%*	*35%*	*38%*	*39%*	*34%*	*36%*	*37%*
3	**890**	307	351	137	70	18	658	88	329	361	149	34	9	690	43
	17%	*16%*	*18%*	*19%*	*20%*	*15%*	*17%*	*19%*	*17%*	*18%*	*18%*	*13%*	*10%*	*17%*	*13%*
4	**825**	290	323	125	59	19	613	78	318	339	105	39	15	657	53
	16%	*15%*	*16%*	*17%*	*17%*	*15%*	*16%*	*17%*	*16%*	***17%j***	*13%*	*15%*	*17%*	***17%j***	*16%*
5	**270**	71	118	47	24	6	189	30	96	103	46	15	5	199	21
	5%	*4%*	***6%a***	***6%a***	***7%a***	*5%*	*5%*	***6%a***	*5%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*
6+	**137**	35	47	29	17	6	82	23	50	50	26	8	1	100	9
	3%	*2%*	*2%*	***4%af***	***5%abf***	*5%*	*2%*	***5%abf***	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*
NET Any children	**1577**	524	620	246	137	30	1144	167	615	625	234	68	15	1240	83
	31%	*27%*	***31%a***	***34%a***	***40%abef***	*24%*	*29%*	***36%af***	***31%l***	***32%lm***	*29%*	*27%*	*18%*	***31%lm***	*25%*
Mean	**2.59**	2.49	2.59	2.71	**2.80b**	2.53	2.54	2.73	2.62	2.58	2.56	2.56	2.34	2.60	2.51
Std Dev.	**1.90**	2.41	1.37	1.60	1.42	1.48	1.96	1.44	2.45	1.42	1.50	1.49	1.29	2.00	1.45
Std Error	**0.03**	0.05	0.03	0.06	0.07	0.13	0.03	0.07	0.05	0.03	0.05	0.10	0.14	0.03	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
1	**1146**	62	1064	20	393	685	69	1120	5	10	7	1135	4
	22%	*16%*	**23%a**	*20%*	**26%e**	*21%*	*22%*	**22%h**	*8%*	*40%*	*64%*	**22%h**	*14%*
2	**1887**	136	1715	36	550	1264	73	1872	9	4	1	1885	1
	37%	*35%*	*37%*	*36%*	**36%f**	**38%f**	*24%*	**37%h**	*14%*	*15%*	*11%*	**37%h**	*2%*
3	**890**	77	798	15	255	573	62	871	12	3	-	886	4
	17%	*20%*	*17%*	*15%*	*17%*	*17%*	*20%*	*17%*	*19%*	*10%*	-	*17%*	*15%*
4	**825**	80	725	21	214	536	75	783	27	5	3	815	8
	16%	**21%b**	*16%*	*21%*	*14%*	*16%*	**24%de**	*16%*	**41%gk**	*20%*	*25%*	*16%*	*26%*
5	**270**	16	248	6	71	179	21	254	6	1	-	261	9
	5%	*4%*	*5%*	*6%*	*5%*	*5%*	*7%*	*5%*	*10%*	*3%*	-	*5%*	*32%*
6+	**137**	13	122	1	53	74	10	126	5	3	-	133	3
	3%	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*3%*	*7%*	*11%*	-	*3%*	*11%*
NET Any children	**1577**	148	1392	37	437	1009	130	1502	41	10	3	1553	21
	31%	**39%b**	*30%*	*37%*	*28%*	*30%*	**42%de**	*30%*	**64%gk**	*41%*	*26%*	*30%*	*71%*
Mean	**2.59**	**3.18b**	2.54	2.68	2.60	2.57	**2.81e**	2.56	**4.82gk**	2.66	1.85	2.58	4.01
Std Dev.	**1.90**	4.81	1.41	1.73	2.77	1.35	1.49	1.70	7.38	1.77	1.33	1.89	2.22
Std Error	**0.03**	0.24	0.02	0.17	0.07	0.02	0.08	0.02	0.98	0.31	0.47	0.03	0.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 355

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
1	**1146**	295	322	274	256	93	95	107	103	104	115	101	83	90	76	100	79
	22%	*23%*	**25%d**	*21%*	*20%*	*22%*	*22%*	*25%*	*24%*	*25%*	**26%h**	*23%*	*20%*	*20%*	*18%*	*22%*	*20%*
2	**1887**	490	454	492	450	161	172	157	169	141	143	177	155	161	164	152	134
	37%	*38%*	*35%*	*38%*	*35%*	*38%*	*40%*	*37%*	*39%*	*34%*	*32%*	*41%*	*37%*	*36%*	*38%*	*33%*	*34%*
3	**890**	223	212	228	228	84	68	71	77	69	65	76	71	81	73	92	63
	17%	*17%*	*16%*	*18%*	*18%*	*20%*	*16%*	*16%*	*18%*	*17%*	*15%*	*18%*	*17%*	*18%*	*17%*	*20%*	*16%*
4	**825**	171	204	197	254	48	57	66	46	71	87	45	71	82	82	79	92
	16%	*13%*	*16%*	*15%*	**20%ac**	*12%*	*13%*	*15%*	*11%*	**17%hk**	**19%ehk**	*10%*	**17%k**	**18%ehk**	**19%ehk**	**17%hk**	**23%efghk**
5	**270**	67	71	65	67	18	30	19	21	19	31	24	25	16	23	22	21
	5%	*5%*	*6%*	*5%*	*5%*	*4%*	*7%*	*4%*	*5%*	*5%*	*7%*	*6%*	*6%*	*4%*	*5%*	*5%*	*5%*
6+	**137**	38	30	33	36	16	13	9	13	11	5	9	10	14	12	14	10
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
NET Any children	**1577**	375	362	389	450	118	121	136	105	121	137	117	136	135	141	156	153
	31%	*29%*	*28%*	*30%*	**35%ab**	*28%*	*28%*	*32%*	*24%*	*29%*	*31%*	*27%*	**33%h**	*31%*	**33%h**	**34%h**	**38%efhik**
Mean	**2.59**	2.57	2.50	2.54	**2.75b**	2.54	2.70	2.47	2.44	2.52	2.54	2.43	2.59	2.61	2.87	2.64	**2.75hk**
Std Dev.	**1.90**	2.15	1.35	1.35	2.48	1.49	3.11	1.36	1.36	1.35	1.33	1.35	1.29	1.40	3.58	1.52	1.82
Std Error	**0.03**	0.06	0.04	0.04	0.07	0.07	0.15	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.17	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Hearing. Poor hearing, partial hearing, or are deaf	310	-	310	178	131	22	26	54	18	47	58	84	48	72	190	142	292	16	342
	6%	-	6%	7%d	5%	3%	4%	5%h	3%	5%	9%efghi	16%efghij	4%	4%	9%lm	12%lmn	6%	3%	7%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	224	-	224	121	102	60	27	44	14	17	32	31	86	58	79	62	184	39	240
	4%	-	4%	5%	4%	9%ghi	4%i	4%hi	2%	2%	5%hi	6%hi	6%mn	3%	4%	5%	4%	8%p	5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	463	-	463	225	238	32	33	64	61	113	88	72	65	125	273	160	442	21	495
	9%	-	9%	9%	9%	5%	5%	6%	9%e	12%efg	14%efgh	14%efgh	5%	7%l	13%lm	14%lm	10%q	4%	10%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	188	-	188	93	95	17	17	35	33	24	38	23	35	68	85	61	169	19	207
	4%	-	4%	4%	4%	3%	3%	3%	5%	3%	6%efi	4%	3%	4%	4%	5%l	4%	4%	4%
Breathing. Breathlessness or chest pains	318	-	318	145	172	41	22	32	41	72	45	65	63	73	182	110	306	12	333
	6%	-	6%	6%	7%	6%g	3%	3%	6%	8%fg	7%fg	12%efghij	5%	4%	9%lm	10%lm	7%q	2%	6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	161	-	161	85	74	35	26	49	31	15	4	-	61	80	19	4	134	25	175
	3%	-	3%	3%	3%	5%ijk	4%ijk	5%ijk	4%ijk	2%k	1%	-	5%no	5%no	1%	*	3%	5%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145**	-	145	83	62	35	29	57	15	10	-	-	63	72	10	-	134	10	132
	3%	-	*3%*	*3%*	*2%*	**5%hijk**	**4%ijk**	**6%hijk**	**2%jk**	*1%*	-	-	**5%no**	**4%no**	*	-	*3%*	*2%*	*3%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565**	-	565	197	359	133	85	124	86	99	31	7	219	210	137	38	516	45	646
	11%	-	*11%*	*8%*	**14%c**	**19%fghijk**	**13%jk**	**12%jk**	**12%jk**	**11%jk**	**5%k**	*1%*	**16%mno**	**12%no**	**7%o**	*3%*	*11%*	*9%*	*13%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371**	-	371	143	228	27	28	57	51	87	59	63	55	107	209	123	351	20	412
	7%	-	*7%*	*6%*	**9%c**	*4%*	*4%*	*6%*	*7%*	**9%efg**	**9%efg**	**12%efgh**	*4%*	*6%*	**10%lm**	**11%lm**	*8%*	*4%*	*8%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310**	-	3310	1661	1645	379	437	661	494	620	400	318	817	1155	1338	718	2976	313	3211
	64%	-	*64%*	**66%d**	*63%*	*55%*	**67%e**	**65%e**	**69%ek**	**67%e**	**63%e**	*61%*	*61%*	**67%l**	*64%*	*62%*	*64%*	*65%*	*62%*
Prefer not to say	**168**	-	168	88	79	30	21	51	19	25	18	2	51	70	46	21	139	23	175
	3%	-	*3%*	*4%*	*3%*	**4%k**	**3%k**	**5%lk**	**3%k**	**3%k**	**3%k**	*	**4%no**	**4%no**	*2%*	*2%*	*3%*	*5%*	*3%*
Don't know	**143**	-	143	65	77	39	31	25	22	13	11	2	69	47	26	13	109	26	143
	3%	-	*3%*	*3%*	*3%*	**6%gijk**	**5%ijk**	**2%k**	**3%k**	*1%*	*2%*	*	**5%mno**	**3%no**	*1%*	*1%*	*2%*	**5%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Hearing. Poor hearing, partial hearing, or are deaf	310	78	90	62	81	167	142	133	167	51	36	87	55	58	178	51	238
	6%	8%	5%	6%	6%	6%	6%	4%	8%g	8%lm	5%	6%	5%	7%	5%	8%	6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	224	58	62	54	49	120	103	125	96	33	40	55	46	38	141	33	178
	4%	6%	4%	5%	4%	4%	4%	4%	5%	5%	6%	4%	4%	4%	4%	5%	4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	463	80	122	91	171	202	261	151	305	71	108	139	75	53	321	71	378
	9%	8%	7%	8%	14%abc	7%	11%e	5%	15%g	11%lm	16%klmn	10%lm	6%	6%	10%lm	11%	9%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	188	50	50	37	51	101	88	82	105	28	46	53	21	34	120	28	156
	4%	5%b	3%	3%	4%	4%	4%	3%	5%g	4%l	7%kln	4%l	2%	4%l	4%l	4%	4%
Breathing. Breathlessness or chest pains	318	41	76	69	132	117	201	108	206	58	73	92	41	28	206	60	237
	6%	4%	4%	6%	11%abc	4%	8%e	4%	10%g	9%lmn	11%klmn	7%lm	3%	3%	6%lm	9%p	6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	161	24	43	25	69	67	94	84	75	40	21	36	25	34	83	40	117
	3%	2%	2%	2%	5%abc	2%	4%e	3%	4%	6%jkln	3%	3%	2%	4%	3%	6%p	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 356

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145**	41	34	30	40	76	70	95	49	25	15	36	15	49	67	25	116
	3%	**4%b**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**4%ln**	*2%*	*3%*	*1%*	**6%jkln**	*2%*	*4%*	*3%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565**	48	156	109	252	204	361	281	280	136	102	150	94	46	346	136	395
	11%	*5%*	**9%a**	**10%a**	**20%abc**	*7%*	**15%e**	*9%*	**14%g**	**22%jklmn**	**15%lmn**	**11%lm**	*8%*	*5%*	**11%lm**	**21%p**	*9%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371**	47	103	68	153	150	221	135	235	77	71	115	52	38	238	77	282
	7%	*5%*	*6%*	*6%*	**12%abc**	*5%*	**9%e**	*4%*	**12%g**	**12%klmn**	**10%lmn**	**8%lm**	*4%*	*4%*	**7%lm**	**12%p**	*7%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310**	726	1207	715	662	1933	1377	2160	1116	309	380	862	894	636	2135	312	2812
	64%	**70%cd**	**69%d**	**64%d**	*53%*	**69%f**	*58%*	**70%h**	*56%*	*49%*	*55%*	**62%ij**	**74%ijkn**	**73%ijkn**	**65%ij**	*49%*	**67%o**
Prefer not to say	**168**	38	46	30	54	84	84	109	40	15	22	42	31	25	94	17	123
	3%	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	**4%h**	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
Don't know	**143**	17	46	45	35	62	80	91	40	27	24	31	19	17	73	27	92
	3%	*2%*	*3%*	**4%a**	*3%*	*2%*	*3%*	*3%*	*2%*	**4%klmn**	**3%l**	*2%*	*2%*	*2%*	*2%*	**4%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 356

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Hearing. Poor hearing, partial hearing, or are deaf	310 6%	239 5%	71 10%a	20 8%	261 6%	22 5%	19 8%	8 6%	20 10%jkor	47 8%j	15 4%	18 5%	25 6%	25 5%	44 7%	38 5%	29 7%	4 5%	18 5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	224 4%	192 4%	32 4%	9 4%	183 4%	20 4%	15 6%	7 5%	12 6%jp	34 6%p	10 2%	21 6%	16 4%	15 3%	40 6%	23 3%	11 2%	3 4%	17 5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	463 9%	391 9%	72 10%	22 9%	382 9%	41 9%	24 10%	15 10%	20 9%	57 10%	43 10%	30 8%	54 12%n	40 8%	40 6%	57 8%	42 9%	7 10%	34 9%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	188 4%	164 4%	24 3%	10 4%	153 4%	17 4%	12 5%	7 5%	9 4%	21 4%	20 5%	13 4%	22 5%	11 2%	18 3%	22 3%	16 4%	1 1%	16 4%
Breathing. Breathlessness or chest pains	318 6%	272 6%	45 6%	10 4%	271 6%	25 6%	13 5%	9 6%	13 6%	36 6%	39 9%	22 6%	32 7%	24 5%	34 5%	48 7%	24 5%	3 5%	21 6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	161 3%	146 3%	15 2%	7 3%	135 3%	11 3%	10 4%	4 3%	7 4%	24 4%	16 4%	7 2%	16 4%	7 1%	24 4%	23 3%	10 2%	2 3%	10 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 356

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145** *3%*	133 *3%*	13 *2%*	2 *1%*	129 *3%*	6 *1%*	7 *3%*	3 *2%*	4 *2%*	20 *3%*	12 *3%*	9 *2%*	11 *2%*	10 *2%*	25 *4%*	29 *4%*	11 *2%*	1 *1%*	5 *1%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565** *11%*	495 *11%*	70 *10%*	23 *9%*	486 *11%*	36 *8%*	20 *8%*	23 *16%def*	25 *12%*	77 *14%nr*	63 *15%lnr*	36 *10%*	40 *9%*	48 *10%*	53 *8%*	83 *12%*	62 *14%nr*	6 *9%*	30 *8%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371** *7%*	327 *7%*	44 *6%*	19 *8%*	313 *7%*	26 *6%*	22 *9%*	10 *7%*	14 *7%*	34 *6%*	33 *8%*	23 *6%*	31 *7%*	34 *7%*	41 *6%*	61 *9%*	40 *9%*	6 *9%*	21 *6%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310** *64%*	2832 *64%*	478 *65%*	157 *63%*	2766 *64%*	294 *67%*	159 *63%*	92 *63%*	129 *62%*	343 *61%*	277 *65%*	241 *65%*	282 *62%*	326 *68%*	435 *64%*	466 *66%*	266 *60%*	41 *60%*	253 *68%*
Prefer not to say	**168** *3%*	148 *3%*	20 *3%*	13 *5%*	141 *3%*	12 *3%*	10 *4%*	6 *4%*	7 *3%*	22 *4%*	8 *2%*	7 *2%*	18 *4%*	16 *3%*	19 *3%*	25 *4%*	18 *4%*	3 *4%*	9 *2%*
Don't know	**143** *3%*	122 *3%*	21 *3%*	9 *4%*	120 *3%*	10 *2%*	8 *3%*	5 *3%*	9 *4%o*	17 *3%*	8 *2%*	15 *4%o*	24 *5%jmop*	8 *2%*	26 *4%o*	6 *1%*	7 *2%*	1 *1%*	9 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Hearing. Poor hearing, partial hearing, or are deaf	310 6%	145 7%b	99 5%	38 5%	17 5%	9 7%	245 6%	26 6%	127 6%	109 6%	48 6%	10 4%	11 13%ikm	236 6%	21 6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	224 4%	86 4%	77 4%	38 5%	16 5%	7 6%	163 4%	23 5%	87 4%	86 4%	38 5%	12 5%	* 1%	173 4%	12 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	463 9%	235 12%bcefg	136 7%	59 8%	26 8%	5 4%	371 9%b	31 7%	206 10%i	154 8%	71 9%	23 9%	6 7%	360 9%	29 9%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	188 4%	89 5%	62 3%	20 3%	14 4%	3 2%	151 4%	17 4%	83 4%	69 3%	25 3%	10 4%	2 2%	151 4%	12 3%
Breathing. Breathlessness or chest pains	318 6%	115 6%	135 7%	31 4%	25 7%	10 8%	251 6%	35 8%	129 7%	129 7%	34 4%	14 5%	10 12%j	257 7%	24 7%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	161 3%	69 4%	44 2%	28 4%	14 4%	6 5%	113 3%	20 4%	76 4%	49 2%	26 3%	6 2%	3 4%	125 3%	9 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 356

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145**	64	48	20	9	3	112	13	69	57	15	4	1	126	5
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565**	188	201	103	56	15	389	70	231	209	86	24	10	440	34
	11%	*10%*	*10%*	**14%abf**	**16%abf**	*12%*	*10%*	**15%abf**	*12%*	*11%*	*11%*	*10%*	*11%*	*11%*	*10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371**	149	142	50	20	11	291	31	165	137	52	13	3	302	16
	7%	*8%*	*7%*	*7%*	*6%*	*9%*	*7%*	*7%*	*8%*	*7%*	*6%*	*5%*	*4%*	*8%*	*5%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310**	1243	1321	438	202	80	2564	282	1244	1311	513	164	49	2554	213
	64%	*64%*	**67%cdg**	*60%*	*59%*	*64%*	*65%*	*61%*	*63%*	*66%*	*63%*	*65%*	*57%*	*65%*	*63%*
Prefer not to say	**168**	68	58	26	10	3	127	13	61	54	38	11	2	115	13
	3%	*4%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*5%*	*4%*	*3%*	*3%*	*4%*
Don't know	**143**	21	54	45	14	*	75	14	30	49	39	11	4	79	15
	3%	*1%*	**3%a**	**6%abef**	**4%a**	*	*2%*	**3%a**	*2%*	*2%*	**5%him**	**4%hm**	*4%*	*2%*	**4%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Hearing. Poor hearing, partial hearing, or are deaf	310	79	222	8	310	-	-	297	4	8	-	308	1
	6%	21%bc	5%	8%	20%ef	-	-	6%	6%	30%	-	6%	4%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	224	47	174	3	224	-	-	214	3	6	-	224	*
	4%	12%bc	4%	3%	15%ef	-	-	4%	5%	25%	-	4%	*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	463	196	262	5	463	-	-	442	9	9	1	461	1
	9%	51%bc	6%	5%	30%ef	-	-	9%	14%	37%	11%	9%	4%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	188	66	118	5	188	-	-	175	8	4	1	187	*
	4%	17%bc	3%	5%	12%ef	-	-	3%	12%gk	17%	11%	4%	*
Breathing. Breathlessness or chest pains	318	82	219	16	318	-	-	307	3	6	1	316	1
	6%	21%b	5%	16%b	21%ef	-	-	6%	4%	22%	9%	6%	4%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	161	58	98	6	161	-	-	150	6	4	-	159	2
	3%	15%b	2%	6%	10%ef	-	-	3%	9%g	16%	-	3%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145**	46	94	5	145	-	-	136	7	1	2	143	-
	3%	**12%b**	*2%*	*5%*	**9%ef**	-	-	*3%*	**10%gk**	*2%*	*22%*	*3%*	-
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565**	118	429	18	565	-	-	549	6	4	3	559	3
	11%	**31%b**	*9%*	**18%b**	**37%ef**	-	-	*11%*	*9%*	*15%*	*31%*	*11%*	*10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371**	79	282	10	371	-	-	362	5	4	1	370	*
	7%	**21%b**	*6%*	*10%*	**24%ef**	-	-	*7%*	*7%*	*15%*	*11%*	*7%*	*1%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310**	65	3209	36	-	3310	-	3262	24	8	5	3294	11
	64%	*17%*	**69%ac**	**36%a**	-	**100%df**	-	**65%h**	*37%*	*31%*	*49%*	**64%h**	*38%*
Prefer not to say	**168**	11	134	23	-	-	168	158	6	*	-	164	4
	3%	*3%*	*3%*	**23%ab**	-	-	**54%de**	*3%*	**10%gk**	*	-	*3%*	*13%*
Don't know	**143**	7	129	7	-	-	143	127	4	-	-	131	11
	3%	*2%*	*3%*	*7%*	-	-	**46%de**	*3%*	*6%*	-	-	*3%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Hearing. Poor hearing, partial hearing, or are deaf	**310**	83	67	78	82	20	25	37	14	25	29	25	28	25	33	30	19
	6%	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	**9%h**	*3%*	*6%*	*6%*	*6%*	*7%*	*6%*	**8%h**	*6%*	*5%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**224**	47	52	53	72	16	18	13	16	16	20	18	15	20	21	28	23
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*6%*	*6%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**463**	103	117	109	134	27	40	36	43	39	35	40	28	41	40	43	51
	9%	*8%*	*9%*	*8%*	*10%*	*6%*	*9%*	*8%*	*10%*	*9%*	*8%*	*9%*	*7%*	*9%*	*9%*	*9%*	**13%el**
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**188**	46	43	40	59	9	18	19	18	9	16	10	10	20	19	19	20
	4%	*4%*	*3%*	*3%*	*5%*	*2%*	*4%*	*5%*	*4%*	*2%*	*4%*	*2%*	*2%*	*5%*	*4%*	*4%*	*5%*
Breathing. Breathlessness or chest pains	**318**	76	78	81	83	23	18	35	21	26	32	21	23	36	20	34	29
	6%	*6%*	*6%*	*6%*	*6%*	*5%*	*4%*	*8%*	*5%*	*6%*	*7%*	*5%*	*6%*	*8%*	*5%*	*7%*	*7%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**161**	30	40	46	45	10	9	10	8	15	17	3	19	25	10	12	23
	3%	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	**4%k**	**4%k**	*1%*	**4%k**	**6%hk**	*2%*	*3%*	**6%fghkn**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**145**	23	22	30	70	4	10	9	4	9	10	5	13	11	24	14	32
	3%	*2%*	*2%*	*2%*	***5%abc***	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*3%*	***6%ehk***	*3%*	***8%efghijklmo***
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**565**	154	141	136	134	64	46	44	38	60	43	35	47	54	53	34	48
	11%	*12%*	*11%*	*11%*	*10%*	***15%hko***	*11%*	*10%*	*9%*	***14%ko***	*10%*	*8%*	*11%*	*12%*	*12%*	*7%*	*12%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**371**	87	90	100	94	24	31	32	30	37	23	28	34	38	32	27	34
	7%	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*	*8%*	*7%*	*9%*	*5%*	*6%*	*8%*	*9%*	*7%*	*6%*	*9%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3310**	809	839	852	810	279	271	259	279	267	292	285	274	293	264	310	236
	64%	*63%*	*65%*	*66%*	*63%*	*66%*	*62%*	*60%*	*65%*	*64%*	*65%*	*66%*	*66%*	*66%*	*61%*	*67%*	*59%*
Prefer not to say	**168**	45	41	43	39	19	17	9	19	9	13	19	11	12	14	15	9
	3%	*4%*	*3%*	*3%*	*3%*	*5%*	*4%*	*2%*	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*
Don't know	**143**	32	48	31	32	3	12	17	9	15	23	10	12	9	12	12	7
	3%	*3%*	*4%*	*2%*	*2%*	*1%*	*3%*	***4%e***	*2%*	***4%e***	***5%e***	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
White - British	3148	-	3148	1521	1616	351	383	651	469	590	395	309	734	1120	1294	704	3148	-	2965
	61%	-	61%	61%	61%	51%	59%e	64%e	65%e	64%e	62%e	59%e	55%	65%l	62%l	61%l	68%q	-	58%
White - English	902	-	902	464	438	62	71	120	119	212	133	186	133	239	530	319	902	-	685
	17%	-	17%	18%	17%	9%	11%	12%	17%efg	23%efgh	21%efg	35%efghij	10%	14%l	25%lm	27%lm	19%q	-	13%
White - Scottish	245	-	245	113	132	27	31	41	30	48	55	12	58	71	115	67	245	-	520
	5%	-	5%	4%	5%	4%	5%	4%	4%	5%	9%efghk	2%	4%	4%	6%	6%	5%q	-	10%
White - Welsh	119	-	119	59	60	13	11	23	12	24	26	12	23	35	61	37	119	-	303
	2%	-	2%	2%	2%	2%	2%	2%	2%	3%	4%	2%	2%	2%	3%	3%	3%q	-	6%
White - Irish	66	-	66	32	31	11	14	7	13	16	5	*	25	20	21	5	66	-	202
	1%	-	1%	1%	1%	2%k	2%k	1%	2%k	2%k	1%	*	2%o	1%	1%	*	1%	-	4%
Any other white background (please specify)	155	-	155	55	100	30	44	50	12	11	5	4	74	62	20	9	155	-	137
	3%	-	3%	2%	4%c	4%hijk	7%hijk	5%hijk	2%	1%	1%	1%	5%no	4%no	1%	1%	3%q	-	3%
Mixed - White and Black Caribbean	45	-	45	31	14	14	11	8	6	5	-	-	25	14	5	-	-	45	22
	1%	-	1%	1%d	1%	2%jk	2%jk	1%	1%	1%	-	-	2%no	1%o	*	-	-	9%p	*
Mixed - White and Black African	13	-	13	7	6	8	2	4	-	-	-	-	10	4	-	-	-	13	12
	*	-	*	*	*	1%hij	*	*	-	-	-	-	1%no	*	-	-	-	3%p	*
Mixed - White and Asian	39	-	39	18	21	10	10	6	7	3	4	-	20	12	7	4	-	39	28
	1%	-	1%	1%	1%	1%k	2%k	1%	1%	*	1%	-	1%no	1%	*	*	-	8%p	1%
Any other mixed background (please specify)	20	-	20	2	18	-	2	8	-	*	10	*	2	8	10	10	-	20	13
	*	-	*	*	1%c	-	*	1%l	-	*	2%ehik	*	*	*	*	1%	-	4%p	*
Asian and British Asian - Indian	73	-	73	38	34	18	16	17	21	-	-	-	35	38	-	-	-	73	46
	1%	-	1%	2%	1%	3%ijk	3%ijk	2%ijk	3%ijk	-	-	-	3%no	2%no	-	-	-	15%p	1%
Asian and British Asian - Pakistani	65	-	65	30	35	27	12	19	7	-	-	-	39	26	-	-	-	65	43
	1%	-	1%	1%	1%	4%ghijk	2%ijk	2%ijk	1%i	-	-	-	3%mno	2%no	-	-	-	14%p	1%
Asian and British Asian - Bangladeshi	35	-	35	21	14	11	9	16	-	-	-	-	20	16	-	-	-	35	20
	1%	-	1%	1%	1%	2%hijk	1%hijk	2%hijk	-	-	-	-	1%no	1%no	-	-	-	7%p	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Any other Asian background (please specify)	**24** *	- -	24 *	9 *	15 *1%*	10 **2%gijk**	3 *	1 *	9 **1%gij**	- -	- -	- -	14 **1%no**	10 **1%n**	- -	- -	- -	24 **5%p**	15 *
Black and Black British - Caribbean	**43** *1%*	- -	43 *1%*	24 *1%*	18 *1%*	13 **2%ijk**	11 **2%ij**	9 *1%*	6 *1%*	2 *	- -	1 *	24 **2%no**	15 **1%no**	3 *	1 *	- -	43 **9%p**	20 *
Black and Black British - African	**78** *2%*	- -	78 *2%*	44 *2%*	34 *1%*	47 **7%fghijk**	10 **2%hijk**	20 **2%hijk**	- -	- -	- -	- -	58 **4%mno**	20 **1%no**	- -	- -	- -	78 **16%p**	43 *1%*
Any other Black background (please specify)	**3** *	- -	3 *	3 *	- -	3 *	- -	- -	- -	- -	- -	- -	3 *	- -	- -	- -	- -	3 **1%p**	1 *
Middle Eastern, including Arabic origin	**6** *	- -	6 *	4 *	2 *	* *	* *	1 *	2 *	2 *	- -	- -	* *	3 *	2 *	- -	- -	6 **1%p**	5 *
Chinese	**31** *1%*	- -	31 *1%*	11 *	20 *1%*	16 **2%gijk**	4 *1%*	5 *1%*	5 *1%*	- -	- -	- -	21 **2%no**	11 **1%n**	- -	- -	- -	31 **6%p**	34 *1%*
Any other background (please specify)	**6** *	- -	6 *	4 *	2 *	4 *1%*	1 *	1 *	- -	* *	- -	- -	4 *	1 *	* *	- -	- -	6 **1%p**	7 *
I prefer not to answer	**41** *1%*	- -	41 *1%*	21 *1%*	20 *1%*	11 **2%hk**	7 *1%*	8 *1%*	* *	10 *1%*	3 *1%*	- -	18 **1%o**	9 *	14 *1%*	3 *	- -	- -	35 *1%*
NET White	**4635** *90%*	- -	4635 *90%*	2244 *89%*	2376 *90%*	494 *72%*	554 **85%e**	892 **88%e**	655 **91%ef**	899 **97%efgh**	618 **97%efgh**	524 **100%efghij**	1047 *78%*	1547 **89%l**	2041 **98%lm**	1141 **98%lm**	4635 **100%q**	- -	4812 *93%*
NET Mixed	**117** *2%*	- -	117 *2%*	58 *2%*	59 *2%*	32 **5%hik**	24 **4%ik**	25 **2%k**	13 **2%k**	8 *1%*	13 **2%k**	* *	57 **4%mno**	38 **2%n**	22 *1%*	14 *1%*	-	117 **24%p**	75 *1%*
NET Asian	**229** *4%*	- -	229 *4%*	110 *4%*	118 *4%*	83 **12%fghijk**	45 **7%ijk**	57 **6%ijk**	43 **6%ijk**	- -	- -	- -	128 **10%mno**	101 **6%no**	- -	- -	- -	229 **48%p**	158 *3%*
NET Black	**123** *2%*	- -	123 *2%*	71 *3%*	52 *2%*	63 **9%fghijk**	21 **3%hijk**	30 **3%hijk**	6 *1%*	2 *	- -	1 *	85 **6%mno**	35 **2%no**	3 *	1 *	-	123 **26%p**	64 *1%*
NET Other	**12** *	- -	12 *	7 *	5 *	4 *1%*	1 *	3 *	2 *	2 *	- -	- -	5 *	4 *	2 *	- -	-	12 **2%p**	12 *
NET EMG	**480** *9%*	- -	480 *9%*	246 *10%*	234 *9%*	182 **27%fghijk**	92 **14%hijk**	114 **11%ijk**	64 **9%ijk**	13 *1%*	13 **2%k**	1 *	274 **20%mno**	178 **10%no**	28 *1%*	15 *1%*	-	480 **100%p**	309 *6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
White - British	3148	658	1081	665	745	1739	1409	1890	1221	358	427	840	790	544	2057	359	2630
	61%	63%	62%	60%	59%	62%	60%	62%	61%	57%	62%	61%	65%l	63%	63%l	56%	62%o
White - English	902	139	307	236	220	446	456	455	435	126	145	277	165	134	586	128	730
	17%	13%	18%a	21%a	18%a	16%	19%e	15%	22%g	20%l	21%lm	20%lm	14%	15%	18%l	20%	17%
White - Scottish	245	72	73	41	59	145	99	141	96	33	27	56	71	39	154	37	195
	5%	7%bc	4%	4%	5%	5%	4%	5%	5%	5%	4%	4%	6%	4%	5%	6%	5%
White - Welsh	119	41	29	19	31	70	49	65	49	23	13	24	23	28	60	23	91
	2%	4%bc	2%	2%	2%	2%	2%	2%	2%	4%kn	2%	2%	2%	3%	2%	4%	2%
White - Irish	66	18	26	9	13	44	22	42	21	5	8	14	18	15	40	5	57
	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%
Any other white background (please specify)	155	15	59	39	41	75	80	106	46	13	17	51	36	22	104	13	131
	3%	1%	3%a	3%a	3%a	3%	3%	3%	2%	2%	2%	4%	3%	3%	3%	2%	3%
Mixed - White and Black Caribbean	45	5	7	22	10	12	32	40	4	6	4	11	10	6	25	6	33
	1%	*	*	2%ab	1%	*	1%e	1%h	*	1%	1%	1%	1%	1%	1%	1%	1%
Mixed - White and Black African	13	3	3	4	3	6	7	11	2	1	2	7	2	2	10	1	12
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mixed - White and Asian	39	6	22	5	6	28	11	27	12	5	5	1	15	10	21	5	31
	1%	1%	1%	*	*	1%	*	1%	1%	1%k	1%	*	1%k	1%k	1%	1%	1%
Any other mixed background (please specify)	20	*	14	2	4	14	6	18	2	-	2	14	2	2	18	-	20
	*	*	1%a	*	*	*	*	1%h	*	-	*	1%l	*	*	1%	-	*
Asian and British Asian - Indian	73	18	27	8	20	45	28	54	18	12	3	12	20	11	36	12	49
	1%	2%	2%	1%	2%	2%	1%	2%h	1%	2%j	*	1%	2%	1%	1%	2%	1%
Asian and British Asian - Pakistani	65	4	22	15	25	26	39	44	19	17	7	20	11	6	38	17	44
	1%	*	1%	1%	2%a	1%	2%	1%	1%	3%lmn	1%	1%	1%	1%	1%	3%p	1%
Asian and British Asian - Bangladeshi	35	8	13	9	6	20	15	28	7	6	6	6	8	5	19	6	24
	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Any other Asian background (please specify)	**24**	7	9	5	3	17	7	15	9	2	5	4	3	8	12	2	20
	*****	*1%*	*1%*	*****	*****	*1%*	*****	*****	*****	*****	*1%*	*****	*****	*1%*	*****	*****	*****
Black and Black British - Caribbean	**43**	7	9	8	19	16	26	32	8	7	6	15	7	3	28	7	33
	1%	*1%*	*1%*	*1%*	**1%b**	*1%*	*1%*	**1%h**	*****	*1%*	*1%*	*1%*	*1%*	*****	*1%*	*1%*	*1%*
Black and Black British - African	**78**	27	26	2	23	52	25	56	21	4	6	13	12	24	31	4	59
	2%	**3%c**	**1%c**	*****	**2%c**	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%lkln**	*1%*	*1%*	*1%*
Any other Black background (please specify)	**3**	-	-	-	3	-	3	-	3	-	-	3	-	-	3	-	3
	*****	-	-	-	*****	-	*****	-	*****	-	-	*****	-	-	*****	-	*****
Middle Eastern, including Arabic origin	**6**	-	3	2	1	3	3	4	2	*	*	2	4	-	6	*	6
	*****	-	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	-	*****	*****	*****
Chinese	**31**	3	10	10	8	13	18	17	13	6	8	4	8	4	19	6	23
	1%	*****	*1%*	*1%*	*1%*	*****	*1%*	*1%*	*1%*	*1%*	*1%*	*****	*1%*	*****	*1%*	*1%*	*1%*
Any other background (please specify)	**6**	*	2	2	1	2	3	1	4	-	1	2	1	1	4	-	5
	*****	*****	*****	*****	*****	*****	*****	*****	*****	-	*****	*****	*****	*****	*****	-	*****
I prefer not to answer	**41**	7	10	6	18	17	24	21	12	4	5	4	2	4	11	5	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*****	*****	*****	*****	*1%*	*****
NET White	**4635**	943	1574	1008	1109	2518	2117	2699	1870	557	636	1262	1103	782	3001	564	3834
	90%	*91%*	*90%*	*91%*	*88%*	*90%*	*89%*	*88%*	**93%g**	*88%*	*92%*	*91%*	*91%*	*90%*	*91%*	*88%*	*91%*
NET Mixed	**117**	14	46	34	24	60	57	97	20	12	12	33	29	21	74	12	96
	2%	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
NET Asian	**229**	40	81	46	61	121	108	157	65	44	27	47	50	34	124	44	160
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	**5%h**	*3%*	**7%klmn**	*4%*	*3%*	*4%*	*4%*	*4%*	**7%p**	*4%*
NET Black	**123**	34	35	10	44	69	54	88	31	12	12	31	19	27	62	12	95
	2%	**3%c**	*2%*	*1%*	**4%c**	*2%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
NET Other	**12**	*	5	4	3	5	7	5	6	*	1	3	5	1	9	*	11
	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****
NET EMG	**480**	88	167	94	132	255	226	347	124	68	53	114	103	83	269	68	362
	9%	*8%*	*10%*	*8%*	*10%*	*9%*	*10%*	**11%h**	*6%*	*11%*	*8%*	*8%*	*8%*	*10%*	*8%*	*11%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 357

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
White - British	3148	2678	470	166	2722	196	139	92	150	389	308	209	267	315	348	444	291	38	158
	61%	*61%*	*64%*	*66%*	**63%ef**	*44%*	**55%e**	**63%ef**	**72%klnoqr**	**69%klnqr**	**73%klnoqr**	**56%r**	**59%r**	**66%knr**	**51%r**	**63%nr**	**66%knr**	**56%r**	*42%*
White - English	902	747	155	46	862	15	20	5	46	89	75	104	104	106	65	175	99	2	13
	17%	*17%*	**21%a**	*18%*	**20%efg**	*3%*	**8%eg**	*3%*	**22%nqr**	**16%nqr**	**18%nqr**	**28%ijnqr**	**23%inqr**	**22%nqr**	**10%r**	**25%ijnqr**	**23%inqr**	*2%*	*4%*
White - Scottish	245	204	41	18	36	204	4	1	4	6	7	7	-	2	3	2	6	24	180
	5%	*5%*	*6%*	*7%*	*1%*	**46%dfg**	*2%*	*	**2%lo**	*1%*	**2%l**	**2%l**	-	*	*	*	*1%*	**36%hijklmnop**	**48%hijklmnopq**
White - Welsh	119	88	31	11	43	*	76	-	1	3	5	2	9	3	6	5	8	*	*
	2%	*2%*	**4%a**	**4%a**	*1%*	*	**30%deg**	-	*	*1%*	*1%*	*	**2%r**	*1%*	*1%*	*1%*	**2%r**	*	*
White - Irish	66	49	18	5	26	1	*	39	-	12	2	3	1	-	3	4	-	-	1
	1%	*1%*	**2%a**	*2%*	*1%*	*	*	**27%def**	-	**2%mpr**	*1%*	*1%*	*	-	*	*1%*	-	-	*
Any other white background (please specify)	155	148	7	3	135	9	5	5	2	13	4	11	13	12	44	24	12	3	6
	3%	**3%b**	*1%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*3%*	*3%*	**7%hijmpr**	*3%*	*3%*	**5%hj**	*2%*
Mixed - White and Black Caribbean	45	43	2	*	44	-	*	1	-	2	1	1	6	5	26	2	-	-	-
	1%	*1%*	*	*	**1%e**	-	*	*	-	*	*	*	**1%r**	*1%*	**4%hijkopr**	*	-	-	-
Mixed - White and Black African	13	13	*	-	12	*	*	*	-	-	1	1	-	-	5	3	2	-	*
	*	*	*	-	*	*	*	*	-	-	*	*	-	-	*1%*	*	*	-	*
Mixed - White and Asian	39	37	2	1	38	*	*	1	1	9	1	-	3	6	7	6	4	-	*
	1%	*1%*	*	*	*1%*	*	*	*	*	*2%*	*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*
Any other mixed background (please specify)	20	20	*	*	19	1	*	-	-	-	-	-	14	2	-	4	-	-	1
	*	*	*	*	*	*	*	-	-	-	-	-	**3%hijkmnopr**	*	-	*1%*	-	-	*
Asian and British Asian - Indian	73	67	5	-	70	2	1	*	*	12	-	13	8	4	16	13	3	-	2
	1%	*2%*	*1%*	-	**2%e**	*	*	*	*	**2%j**	-	**4%hjmpr**	**2%j**	*1%*	**2%j**	*2%*	*1%*	-	*
Asian and British Asian - Pakistani	65	65	-	-	62	3	1	-	1	13	11	3	13	6	14	-	-	-	3
	1%	**1%b**	-	-	**1%g**	*1%*	*	-	*	**2%op**	**3%op**	*1%*	**3%hop**	**1%o**	**2%op**	-	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Asian and British Asian - Bangladeshi	35	35	-	-	35	-	-	-	1	2	3	1	2	2	21	2	-	-	-
	1%	1%b	-	-	1%	-	-	-	1%	*	1%	*	*	*	3%iklmopr	*	-	-	-
Any other Asian background (please specify)	24	24	-	-	21	1	2	-	-	-	1	-	-	-	9	5	6	-	1
	*	1%	-	-	*	*	1%	-	-	-	*	-	-	-	1%	1%	1%l	-	*
Black and Black British - Caribbean	43	43	-	-	43	-	-	-	-	3	-	2	7	-	31	-	-	-	-
	1%	1%b	-	-	1%e	-	-	-	-	1%	-	*	2%mopr	-	5%hijkmopr	-	-	-	-
Black and Black British - African	78	77	1	-	75	2	-	1	-	3	2	3	2	5	56	2	2	*	2
	2%	2%b	*	-	2%ef	*	-	*	-	*	*	1%	*	1%	8%hijklmopqr	*	1%	*	*
Any other Black background (please specify)	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Middle Eastern, including Arabic origin	6	5	1	-	6	*	*	-	-	-	-	-	-	2	1	-	2	-	*
	*	*	*	-	*	*	*	-	-	-	-	-	-	*	*	-	*	-	*
Chinese	31	31	*	*	28	1	1	2	1	3	1	5	1	-	4	10	3	-	1
	1%	1%	*	*	1%	*	*	1%e	*	1%	*	1%	*	-	1%	1%	1%	-	*
Any other background (please specify)	6	6	*	*	6	*	*	-	-	-	-	1	-	-	3	-	2	*	-
	*	*	*	*	*	*	*	-	-	-	-	*	-	-	*	-	*	*	-
I prefer not to answer	41	39	2	1	34	5	2	1	1	1	2	6	2	5	15	2	-	*	5
	1%	1%	*	1%	1%	1%	1%	*	1%	*	*	2%p	*	1%	2%iop	*	-	*	1%p
NET White	4635	3913	721	248	3824	426	244	141	202	513	401	336	394	438	468	654	416	67	358
	90%	89%	98%a	99%a	89%	97%d	97%d	97%d	97%iklmno	91%n	95%ln	90%n	87%n	92%n	69%	93%ln	94%ln	99%iklmno	96%iklmn
NET Mixed	117	113	4	1	114	1	1	1	1	12	3	3	23	14	37	15	6	-	1
	2%	3%b	1%	*	3%ef	*	*	1%	*	2%	1%	1%	5%hjkpr	3%r	6%hijkopr	2%	1%	-	*
NET Asian	229	223	6	*	216	7	4	2	3	31	16	22	24	12	64	30	12	-	7
	4%	5%bc	1%	*	5%efg	1%	2%	2%	2%	6%hqr	4%	6%hqr	5%hr	3%	9%hjmopqr	4%	3%	-	2%
NET Black	123	122	1	-	121	2	-	1	-	6	2	5	9	5	89	2	2	*	2
	2%	3%bc	*	-	3%efg	*	-	*	-	1%	*	1%	2%o	1%	13%hijklmopqr	*	1%	*	*
NET Other	12	10	2	*	11	*	*	-	-	-	-	1	-	2	4	-	4	*	*
	*	*	*	*	*	*	*	-	-	-	-	*	-	*	1%	-	1%	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
NET EMG	**480**	468	12	1	461	10	5	4	4	49	20	31	57	33	195	48	25	*	10
	9%	**11%bc**	*2%*	*1%*	**11%efg**	*2%*	*2%*	*3%*	*2%*	**9%hqr**	*5%*	**8%hqr**	**13%hjmopqr**	**7%hqr**	**29%hijklmopqr**	**7%hqr**	*6%*	*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
White - British	**3148**	1240	1171	455	195	62	2411	256	1251	1212	476	133	45	2462	178
	61%	**64%beg**	*59%*	**63%eg**	*57%*	*50%*	**61%eg**	*55%*	**63%kn**	**61%kn**	*58%*	*52%*	*53%*	**62%kn**	*53%*
White - English	**902**	360	353	100	56	29	713	85	323	318	163	66	24	641	90
	17%	**19%c**	*18%*	*14%*	*16%*	**24%c**	**18%c**	*18%*	*16%*	*16%*	*20%*	**26%him**	**28%him**	*16%*	**27%him**
White - Scottish	**245**	90	96	32	17	7	186	24	92	105	30	11	4	197	15
	5%	*5%*	*5%*	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*
White - Welsh	**119**	47	39	17	12	4	86	16	50	40	21	4	4	90	8
	2%	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*5%*	*2%*	*2%*
White - Irish	**66**	16	29	10	9	2	45	11	27	26	7	4	1	53	6
	1%	*1%*	*1%*	*1%*	**3%a**	*2%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Any other white background (please specify)	**155**	48	54	32	10	5	102	15	51	69	20	12	1	120	13
	3%	*2%*	*3%*	**4%af**	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*5%*	*1%*	*3%*	*4%*
Mixed - White and Black Caribbean	**45**	9	22	7	7	-	30	7	6	32	4	-	2	39	2
	1%	*	*1%*	*1%*	**2%af**	-	*1%*	**2%a**	*	**2%h**	*	-	**3%hk**	**1%h**	*1%*
Mixed - White and Black African	**13**	6	3	3	1	-	9	1	6	2	5	-	-	8	-
	*	*	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
Mixed - White and Asian	**39**	18	17	1	4	-	34	4	13	21	4	1	-	34	1
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*
Any other mixed background (please specify)	**20**	8	12	*	-	-	20	-	8	10	2	-	-	18	-
	*	*	*1%*	*	-	-	*1%*	-	*	*1%*	*	-	-	*	-
Asian and British Asian - Indian	**73**	27	22	20	3	-	49	3	35	18	13	6	1	53	7
	1%	*1%*	*1%*	**3%bf**	*1%*	-	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
Asian and British Asian - Pakistani	**65**	17	35	9	3	2	52	5	22	26	15	3	-	48	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
Asian and British Asian - Bangladeshi	**35**	13	14	2	4	2	27	6	13	14	7	2	-	26	2
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Any other Asian background (please specify)	**24**	-	19	3	1	-	19	1	7	14	3	-	-	21	-
	*****	-	**1%a**	*a	*	-	*a	*	*	*1%*	*	-	-	*1%*	-
Black and Black British - Caribbean	**43**	13	16	3	5	5	28	10	17	9	10	3	2	27	5
	1%	*1%*	*1%*	*	*1%*	**4%abcf**	*1%*	**2%abcf**	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
Black and Black British - African	**78**	17	31	12	12	4	47	16	35	23	14	2	-	57	2
	2%	*1%*	*2%*	*2%*	**3%af**	*3%*	*1%*	**3%af**	*2%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
Any other Black background (please specify)	**3**	-	3	-	-	-	3	-	-	3	-	-	-	3	-
	*****	-	*	-	-	-	*	-	-	*	-	-	-	*	-
Middle Eastern, including Arabic origin	**6**	2	-	4	-	-	2	-	*	3	2	1	-	3	1
	*****	*	-	**1%bf**	-	-	*	-	*	*	*	**1%h**	-	*	*h
Chinese	**31**	8	17	2	2	2	25	4	6	13	13	*	-	18	*
	1%	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**2%hm**	*	-	*	*
Any other background (please specify)	**6**	1	1	3	-	-	2	-	3	1	1	-	-	5	-
	*****	*	*	*f	-	-	*	-	*	*	*	-	-	*	-
I prefer not to answer	**41**	5	24	9	1	-	29	1	4	20	10	5	-	25	5
	1%	*	**1%a**	**1%a**	*	-	*1%*	*	*	**1%h**	**1%h**	**2%h**	-	*1%*	**1%h**
NET White	**4635**	1802	1741	646	299	109	3543	408	1794	1770	717	230	80	3564	311
	90%	**93%bcdfg**	*88%*	*89%*	*88%*	*88%*	*90%*	*88%*	**91%j**	*89%*	*88%*	*91%*	*94%*	*90%*	*91%*
NET Mixed	**117**	40	54	11	12	-	94	12	34	65	14	1	2	99	4
	2%	*2%*	*3%*	*1%*	*4%*	-	*2%*	*3%*	*2%*	**3%h**	*2%*	*1%*	*3%*	*3%*	*1%*
NET Asian	**229**	65	106	37	13	6	172	19	83	84	50	11	1	167	12
	4%	*3%*	**5%a**	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*1%*	*4%*	*4%*
NET Black	**123**	29	49	15	17	9	78	26	52	35	24	5	2	87	7
	2%	*2%*	*2%*	*2%*	**5%af**	**7%abcf**	*2%*	**6%abcf**	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
NET Other	**12**	3	1	8	-	-	4	-	3	4	3	1	-	7	1
	*****	*	*	**1%abf**	-	-	*	-	*	*	*	*1%*	-	*	*
NET EMG	**480**	138	210	70	42	15	348	57	172	188	91	19	6	360	24
	9%	*7%*	**11%a**	*10%*	**12%a**	*12%*	*9%*	**12%a**	*9%*	*10%*	*11%*	*7%*	*6%*	*9%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
White - British	**3148**	276	2808	65	959	2005	184	3091	31	14	7	3135	6
	61%	72%b	*60%*	*65%*	*62%*	*61%*	*59%*	*61%*	*47%*	*55%*	*65%*	*61%*	*20%*
White - English	**902**	54	833	15	289	580	33	884	10	4	-	897	5
	17%	*14%*	*18%*	*15%*	19%f	18%f	*11%*	*18%*	*15%*	*16%*	-	*18%*	*16%*
White - Scottish	**245**	12	228	5	79	155	11	239	1	4	-	244	1
	5%	*3%*	*5%*	*5%*	*5%*	*5%*	*3%*	*5%*	*2%*	*14%*	-	*5%*	*4%*
White - Welsh	**119**	9	107	3	35	77	7	114	4	1	-	119	-
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*6%*	*5%*	-	*2%*	-
White - Irish	**66**	7	58	1	20	41	5	64	*	1	*	65	1
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*3%*	*1%*	*1%*	*4%*
Any other white background (please specify)	**155**	1	152	2	29	118	8	154	-	-	1	154	*
	3%	*	3%a	*2%*	*2%*	4%d	*3%*	*3%*	-	-	*12%*	*3%*	*1%*
Mixed - White and Black Caribbean	**45**	-	45	-	12	28	5	43	2	-	-	45	-
	1%	-	*1%*	-	*1%*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	-
Mixed - White and Black African	**13**	-	12	1	4	8	2	11	3	-	-	13	-
	*	-	*	*1%*	*	*	*1%*	*	4%gk	-	-	*	-
Mixed - White and Asian	**39**	4	35	-	7	22	10	39	-	-	-	39	-
	1%	*1%*	*1%*	-	*	*1%*	3%de	*1%*	-	-	-	*1%*	-
Any other mixed background (please specify)	**20**	2	18	*	11	10	-	20	-	*	-	20	-
	*	*	*	*	*1%*	*	-	*	-	*	-	*	-
Asian and British Asian - Indian	**73**	7	65	1	18	47	7	65	3	2	-	70	3
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*5%*	*7%*	-	*1%*	*11%*
Asian and British Asian - Pakistani	**65**	2	63	-	17	45	3	58	3	-	2	61	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*4%*	-	*23%*	*1%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Asian and British Asian - Bangladeshi	35 1%	2 *	31 1%	3 3%	8 1%	24 1%	3 1%	34 1%	2 3%	-	-	35 1%	-
Any other Asian background (please specify)	24 *	- -	24 1%	- -	8 1%	15 *	* *	24 *	- -	-	-	24 *	-
Black and Black British - Caribbean	43 1%	2 1%	38 1%	3 3%	14 1%	21 1%	7 2%e	39 1%	2 3%	-	-	41 1%	2 5%
Black and Black British - African	78 2%	2 *	76 2%	- -	15 1%	56 2%	6 2%	72 1%	3 5%	-	-	75 1%	3 9%
Any other Black background (please specify)	3 *	- -	3 *	- -	- -	3 *	- -	3 *	- -	-	-	3 *	-
Middle Eastern, including Arabic origin	6 *	- -	6 *	- -	2 *	2 *	2 1%	5 *	- -	-	-	5 *	1 5%
Chinese	31 1%	* *	29 1%	2 2%	1 *	26 1%d	3 1%d	27 1%	2 4%gk	-	-	30 1%	2 5%
Any other background (please specify)	6 *	1 *	5 *	- -	1 *	4 *	- -	6 *	- -	-	-	6 *	-
I prefer not to answer	41 1%	4 1%	37 1%	1 1%	6 *	21 1%	14 5%de	37 1%	- -	-	-	37 1%	4 13%
NET White	4635 90%	358 93%	4186 90%	91 91%	1411 92%f	2976 90%f	248 80%	4545 90%h	45 70%	24 93%	8 77%	4614 90%h	13 44%
NET Mixed	117 2%	5 1%	111 2%	1 1%	33 2%	67 2%	16 5%de	113 2%	4 7%	* *	- -	117 2%	- -
NET Asian	229 4%	12 3%	212 5%	5 5%	53 3%	158 5%	17 5%	208 4%	10 15%gk	2 7%	2 23%	219 4%	7 24%
NET Black	123 2%	4 1%	117 2%	3 3%	29 2%	80 2%	14 4%d	114 2%	5 8%gk	-	-	119 2%	4 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
NET Other	**12**	1	11	-	3	7	2	10	-	-	-	10	1
	*****	*	*	-	*	*	*1%*	*	-	-	-	*	*5%*
NET EMG	**480**	22	450	9	119	313	49	444	20	2	2	466	13
	9%	*6%*	*10%*	*9%*	*8%*	*9%*	**16%de**	*9%*	**30%gk**	*7%*	*23%*	*9%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
White - British	3148	780	768	767	833	238	287	256	256	241	271	260	245	261	272	298	263
	61%	61%	59%	59%	65%bc	56%	66%e	60%	60%	58%	61%	60%	59%	59%	63%	65%	66%e
White - English	902	188	245	246	224	75	36	76	85	72	88	85	74	86	94	64	66
	17%	15%	19%a	19%a	17%	18%f	8%	18%f	20%f	17%f	20%f	20%f	18%f	20%f	22%fo	14%	17%f
White - Scottish	245	63	66	61	54	21	17	25	29	17	20	26	18	17	18	18	18
	5%	5%	5%	5%	4%	5%	4%	6%	7%	4%	4%	6%	4%	4%	4%	4%	4%
White - Welsh	119	34	25	30	29	15	9	10	6	7	12	11	13	7	7	14	9
	2%	3%	2%	2%	2%	3%	2%	2%	1%	2%	3%	2%	3%	2%	2%	3%	2%
White - Irish	66	29	15	13	9	4	9	16	3	9	3	2	2	9	4	3	1
	1%	2%d	1%	1%	1%	1%	2%	4%hjklnop	1%	2%	1%	1%	*	2%	1%	1%	*
Any other white background (please specify)	155	59	40	33	23	22	19	18	17	15	7	13	2	18	4	12	8
	3%	5%cd	3%	3%	2%	5%jln	4%ln	4%ln	4%ln	4%ln	2%	3%	1%	4%ln	1%	3%	2%
Mixed - White and Black Caribbean	45	17	4	17	6	2	9	7	2	2	-	3	7	7	3	1	2
	1%	1%b	*	1%	*	*	2%jo	2%	1%	1%	-	1%	2%j	2%	1%	*	1%
Mixed - White and Black African	13	6	2	-	6	2	*	4	-	2	-	-	-	-	2	1	4
	*	*	*	-	*	*	*	1%	-	*	-	-	-	-	*	*	1%
Mixed - White and Asian	39	11	10	10	9	3	5	3	3	4	3	*	8	2	3	5	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%kp	*	1%	1%	*
Any other mixed background (please specify)	20	4	8	6	2	4	-	-	5	2	2	-	2	4	*	2	-
	*	*	1%	*	*	1%	-	-	1%	*	*	-	*	1%	*	*	-
Asian and British Asian - Indian	73	21	21	12	18	8	11	2	2	14	5	8	4	*	*	13	5
	1%	2%	2%	1%	1%	2%mn	3%gmn	*	*	3%ghmn	1%	2%	1%	*	*	3%ghmn	1%
Asian and British Asian - Pakistani	65	16	13	22	15	3	11	2	7	4	2	1	14	6	1	7	7
	1%	1%	1%	2%	1%	1%	2%kn	1%	2%	1%	1%	*	3%egjkn	1%	*	1%	2%
Asian and British Asian - Bangladeshi	35	13	9	10	4	11	2	-	1	1	7	3	4	2	2	2	-
	1%	1%	1%	1%	*	3%fghlp	*	-	*	*	2%	1%	1%	*	1%	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Any other Asian background (please specify)	**24**	6	3	12	2	4	1	2	2	1	-	3	4	4	2	-	*
	*	*1%*	*	*1%*	*	*1%*	*	*	*	*	-	*1%*	*1%*	*1%*	*1%*	-	*
Black and Black British - Caribbean	**43**	5	6	17	15	-	4	1	-	3	3	8	2	8	6	5	4
	1%	*	*	*1%*	*1%*	-	*1%*	*	-	*1%*	*1%*	**2%eh**	*	**2%h**	*1%*	*1%*	*1%*
Black and Black British - African	**78**	11	35	13	19	3	5	3	8	14	13	4	5	4	5	6	8
	2%	*1%*	**3%ac**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**3%eg**	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Any other Black background (please specify)	**3**	-	-	3	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*1%*	-	-	-	-
Middle Eastern, including Arabic origin	**6**	2	1	2	*	-	2	-	-	-	1	-	2	-	-	-	*
	*	*	*	*	*	-	*	-	-	-	*	-	*1%*	-	-	-	*
Chinese	**31**	9	6	5	12	3	3	2	2	2	2	2	2	2	6	4	2
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*	*	*	*1%*	*1%*	*
Any other background (please specify)	**6**	1	4	-	*	1	-	-	-	2	2	-	-	-	*	-	-
	*	*	*	-	*	*	-	-	-	*1%*	*	-	-	-	*	-	-
I prefer not to answer	**41**	9	9	14	8	3	4	2	2	2	6	4	3	7	*	6	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*
NET White	**4635**	1154	1160	1149	1172	375	378	401	397	362	401	397	354	399	399	408	365
	90%	*90%*	*90%*	*89%*	*91%*	*89%*	*87%*	**94%filo**	**92%fl**	*87%*	*90%*	**92%l**	*85%*	*90%*	**93%fl**	*89%*	**92%l**
NET Mixed	**117**	38	24	32	23	10	14	13	10	10	5	3	17	12	8	9	6
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	**3%k**	*3%*	*2%*	*2%*	*1%*	*1%*	**4%jk**	*3%*	*2%*	*2%*	*1%*
NET Asian	**229**	65	52	60	52	29	28	7	14	22	17	17	28	14	11	26	14
	4%	*5%*	*4%*	*5%*	*4%*	**7%gn**	**7%gn**	*2%*	*3%*	**5%g**	*4%*	*4%*	**7%gn**	*3%*	*3%*	**6%g**	*4%*
NET Black	**123**	16	40	33	34	3	8	4	8	17	16	12	10	12	11	12	11
	2%	*1%*	**3%a**	*3%*	**3%a**	*1%*	*2%*	*1%*	*2%*	**4%eg**	**4%e**	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*
NET Other	**12**	3	6	2	1	1	2	-	-	2	4	-	2	-	*	-	*
	*	*	*	*	*	*	*	-	-	*1%*	*1%*	-	*1%*	-	*	-	*
NET EMG	**480**	121	123	127	110	43	53	24	31	51	40	32	57	38	31	47	32
	9%	*9%*	*9%*	*10%*	*9%*	*10%*	**12%g**	*6%*	*7%*	**12%g**	*9%*	*7%*	**14%ghknp**	*8%*	*7%*	*10%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Under £11,500 per year	**630**	-	630	234	393	101	66	92	96	141	64	70	167	188	274	134	557	68	639
	12%	-	*12%*	*9%*	**15%c**	**15%g**	*10%*	*9%*	**13%g**	**15%fg**	*10%*	*13%*	*12%*	*11%*	*13%*	*12%*	*12%*	*14%*	*12%*
£11,500 - £17,499 per year	**693**	-	693	310	384	90	71	109	77	121	112	115	160	185	348	227	636	53	703
	13%	-	*13%*	*12%*	*15%*	*13%*	*11%*	*11%*	*11%*	*13%*	**18%fgh**	**22%efghl**	*12%*	*11%*	**17%lm**	**20%lm**	*14%*	*11%*	*14%*
£17,500 - £29,999 per year	**1381**	-	1381	636	742	150	160	301	162	239	204	165	309	463	608	369	1262	114	1330
	27%	-	*27%*	*25%*	*28%*	*22%*	*24%*	**30%eh**	*23%*	*26%*	**32%efh**	**31%efh**	*23%*	*27%*	**29%l**	**32%lm**	*27%*	*24%*	*26%*
£30,000 - £49,999 per year	**1207**	-	1207	637	570	161	190	243	189	213	127	85	351	432	425	212	1103	103	1251
	23%	-	*23%*	**25%d**	*22%*	**23%k**	**29%ijk**	**24%k**	**26%k**	**23%k**	*20%*	*16%*	**26%no**	**25%no**	*20%*	*18%*	*24%*	*21%*	*24%*
£50,000+ per year	**869**	-	869	561	307	86	135	241	160	136	72	39	221	402	247	110	782	83	817
	17%	-	*17%*	**22%d**	*12%*	**12%k**	**21%eijk**	**24%eijk**	**22%eijk**	**15%k**	*11%*	*7%*	**16%no**	**23%lno**	*12%*	*10%*	*17%*	*17%*	*16%*
I don't know/ I prefer not to answer	**376**	-	376	134	234	100	32	29	34	73	56	52	132	63	181	108	295	59	416
	7%	-	*7%*	*5%*	**9%c**	**15%ghij**	*5%*	*3%*	*5%*	**8%g**	**9%gh**	**10%fgh**	**10%m**	*4%*	**9%m**	**9%m**	*6%*	**12%p**	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Under £11,500 per year	**630**	31	116	98	384	148	482	203	417	630	-	-	-	-	-	630	-
	12%	*3%*	**7%a**	**9%a**	**31%abc**	*5%*	**20%e**	*7%*	**21%g**	**100%jklmn**	-	-	-	-	-	**99%p**	-
£11,500 - £17,499 per year	**693**	46	259	136	252	305	389	300	385	-	693	-	-	-	693	-	693
	13%	*4%*	**15%a**	**12%a**	**20%abc**	*11%*	**16%e**	*10%*	**19%g**	-	**100%jklmn**	-	-	-	**21%jklm**	-	**16%o**
£17,500 - £29,999 per year	**1381**	145	516	367	352	661	719	801	568	-	-	1381	-	-	1381	-	1381
	27%	*14%*	**29%a**	**33%ad**	**28%a**	*24%*	**30%e**	*26%*	*28%*	-	-	**100%ijlmn**	-	-	**42%ijlm**	-	**33%o**
£30,000 - £49,999 per year	**1207**	260	520	295	132	780	427	867	327	-	-	-	1207	-	1207	-	1207
	23%	**25%d**	**30%d**	**27%d**	*11%*	**28%f**	*18%*	**28%h**	*16%*	-	-	-	**100%ijkmn**	-	**37%ijkm**	-	**29%o**
£50,000+ per year	**869**	481	214	135	38	695	173	741	125	-	-	-	-	869	-	-	869
	17%	**46%bcd**	**12%d**	**12%d**	*3%*	**25%f**	*7%*	**24%h**	*6%*	-	-	-	-	**100%ijkln**	-	-	**21%o**
I don't know/ I prefer not to answer	**376**	74	126	77	99	200	176	155	183	-	-	-	-	-	-	7	61
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*5%*	**9%g**	-	-	-	-	-	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 358

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Under £11,500 per year	630	542	88	16	532	43	39	16	20	81	51	62	49	58	60	78	74	9	35
	12%	**12%c**	**12%c**	*6%*	*12%*	*10%*	**15%e**	*11%*	*10%*	**14%n**	*12%*	**17%hnr**	*11%*	*12%*	*9%*	*11%*	**17%hlnr**	*13%*	*9%*
£11,500 - £17,499 per year	693	596	98	23	599	44	36	14	31	66	83	62	72	58	67	80	80	7	37
	13%	*13%*	*13%*	*9%*	**14%eg**	*10%*	**14%eg**	*9%*	*15%*	*12%*	**20%lmnor**	**17%nr**	**16%nr**	*12%*	*10%*	*11%*	**18%lnor**	*10%*	*10%*
£17,500 - £29,999 per year	1381	1188	193	90	1191	94	59	37	57	179	109	96	147	159	131	192	121	15	79
	27%	*27%*	*26%*	**36%ab**	**28%e**	*21%*	*23%*	*25%*	**28%n**	**32%nr**	*26%*	*26%*	**32%nr**	**33%nr**	*19%*	**27%n**	**28%n**	*22%*	*21%*
£30,000 - £49,999 per year	1207	1039	168	40	993	123	54	37	66	119	97	86	98	106	166	169	86	24	99
	23%	**24%c**	*23%*	*16%*	*23%*	**28%df**	*22%*	*25%*	**32%ijklmp**	*21%*	*23%*	*23%*	*22%*	*22%*	*25%*	*24%*	*20%*	**35%ijklmp**	**27%p**
£50,000+ per year	869	744	125	52	703	90	46	30	25	88	57	35	51	66	192	138	52	9	81
	17%	*17%*	*17%*	*21%*	*16%*	**20%d**	*18%*	**20%d**	*12%*	**16%k**	*14%*	*9%*	*11%*	*14%*	**28%hijklmopq**	**20%hkjp**	*12%*	*14%*	**22%hjklmp**
I don't know/ I prefer not to answer	376	312	64	29	299	47	17	13	10	29	26	31	37	29	61	47	28	5	42
	7%	*7%*	*9%*	**12%a**	*7%*	**11%d**	*7%*	*9%*	*5%*	*5%*	*6%*	*8%*	*8%*	*6%*	*9%*	*7%*	*6%*	*7%*	**11%hijmop**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Under £11,500 per year	630	246	204	111	41	18	450	59	251	220	107	20	20	471	40
	12%	*13%*	*10%*	**15%bf**	*12%*	*15%*	*11%*	*13%*	*13%*	*11%*	*13%*	*8%*	**24%hijkmn**	*12%*	*12%*
£11,500 - £17,499 per year	693	272	272	90	46	12	544	58	268	271	109	40	3	539	42
	13%	*14%*	*14%*	*12%*	*14%*	*10%*	*14%*	*13%*	**14%l**	**14%l**	**13%l**	**16%l**	*3%*	**14%l**	*13%*
£17,500 - £29,999 per year	1381	482	563	205	95	25	1045	120	493	551	205	77	35	1044	112
	27%	*25%*	*28%*	*28%*	*28%*	*20%*	*27%*	*26%*	*25%*	*28%*	*25%*	*30%*	**41%hijm**	*26%*	**33%hijm**
£30,000 - £49,999 per year	1207	467	461	166	80	27	928	107	454	486	192	62	11	940	73
	23%	*24%*	*23%*	*23%*	*23%*	*22%*	*24%*	*23%*	*23%*	*25%*	*23%*	*24%*	*13%*	*24%*	*22%*
£50,000+ per year	869	362	324	93	59	28	686	87	376	313	131	35	10	690	46
	17%	**19%c**	*16%*	*13%*	*17%*	**23%c**	**18%c**	**19%c**	**19%l**	*16%*	*16%*	*14%*	*12%*	*17%*	*13%*
I don't know/ I prefer not to answer	376	117	152	60	21	14	268	34	127	137	73	20	6	264	25
	7%	*6%*	*8%*	*8%*	*6%*	*11%*	*7%*	*7%*	*6%*	*7%*	*9%*	*8%*	*7%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Under £11,500 per year	**630**	52	563	15	279	309	42	604	9	7	5	620	5
	12%	*13%*	*12%*	*15%*	**18%e**	*9%*	*14%*	*12%*	*14%*	*26%*	*47%*	*12%*	*16%*
£11,500 - £17,499 per year	**693**	77	604	13	268	380	46	677	7	3	3	687	3
	13%	**20%b**	*13%*	*13%*	**17%e**	*11%*	*15%*	*13%*	*11%*	*11%*	*29%*	*13%*	*11%*
£17,500 - £29,999 per year	**1381**	96	1266	18	447	862	72	1358	14	5	2	1377	1
	27%	*25%*	*27%*	*18%*	*29%*	*26%*	*23%*	*27%*	*21%*	*22%*	*22%*	*27%*	*3%*
£30,000 - £49,999 per year	**1207**	52	1136	19	264	894	49	1184	12	4	*	1200	7
	23%	*14%*	**24%a**	*19%*	*17%*	**27%df**	*16%*	*24%*	*18%*	*17%*	*1%*	*23%*	*24%*
£50,000+ per year	**869**	92	763	14	191	636	42	845	18	4	-	867	2
	17%	**24%b**	*16%*	*14%*	*12%*	**19%d**	*13%*	*17%*	*27%*	*16%*	-	*17%*	*5%*
I don't know/ I prefer not to answer	**376**	15	340	20	86	230	60	357	6	2	*	364	12
	7%	*4%*	*7%*	**20%ab**	*6%*	*7%*	**19%de**	*7%*	*9%*	*8%*	*1%*	*7%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 358

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Under £11,500 per year	**630**	155	151	166	157	63	43	50	50	57	44	43	66	57	61	47	49
	12%	*12%*	*12%*	*13%*	*12%*	*15%*	*10%*	*12%*	*12%*	*14%*	*10%*	*10%*	*16%*	*13%*	*14%*	*10%*	*12%*
£11,500 - £17,499 per year	**693**	202	173	166	153	62	67	73	63	58	52	56	60	51	45	60	48
	13%	**16%d**	*13%*	*13%*	*12%*	*15%*	*16%*	**17%n**	*15%*	*14%*	*12%*	*13%*	*14%*	*11%*	*10%*	*13%*	*12%*
£17,500 - £29,999 per year	**1381**	375	356	332	318	121	138	115	109	103	143	133	99	100	107	119	91
	27%	*29%*	*28%*	*26%*	*25%*	*29%*	**32%mp**	*27%*	*25%*	*25%*	**32%mp**	*31%*	*24%*	*23%*	*25%*	*26%*	*23%*
£30,000 - £49,999 per year	**1207**	287	313	301	306	96	91	101	100	104	109	101	87	113	95	117	94
	23%	*22%*	*24%*	*23%*	*24%*	*23%*	*21%*	*24%*	*23%*	*25%*	*24%*	*23%*	*21%*	*26%*	*22%*	*25%*	*23%*
£50,000+ per year	**869**	165	196	226	281	51	55	59	71	59	67	65	76	85	107	89	85
	17%	*13%*	*15%*	**18%a**	**22%abc**	*12%*	*13%*	*14%*	*16%*	*14%*	*15%*	*15%*	*18%*	**19%e**	**25%efghijk**	**19%ef**	**21%efgl**
I don't know/ I prefer not to answer	**376**	99	104	98	75	29	40	30	37	35	32	34	27	37	15	27	32
	7%	*8%*	*8%*	*8%*	*6%*	*7%*	**9%n**	*7%*	**9%n**	**8%n**	*7%*	**8%n**	*6%*	**8%n**	*4%*	*6%*	**8%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**416**	-	416	140	270	105	39	40	41	80	66	45	144	81	191	111	359	40	416
Weighted Base	**376**	-**	376	134*	234	100*	32**	29**	34**	73*	56*	52**	132*	63*	181*	108*	295	59*	416
Effective Base	**220**	-	220	79	136	62	20	21	20	39	31	29	82	40	99	60	182	31	416
Under £11,500	**7**	-	7	3	4	-	1	1	-	2	3	1	1	1	5	4	6	-	9
	2%	-	*2%*	*3%*	*2%*	-	*3%*	*3%*	-	*3%*	*5%*	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*	-	*2%*
Over £11,500	**61**	-	61	20	41	16	6	2	1	16	13	6	22	3	35	20	51	10	80
	16%	-	*16%*	*15%*	*18%*	*16%*	*20%*	*8%*	*2%*	*22%*	*24%*	*12%*	*17%*	*5%*	**20%m**	*18%*	*17%*	*16%*	*19%*
I don't know	**50**	-	50	22	25	31	1	3	4	4	3	3	31	7	11	7	38	11	60
	13%	-	*13%*	*17%*	*11%*	**31%kl**	*2%*	*10%*	*12%*	*6%*	*6%*	*6%*	**24%nq**	*11%*	*6%*	*6%*	*13%*	*19%*	*14%*
I prefer not to answer	**258**	-	258	89	165	53	24	23	29	51	36	42	77	52	129	78	199	39	267
	69%	-	*69%*	*66%*	*70%*	*53%*	*75%*	*79%*	*86%*	*70%*	*65%*	*80%*	*59%*	**83%kl**	*71%*	*72%*	*67%*	*65%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**416**	115	127	78	96	242	174	141	231	-	-	-	-	-	-	9	80
Weighted Base	**376**	74*	126*	77*	99*	200	176	155*	183	-**	-**	-**	-**	-**	-**	7**	61*
Effective Base	**220**	46	71	44	59	116	104	77	121	-	-	-	-	-	-	5	36
Under £11,500	**7**	*	-	1	6	*	7	*	6	-	-	-	-	-	-	7	-
	2%	*	-	*1%*	**6%b**	*	**4%e**	*	*3%*	-	-	-	-	-	-	*100%*	-
Over £11,500	**61**	19	28	7	8	47	14	30	27	-	-	-	-	-	-	-	61
	16%	**25%cd**	**22%d**	*9%*	*8%*	**23%f**	*8%*	*19%*	*15%*	-	-	-	-	-	-	-	*100%*
I don't know	**50**	6	25	3	16	31	19	15	34	-	-	-	-	-	-	-	-
	13%	*9%*	**20%c**	*4%*	*16%*	*15%*	*11%*	*10%*	*19%*	-	-	-	-	-	-	-	-
I prefer not to answer	**258**	49	73	66	70	122	136	111	116	-	-	-	-	-	-	-	-
	69%	*66%*	*58%*	**87%ab**	*71%*	*61%*	**77%e**	*71%*	*64%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**416**	239	177	91	185	107	72	52	12	17	20	21	26	19	29	21	20	9	98
Weighted Base	**376**	312	64*	29**	299	47*	17**	13**	10**	29**	26**	31**	37**	29**	61**	47**	28**	5**	42*
Effective Base	**220**	174	49	25	156	43	29	25	11	15	19	18	22	17	25	19	18	5	38
Under £11,500	**7**	5	2	2	3	4	*	-	-	-	1	1	-	-	-	2	-	-	4
	2%	*2%*	*3%*	*6%*	*1%*	**8%d**	*1%*	-	-	-	*3%*	*3%*	-	-	-	*4%*	-	-	*9%*
Over £11,500	**61**	52	9	2	48	6	3	4	3	5	5	-	3	4	12	12	4	*	6
	16%	*17%*	*14%*	*8%*	*16%*	*12%*	*20%*	*28%*	*29%*	*17%*	*19%*	-	*8%*	*14%*	*20%*	*26%*	*14%*	*3%*	*13%*
I don't know	**50**	46	3	2	37	6	3	3	-	4	4	1	6	2	8	8	4	*	6
	13%	*15%*	*5%*	*6%*	*12%*	*14%*	*16%*	*26%*	-	*15%*	*16%*	*2%*	*15%*	*8%*	*12%*	*17%*	*15%*	*10%*	*14%*
I prefer not to answer	**258**	209	50	23	211	31	11	6	7	20	16	29	29	23	42	25	20	4	27
	69%	*67%*	*78%*	*79%*	*70%*	*66%*	*64%*	*46%*	*71%*	*68%*	*62%*	*95%*	*77%*	*78%*	*68%*	*53%*	*71%*	*87%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**416**	141	164	60	20	17	305	37	141	167	71	17	6	308	23
Weighted Base	**376**	117*	152*	60*	21**	14**	268	34**	127*	137*	73*	20**	6**	264	25**
Effective Base	**220**	66	85	37	14	10	151	24	73	76	46	12	4	149	16
Under £11,500	**7**	*	5	2	-	-	5	-	-	4	3	*	-	4	*
	2%	*	*3%*	*4%*	-	-	*2%*	-	-	*3%*	*4%*	*	-	*1%*	*
Over £11,500	**61**	27	28	1	3	*	55	4	24	19	12	2	1	43	3
	16%	**23%c**	**18%c**	*2%*	*16%*	*3%*	**20%c**	*11%*	*19%*	*14%*	*16%*	*8%*	*23%*	*16%*	*12%*
I don't know	**50**	9	20	12	7	2	29	9	16	24	5	4	-	40	4
	13%	*8%*	*13%*	*19%*	*34%*	*12%*	*11%*	*25%*	*13%*	*17%*	*6%*	*21%*	-	*15%*	*16%*
I prefer not to answer	**258**	80	99	45	10	12	180	22	86	91	54	14	4	177	18
	69%	*69%*	*66%*	*75%*	*50%*	*86%*	*67%*	*64%*	*68%*	*66%*	*73%*	*70%*	*77%*	*67%*	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**416**	18	374	24	107	242	67	398	3	2	1	403	12
Weighted Base	**376**	15**	340	20**	86*	230	60*	357	6**	2**	***	364	12**
Effective Base	**220**	10	197	13	57	128	36	208	3	2	1	213	7
Under £11,500	**7**	-	6	1	2	3	2	7	-	-	-	7	-
	2%	-	*2%*	*5%*	*2%*	*1%*	*4%*	*2%*	-	-	-	*2%*	-
Over £11,500	**61**	3	58	-	14	40	7	61	-	-	-	61	-
	16%	*21%*	*17%*	-	*16%*	*17%*	*12%*	*17%*	-	-	-	*17%*	-
I don't know	**50**	3	45	1	12	33	5	48	2	-	-	50	-
	13%	*19%*	*13%*	*7%*	*14%*	*14%*	*8%*	*13%*	*29%*	-	-	*14%*	-
I prefer not to answer	**258**	9	231	18	58	154	46	241	4	2	*	247	12
	69%	*60%*	*68%*	*88%*	*68%*	*67%*	*77%*	*67%*	*71%*	*100%*	*100%*	*68%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**416**	113	113	105	85	27	34	52	41	42	30	37	35	33	22	29	34
Weighted Base	**376**	99*	104*	98*	75*	29**	40**	30**	37**	35**	32**	34**	27**	37**	15**	27**	32**
Effective Base	**220**	61	60	54	44	16	21	29	21	22	18	21	19	17	9	14	22
Under £11,500	**7**	6	*	1	-	-	2	4	*	*	-	-	1	-	-	-	-
	2%	*6%*	*	*1%*	-	-	*5%*	*12%*	*	*1%*	-	-	*3%*	-	-	-	-
Over £11,500	**61**	17	20	14	9	6	6	5	10	7	3	7	3	4	1	5	4
	16%	*17%*	*19%*	*14%*	*13%*	*20%*	*15%*	*18%*	*27%*	*21%*	*9%*	*19%*	*11%*	*12%*	*5%*	*18%*	*12%*
I don't know	**50**	14	15	10	10	3	6	5	4	7	4	2	5	3	3	1	6
	13%	*14%*	*15%*	*10%*	*14%*	*9%*	*15%*	*17%*	*11%*	*20%*	*12%*	*5%*	*20%*	*8%*	*21%*	*2%*	*20%*
I prefer not to answer	**258**	62	68	73	55	20	26	16	23	20	25	26	18	30	11	22	22
	69%	*63%*	*65%*	*75%*	*74%*	*70%*	*65%*	*53%*	*62%*	*57%*	*78%*	*76%*	*66%*	*80%*	*74%*	*80%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Under £11,500 per year	**637**	-	637	237	397	101	67	93	96	143	67	71	168	189	280	137	564	68	648
	12%	-	*12%*	*9%*	**15%c**	**15%g**	*10%*	*9%*	**13%g**	**15%fgj**	*10%*	**13%g**	*13%*	*11%*	*13%*	*12%*	*12%*	*14%*	*13%*
Over £11,500 per year	**4211**	-	4211	2163	2044	502	561	896	589	725	529	409	1063	1486	1662	938	3834	362	4181
	82%	-	*82%*	**86%d**	*78%*	*73%*	**86%eik**	**88%ehijk**	**82%e**	*79%*	**83%e**	*78%*	*79%*	**86%lno**	*80%*	*81%*	**83%q**	*75%*	*81%*
I don't know	**50**	-	50	22	25	31	1	3	4	4	3	3	31	7	11	7	38	11	60
	1%	-	*1%*	*1%*	*1%*	**4%fghijk**	*	*	*1%*	*	*1%*	*1%*	**2%mno**	*	*1%*	*1%*	*1%*	**2%p**	*1%*
I prefer not to answer	**258**	-	258	89	165	53	24	23	29	51	36	42	77	52	129	78	199	39	267
	5%	-	*5%*	*4%*	**6%c**	**8%fgh**	*4%*	*2%*	*4%*	**6%g**	**6%g**	**8%fgh**	**6%m**	*3%*	**6%m**	**7%m**	*4%*	**8%p**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Under £11,500 per year	**637**	32	116	99	390	148	489	203	422	630	-	-	-	-	-	637	-
	12%	*3%*	**7%a**	**9%a**	**31%abc**	*5%*	**21%e**	*7%*	**21%g**	**100%jklmn**	-	-	-	-	-	**100%p**	-
Over £11,500 per year	**4211**	952	1537	940	782	2489	1723	2739	1432	-	693	1381	1207	869	3281	-	4211
	82%	**92%bcd**	**88%d**	**85%d**	*62%*	**89%f**	*73%*	**89%h**	*71%*	-	**100%i**	**100%i**	**100%i**	**100%i**	**100%i**	-	**100%o**
I don't know	**50**	6	25	3	16	31	19	15	34	-	-	-	-	-	-	-	-
	1%	*1%*	**1%c**	*	**1%c**	*1%*	*1%*	*	**2%g**	-	-	-	-	-	-	-	-
I prefer not to answer	**258**	49	73	66	70	122	136	111	116	-	-	-	-	-	-	-	-
	5%	*5%*	*4%*	*6%*	*6%*	*4%*	*6%*	*4%*	**6%g**	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 360

QJ6/QJ7. Household Income - Combined

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Under £11,500 per year	**637**	547	90	18	536	47	39	16	20	81	51	63	49	58	60	80	74	9	38
	12%	**12%c**	*12%*	*7%*	*12%*	*11%*	**15%e**	*11%*	*10%*	**14%n**	*12%*	**17%hlnr**	*11%*	*12%*	*9%*	*11%*	**17%hlnr**	*13%*	*10%*
Over £11,500 per year	**4211**	3619	592	208	3536	356	198	121	181	457	352	280	370	393	568	591	343	55	302
	82%	*82%*	*81%*	*83%*	*82%*	*81%*	*79%*	*83%*	**87%kp**	*81%*	**83%k**	*75%*	*82%*	**83%k**	**84%k**	**84%k**	*78%*	*81%*	*81%*
I don't know	**50**	46	3	2	37	6	3	3	-	4	4	1	6	2	8	8	4	*	6
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%d**	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
I prefer not to answer	**258**	209	50	23	211	31	11	6	7	20	16	29	29	23	42	25	20	4	27
	5%	*5%*	*7%*	**9%a**	*5%*	*7%*	*4%*	*4%*	*3%*	*4%*	*4%*	**8%hio**	*6%*	*5%*	*6%*	*4%*	*5%*	*6%*	**7%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Under £11,500 per year	**637**	246	208	114	41	18	455	59	251	224	111	20	20	475	40
	12%	*13%*	*11%*	**16%bf**	*12%*	*15%*	*12%*	*13%*	*13%*	*11%*	*14%*	*8%*	**24%hijkmn**	*12%*	*12%*
Over £11,500 per year	**4211**	1610	1648	555	283	92	3257	375	1616	1640	649	216	61	3256	277
	82%	**83%c**	**83%ce**	*76%*	*83%*	*74%*	**83%c**	*81%*	**82%l**	**83%l**	*79%*	**85%l**	*71%*	**82%l**	*82%*
I don't know	**50**	9	20	12	7	2	29	9	16	24	5	4	-	40	4
	1%	*	*1%*	**2%a**	**2%af**	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
I prefer not to answer	**258**	80	99	45	10	12	180	22	86	91	54	14	4	177	18
	5%	*4%*	*5%*	*6%*	*3%*	**9%ad**	*5%*	*5%*	*4%*	*5%*	*7%*	*5%*	*5%*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Under £11,500 per year	**637**	52	569	16	281	312	44	612	9	7	5	628	5
	12%	*13%*	*12%*	*16%*	**18%e**	*9%*	**14%e**	*12%*	*14%*	*26%*	*47%*	*12%*	*16%*
Over £11,500 per year	**4211**	320	3827	64	1184	2812	215	4126	50	17	5	4193	13
	82%	**83%c**	**82%c**	*64%*	**77%f**	**85%df**	*69%*	*82%*	*77%*	*66%*	*52%*	*82%*	*44%*
I don't know	**50**	3	45	1	12	33	5	48	2	-	-	50	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
I prefer not to answer	**258**	9	231	18	58	154	46	241	4	2	*	247	12
	5%	*2%*	*5%*	**18%ab**	*4%*	*5%*	**15%de**	*5%*	*6%*	*8%*	*1%*	*5%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Under £11,500 per year	**637**	161	152	167	157	63	45	54	50	57	44	43	67	57	61	47	49
	12%	*13%*	*12%*	*13%*	*12%*	*15%*	*10%*	*13%*	*12%*	*14%*	*10%*	*10%*	*16%*	*13%*	*14%*	*10%*	*12%*
Over £11,500 per year	**4211**	1047	1057	1040	1067	335	358	353	353	331	373	362	325	353	355	391	322
	82%	*82%*	*82%*	*81%*	*83%*	*80%*	*82%*	*82%*	*82%*	*80%*	*84%*	*84%*	*78%*	*80%*	*82%*	*85%*	*81%*
I don't know	**50**	14	15	10	10	3	6	5	4	7	4	2	5	3	3	1	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*	*2%*
I prefer not to answer	**258**	62	68	73	55	20	26	16	23	20	25	26	18	30	11	22	22
	5%	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*4%*	*5%*	*5%*	*6%*	*6%*	*4%*	*7%n*	*3%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base		5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base		2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Strongly agree	(7)	801	-	801	463	338	124	122	174	84	100	103	94	246	258	298	197	721	75	819
		16%	-	16%	18%d	13%	18%hi	19%hi	17%hi	12%	11%	16%i	18%hi	18%n	15%	14%	17%	16%	16%	16%
Agree	(6)	1715	-	1715	828	886	173	192	312	233	314	254	238	365	545	805	492	1551	163	1760
		33%	-	33%	33%	34%	25%	29%	31%	32%e	34%e	40%efgh	45%efghi	27%	31%	39%lm	42%lm	33%	34%	34%
Slightly agree	(5)	1102	-	1102	522	580	141	155	215	144	210	131	107	296	359	447	238	997	96	1065
		21%	-	21%	21%	22%	21%	24%	21%	20%	23%	21%	20%	22%	21%	21%	20%	22%	20%	21%
Neither agree nor disagree	(4)	719	-	719	331	383	122	74	149	117	137	80	40	196	266	257	120	628	72	668
		14%	-	14%	13%	15%	18%fk	11%	15%k	16%k	15%k	13%k	8%	15%o	15%no	12%	10%	14%	15%	13%
Slightly disagree	(3)	466	-	466	196	269	62	69	95	78	94	35	33	131	173	161	68	430	34	469
		9%	-	9%	8%	10%c	9%	11%jk	9%j	11%jk	10%j	5%	6%	10%o	10%o	8%	6%	9%	7%	9%
Disagree	(2)	235	-	235	119	111	43	21	50	46	39	24	12	64	97	74	35	207	25	238
		5%	-	5%	5%	4%	6%k	3%	5%k	6%fk	4%	4%	2%	5%	6%no	4%	3%	4%	5%	5%
Strongly disagree	(1)	118	-	118	52	63	23	20	19	17	29	7	3	43	36	39	10	101	16	137
		2%	-	2%	2%	2%	3%k	3%k	2%	2%	3%k	1%	1%	3%o	2%	2%	1%	2%	3%	3%
NET Agree		3619	-	3619	1814	1804	437	469	701	461	624	489	438	906	1162	1550	927	3269	333	3644
		70%	-	70%	72%d	69%	64%	72%eh	69%	64%	68%	77%eghi	83%efghij	68%	67%	74%lm	80%lmn	71%	69%	71%
NET Disagree		818	-	818	367	443	128	110	164	142	162	66	47	237	306	275	113	737	75	844
		16%	-	16%	15%	17%	19%jk	17%jk	16%jk	20%jk	18%jk	10%	9%	18%no	18%no	13%o	10%	16%	16%	16%
Mean		5.10	-	5.10	5.19d	5.02	4.93	5.13h	5.09h	4.89	4.95	5.33eghi	5.52efghi	5.03	5.01	5.21lm	5.42lmn	5.10	5.07	5.10
Std Dev.		1.49	-	1.49	1.49	1.47	1.61	1.53	1.50	1.53	1.49	1.35	1.23	1.58	1.52	1.40	1.30	1.48	1.55	1.52
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Strongly agree	(7)	801	269	242	170	120	511	290	515	278	61	75	173	179	255	427	61	693
		16%	**26%bcd**	**14%d**	**15%d**	*10%*	**18%f**	*12%*	**17%h**	*14%*	*10%*	*11%*	*13%*	**15%i**	**29%ijkln**	*13%*	*10%*	**16%o**
Agree	(6)	1715	402	616	387	311	1018	697	995	698	148	214	461	452	339	1127	150	1481
		33%	**39%d**	**35%d**	**35%d**	*25%*	**36%f**	*29%*	*32%*	*35%*	*24%*	**31%i**	**33%i**	**37%ij**	**39%ijk**	**34%i**	*24%*	**35%o**
Slightly agree	(5)	1102	180	418	234	270	598	504	689	392	109	170	305	293	150	768	110	932
		21%	*17%*	**24%a**	*21%*	*21%*	*21%*	*21%*	*22%*	*20%*	*17%*	**24%lm**	**22%m**	**24%lm**	*17%*	**23%lm**	*17%*	**22%o**
Neither agree nor disagree	(4)	719	81	230	159	249	311	408	435	261	110	108	187	149	80	443	113	535
		14%	*8%*	**13%a**	**14%a**	**20%abc**	*11%*	**17%e**	*14%*	*13%*	**17%lmn**	**16%m**	**14%m**	*12%*	*9%*	**14%m**	**18%p**	*13%*
Slightly disagree	(3)	466	63	171	90	141	234	232	269	196	91	64	159	98	29	321	92	356
		9%	*6%*	**10%a**	*8%*	**11%a**	*8%*	*10%*	*9%*	*10%*	**14%jlmn**	**9%m**	**12%lm**	**8%m**	*3%*	**10%m**	**15%p**	*8%*
Disagree	(2)	235	27	53	51	104	80	155	117	112	66	42	68	29	6	138	66	148
		5%	*3%*	*3%*	*5%*	**8%abc**	*3%*	**7%e**	*4%*	**6%g**	**10%jklmn**	**6%lm**	**5%lm**	**2%m**	*1%*	**4%lm**	**10%p**	*4%*
Strongly disagree	(1)	118	15	23	17	63	38	80	48	68	45	21	29	7	8	57	45	65
		2%	*1%*	*1%*	*2%*	**5%abc**	*1%*	**3%e**	*2%*	**3%g**	**7%jklmn**	**3%lm**	**2%l**	*1%*	*1%*	**2%l**	**7%p**	*2%*
NET Agree		3619	852	1275	790	701	2127	1492	2199	1368	318	459	938	925	744	2322	321	3106
		70%	**82%bcd**	**73%d**	**71%d**	*56%*	**76%f**	*63%*	**72%h**	*68%*	*51%*	**66%l**	**68%l**	**77%ijkn**	**86%ijkln**	**71%l**	*50%*	**74%o**
NET Disagree		818	105	246	159	308	351	467	434	376	202	127	255	134	44	516	204	569
		16%	*10%*	**14%a**	**14%a**	**24%abc**	*13%*	**20%e**	*14%*	**19%g**	**32%jklmn**	**18%lm**	**18%lm**	**11%m**	*5%*	**16%lm**	**32%p**	*14%*
Mean		5.10	**5.57bcd**	**5.16d**	**5.15d**	4.57	**5.31f**	4.84	**5.17h**	5.00	4.36	**4.88i**	**4.99i**	**5.29ijkn**	**5.76ijkln**	**5.08ij**	4.36	**5.22o**
Std Dev.		1.49	1.37	1.37	1.44	1.62	1.39	1.57	1.43	1.57	1.75	1.51	1.49	1.28	1.20	1.43	1.74	1.41
Std Error		0.02	0.04	0.03	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 361

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Strongly agree	(7)	801	680	121	44	646	81	49	25	39	107	64	49	61	56	135	71	66	14	67
		16%	15%	16%	18%	15%	18%	19%d	17%	19%mo	19%mo	15%	13%	13%	12%	20%mo	10%	15%	21%mo	18%mo
Agree	(6)	1715	1413	303	106	1419	154	92	50	61	176	155	134	142	179	172	251	148	22	132
		33%	32%	41%a	42%a	33%	35%	37%	34%	30%	31%	37%n	36%n	31%	37%n	25%	36%n	34%n	33%	35%n
Slightly agree	(5)	1102	978	125	41	935	88	47	32	41	100	92	92	109	101	136	172	91	9	79
		21%	22%b	17%	16%	22%	20%	19%	22%	20%	18%	22%	25%q	24%	21%	20%	25%q	21%	14%	21%
Neither agree nor disagree	(4)	719	627	92	32	625	60	21	13	33	87	45	55	67	55	118	101	62	11	50
		14%	14%	12%	13%	14%fg	14%fg	8%	9%	16%	16%	11%	15%	15%	12%	17%j	14%	14%	16%	13%
Slightly disagree	(3)	466	416	49	12	400	36	20	10	24	48	32	23	45	54	57	71	46	7	28
		9%	9%c	7%	5%	9%	8%	8%	7%	12%k	9%	8%	6%	10%	11%	8%	10%	10%	11%	8%
Disagree	(2)	235	204	31	9	197	14	14	10	6	30	22	16	20	19	44	23	18	2	12
		5%	5%	4%	4%	5%	3%	6%	7%de	3%	5%	5%	4%	4%	4%	7%	3%	4%	3%	3%
Strongly disagree	(1)	118	103	15	7	97	8	8	5	4	14	14	3	9	12	15	14	11	3	5
		2%	2%	2%	3%	2%	2%	3%	4%	2%	3%	3%	1%	2%	3%	2%	2%	2%	4%k	1%
NET Agree		3619	3070	549	191	3001	323	187	108	141	383	311	275	312	336	443	495	304	45	278
		70%	69%	75%a	76%a	69%	73%	75%d	74%	68%	68%	73%	74%n	69%	70%	65%	70%	69%	67%	74%n
NET Disagree		818	723	95	28	694	57	42	25	34	93	68	42	74	85	117	108	74	12	45
		16%	16%	13%	11%	16%	13%	17%	17%	16%	16%	16%	11%	16%	18%k	17%	15%	17%	17%	12%
Mean		5.10	5.07	5.27a	5.33a	5.07	5.25d	5.21	5.12	5.12	5.10	5.12	5.19	5.03	5.04	5.02	5.04	5.07	5.13	5.28lmno
Std Dev.		1.49	1.50	1.45	1.45	1.49	1.43	1.60	1.61	1.48	1.57	1.54	1.33	1.45	1.48	1.59	1.38	1.49	1.62	1.40
Std Error		0.02	0.03	0.03	0.05	0.03	0.04	0.05	0.06	0.09	0.09	0.09	0.08	0.08	0.09	0.09	0.08	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Strongly agree	(7)	801	469	209	84	27	10	678	37	454	224	83	27	10	677	38
		16%	**24%bcdefg**	*11%*	*12%*	*8%*	*8%*	**17%bcdeg**	*8%*	**23%ijkmn**	*11%*	*10%*	*11%*	*12%*	**17%ijkn**	*11%*
Agree	(6)	1715	707	730	140	106	25	1437	131	670	720	209	85	19	1390	104
		33%	**36%ceg**	**37%ceg**	*19%*	**31%c**	*20%*	**37%ceg**	**28%c**	**34%j**	**36%jl**	*26%*	*34%*	*22%*	**35%j**	*31%*
Slightly agree	(5)	1102	324	506	158	76	33	831	109	346	506	179	40	24	852	64
		21%	*17%*	**26%af**	**22%a**	*22%*	**27%a**	**21%a**	**23%a**	*18%*	**26%hkmn**	*22%*	*16%*	**28%k**	**22%h**	*19%*
Neither agree nor disagree	(4)	719	176	230	232	49	17	406	66	177	242	225	50	9	420	58
		14%	*9%*	**12%a**	**32%abdefg**	**14%a**	*13%*	*10%*	**14%a**	*9%*	**12%h**	**27%hilmn**	**20%him**	*10%*	*11%*	**17%hm**
Slightly disagree	(3)	466	144	188	66	43	16	332	58	164	182	71	32	12	346	44
		9%	*7%*	*10%*	*9%*	**12%a**	*13%*	*8%*	**13%af**	*8%*	*9%*	*9%*	*12%*	*15%*	*9%*	**13%hm**
Disagree	(2)	235	87	80	28	28	10	166	38	112	70	33	13	4	182	18
		5%	*4%*	*4%*	*4%*	**8%abcf**	*8%*	*4%*	**8%abcf**	**6%l**	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*
Strongly disagree	(1)	118	39	32	17	14	13	71	27	47	35	19	7	7	82	14
		2%	*2%*	*2%*	*2%*	**4%bf**	**10%abcdf**	*2%*	**6%abcf**	*2%*	*2%*	*2%*	*3%*	**8%hijm**	*2%*	**4%l**
NET Agree		3619	1500	1446	382	208	68	2946	277	1469	1450	471	152	53	2919	205
		70%	**77%bcdeg**	**73%cdeg**	*53%*	*61%*	*55%*	**75%cdeg**	*59%*	**75%jkn**	**73%jkn**	*58%*	*60%*	*62%*	**74%jkn**	*61%*
NET Disagree		818	269	300	111	84	39	569	123	323	287	122	52	24	610	76
		16%	*14%*	*15%*	*15%*	**25%abcf**	**32%abcf**	*15%*	**26%abcf**	*16%*	*14%*	*15%*	*20%*	**28%hijm**	*15%*	**22%hijm**
Mean		5.10	**5.39bcdefg**	**5.09cdeg**	**4.71e**	4.67	4.30	**5.24bcdeg**	4.58	**5.28ijkln**	**5.11jkln**	4.80	4.84	4.60	**5.19jkln**	4.78
Std Dev.		1.49	1.51	1.38	1.41	1.59	1.77	1.45	1.65	1.58	1.38	1.40	1.54	1.73	1.49	1.59
Std Error		0.02	0.03	0.03	0.05	0.08	0.16	0.02	0.07	0.03	0.03	0.05	0.10	0.19	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Strongly agree	(7)	**801**	95	693	14	201	556	44	788	6	5	-	800	2
		16%	**25%b**	*15%*	*14%*	*13%*	**17%d**	*14%*	*16%*	*10%*	*21%*	-	*16%*	*6%*
Agree	(6)	**1715**	80	1604	32	386	1261	69	1677	30	3	*	1710	5
		33%	*21%*	**34%a**	*32%*	*25%*	**38%df**	*22%*	*33%*	*46%*	*12%*	*1%*	*33%*	*18%*
Slightly agree	(5)	**1102**	50	1031	21	321	718	64	1089	6	5	*	1101	1
		21%	*13%*	**22%a**	*21%*	*21%*	*22%*	*21%*	*22%*	*9%*	*21%*	*1%*	*22%*	*5%*
Neither agree nor disagree	(4)	**719**	60	639	20	215	420	85	675	13	8	5	696	18
		14%	*16%*	*14%*	*20%*	*14%*	*13%*	**27%de**	*13%*	*19%*	*30%*	*52%*	*14%*	*62%*
Slightly disagree	(3)	**466**	47	415	3	202	239	24	451	10	1	4	462	-
		9%	**12%c**	*9%*	*3%*	**13%ef**	*7%*	*8%*	*9%*	*15%*	*3%*	*34%*	*9%*	-
Disagree	(2)	**235**	32	198	5	133	87	15	230	*	3	-	233	2
		5%	**8%b**	*4%*	*5%*	**9%e**	*3%*	*5%*	*5%*	*	*10%*	-	*5%*	*5%*
Strongly disagree	(1)	**118**	20	93	5	78	30	10	115	-	1	1	116	1
		2%	**5%b**	*2%*	*5%*	**5%e**	*1%*	**3%e**	*2%*	-	*2%*	*12%*	*2%*	*5%*
NET Agree		**3619**	224	3328	67	908	2535	177	3554	42	14	*	3610	8
		70%	*58%*	**71%a**	*67%*	*59%*	**77%df**	*57%*	*71%*	*65%*	*55%*	*2%*	*71%*	*28%*
NET Disagree		**818**	99	706	13	413	356	49	797	10	4	5	811	3
		16%	**26%b**	*15%*	*13%*	**27%ef**	*11%*	**16%e**	*16%*	*15%*	*15%*	*46%*	*16%*	*10%*
Mean		**5.10**	4.84	**5.12a**	4.97	4.65	**5.33df**	4.80	5.10	5.16	4.79	3.34	5.10	4.33
Std Dev.		**1.49**	1.85	1.45	1.58	1.71	1.32	1.51	1.49	1.29	1.65	1.06	1.49	1.36
Std Error		**0.02**	0.09	0.02	0.16	0.04	0.02	0.08	0.02	0.17	0.29	0.37	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 361

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Strongly agree	(7)	801	141	207	202	251	56	42	42	64	65	78	61	73	68	101	72	79
		16%	*11%*	**16%a**	**16%a**	**19%a**	*13%*	*10%*	*10%*	*15%*	*16%*	**18%fg**	*14%*	**18%fg**	*15%*	**23%efghikmo**	*16%*	**20%fg**
Agree	(6)	1715	402	457	418	438	117	143	141	174	120	164	136	130	153	145	149	143
		33%	*31%*	*35%*	*32%*	*34%*	*28%*	*33%*	*33%*	**40%eikl**	*29%*	**37%e**	*31%*	*31%*	*34%*	*34%*	*32%*	*36%*
Slightly agree	(5)	1102	324	260	258	260	93	126	105	86	94	81	90	89	79	72	117	72
		21%	**25%bcd**	*20%*	*20%*	*20%*	*22%*	**29%hjkmnp**	**25%n**	*20%*	*23%*	*18%*	*21%*	*21%*	*18%*	*17%*	**25%np**	*18%*
Neither agree nor disagree	(4)	719	192	155	216	155	65	60	68	46	52	57	80	69	67	55	62	38
		14%	*15%*	*12%*	**17%bd**	*12%*	*15%*	*14%*	**16%p**	*11%*	*13%*	*13%*	**19%hp**	**17%p**	*15%*	*13%*	*13%*	*10%*
Slightly disagree	(3)	466	133	125	117	90	52	39	42	42	41	43	33	31	53	29	24	38
		9%	**10%d**	*10%*	*9%*	*7%*	**12%no**	*9%*	**10%o**	*10%*	**10%o**	*10%*	*8%*	*8%*	**12%o**	*7%*	*5%*	*10%*
Disagree	(2)	235	63	64	48	60	27	19	18	16	32	16	19	12	16	16	28	16
		5%	*5%*	*5%*	*4%*	*5%*	*6%*	*4%*	*4%*	*4%*	**8%ln**	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*4%*
Strongly disagree	(1)	118	29	24	30	35	11	7	11	4	12	8	13	10	8	13	10	13
		2%	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
NET Agree		3619	867	925	878	949	267	311	289	323	278	323	287	291	300	318	338	294
		70%	*68%*	*72%*	*68%*	**74%ac**	*63%*	*71%*	*68%*	**75%eik**	*67%*	**72%e**	*66%*	*70%*	*68%*	**74%e**	**73%e**	**74%e**
NET Disagree		818	225	212	196	185	89	64	71	61	85	66	65	54	77	57	61	67
		16%	*18%*	*16%*	*15%*	*14%*	**21%hlno**	*15%*	*17%*	*14%*	**20%lno**	*15%*	*15%*	*13%*	*17%*	*13%*	*13%*	*17%*
Mean		5.10	4.94	**5.14a**	5.08	**5.22a**	4.85	5.02	4.95	**5.26egi**	4.93	**5.22egi**	5.01	**5.16e**	5.08	**5.31efgik**	**5.13e**	**5.22egi**
Std Dev.		1.49	1.45	1.49	1.48	1.53	1.56	1.36	1.44	1.37	1.61	1.46	1.50	1.46	1.48	1.55	1.47	1.57
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Strongly agree (7)	773	-	773	439	334	133	134	179	86	95	79	67	267	265	241	146	683	85	733
	15%	-	15%	17%d	13%	19%hijk	21%hijk	18%hij	12%	10%	12%	13%	20%mno	15%n	12%	13%	15%	18%	14%
Agree (6)	1462	-	1462	748	713	193	175	281	189	225	213	187	368	469	626	401	1308	149	1504
	28%	-	28%	30%	27%	28%	27%	28%	26%	24%	34%hi	36%efghi	27%	27%	30%	35%lm	28%	31%	29%
Slightly agree (5)	1081	-	1081	504	577	146	146	190	153	209	148	88	293	343	446	237	979	94	1074
	21%	-	21%	20%	22%	21%	22%	19%	21%	23%k	23%k	17%	22%	20%	21%	20%	21%	19%	21%
Neither agree nor disagree (4)	951	-	951	428	518	110	108	190	134	198	105	106	218	324	409	211	862	74	905
	18%	-	18%	17%	20%	16%	17%	19%	19%	21%e	17%	20%	16%	19%	20%	18%	19%	15%	18%
Slightly disagree (3)	489	-	489	220	269	51	54	98	79	109	50	49	105	177	207	99	443	42	518
	9%	-	9%	9%	10%	7%	8%	10%	11%	12%e	8%	9%	8%	10%	10%	9%	10%	9%	10%
Disagree (2)	273	-	273	115	153	35	17	57	58	51	31	24	52	114	106	55	247	25	283
	5%	-	5%	5%	6%	5%	3%	6%f	8%f	6%f	5%	5%	4%	7%l	5%	5%	5%	5%	5%
Strongly disagree (1)	126	-	126	58	66	19	18	21	20	36	9	3	37	41	48	12	114	12	139
	2%	-	2%	2%	3%	3%k	3%k	2%	3%k	4%jk	1%	1%	3%o	2%	2%	1%	2%	2%	3%
NET Agree	3316	-	3316	1691	1624	472	455	649	428	529	440	342	927	1077	1312	783	2969	328	3311
	64%	-	64%	67%d	62%	69%hi	70%hi	64%l	60%	57%	69%hi	65%l	69%mn	62%	63%	68%m	64%	68%	64%
NET Disagree	889	-	889	393	488	105	90	175	157	195	89	77	194	332	362	166	803	78	940
	17%	-	17%	16%	19%c	15%	14%	17%	22%efjk	21%efjk	14%	15%	15%	19%lo	17%	14%	17%	16%	18%
Mean	4.95	-	4.95	5.07d	4.85	5.10hi	5.16hi	5.00hi	4.74	4.68	5.06hi	5.06hi	5.13mn	4.89	4.89	5.06mn	4.94	5.08	4.93
Std Dev.	1.52	-	1.52	1.51	1.51	1.55	1.50	1.54	1.57	1.54	1.40	1.40	1.53	1.56	1.47	1.40	1.52	1.54	1.54
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Strongly agree	(7)	773	266	224	153	130	490	283	536	229	79	61	166	157	252	385	79	646
		15%	**26%bcd**	*13%*	**14%d**	*10%*	**18%f**	*12%*	**17%h**	*11%*	*13%*	*9%*	*12%*	**13%j**	**29%ijkln**	*12%*	*12%*	*15%*
Agree	(6)	1462	360	497	365	241	857	606	882	559	101	185	369	397	315	950	102	1283
		28%	**35%bd**	**28%d**	**33%d**	*19%*	**31%f**	*26%*	*29%*	*28%*	*16%*	**27%i**	**27%i**	**33%ijk**	**36%ijkn**	**29%i**	*16%*	**30%o**
Slightly agree	(5)	1081	194	423	233	231	617	464	662	407	110	160	304	278	160	743	111	913
		21%	*19%*	**24%ad**	*21%*	*18%*	*22%*	*20%*	*22%*	*20%*	*17%*	*23%*	*22%*	**23%i**	*18%*	**23%i**	*17%*	*22%*
Neither agree nor disagree	(4)	951	118	332	184	317	450	501	543	387	143	133	295	216	91	645	146	748
		18%	*11%*	**19%a**	**17%a**	**25%abc**	*16%*	**21%e**	*18%*	*19%*	**23%m**	**19%m**	**21%m**	**18%m**	*10%*	**20%m**	**23%p**	*18%*
Slightly disagree	(3)	489	62	183	93	151	245	244	249	225	90	81	145	103	31	329	91	365
		9%	*6%*	**10%a**	*8%*	**12%ac**	*9%*	*10%*	*8%*	**11%g**	**14%lmn**	**12%m**	**10%m**	**9%m**	*4%*	**10%m**	**14%p**	*9%*
Disagree	(2)	273	21	67	61	124	88	185	144	124	60	49	78	39	14	166	60	184
		5%	*2%*	*4%*	**6%a**	**10%abc**	*3%*	**8%e**	*5%*	*6%*	**9%klmn**	**7%lm**	**6%lm**	*3%*	*2%*	**5%m**	**9%p**	*4%*
Strongly disagree	(1)	126	18	24	20	64	42	84	52	74	47	24	23	17	7	64	48	72
		2%	*2%*	*1%*	*2%*	**5%abc**	*2%*	**4%e**	*2%*	**4%g**	**8%jklmn**	**3%lm**	*2%*	*1%*	*1%*	*2%*	**7%p**	*2%*
NET Agree		3316	819	1145	751	602	1964	1353	2079	1195	290	406	839	832	727	2078	292	2842
		64%	**79%bcd**	**65%d**	**68%d**	*48%*	**70%f**	*57%*	**68%h**	*60%*	*46%*	**59%i**	**61%i**	**69%ijkn**	**84%ijkln**	**63%i**	*46%*	**67%o**
NET Disagree		889	101	274	174	339	376	513	445	423	197	154	246	159	52	559	198	621
		17%	*10%*	**16%a**	**16%a**	**27%abc**	*13%*	**22%e**	*15%*	**21%g**	**31%jklmn**	**22%lmn**	**18%lm**	**13%m**	*6%*	**17%lm**	**31%p**	*15%*
Mean		4.95	**5.49bcd**	**4.97d**	**5.04d**	4.41	**5.17f**	4.70	**5.09h**	4.76	4.31	**4.67i**	**4.85i**	**5.09ijkn**	**5.69ijkln**	**4.90ij**	4.31	**5.06o**
Std Dev.		1.52	1.39	1.40	1.47	1.64	1.42	1.59	1.47	1.57	1.75	1.53	1.46	1.37	1.25	1.45	1.74	1.45
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5156	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		5156	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		2832	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Strongly agree	(7)	773	665	108	41	648	69	35	21	34	116	61	59	57	57	133	86	44	11	58
		15%	15%	15%	16%	15%	16%	14%	14%	17%p	21%lmop	14%	16%	13%	12%	20%lmop	12%	10%	16%	16%p
Agree	(6)	1462	1242	220	81	1185	138	86	53	55	131	118	104	135	134	176	201	131	21	117
		28%	28%	30%	32%	27%	31%	34%d	36%d	26%	23%	28%	28%	30%	28%	26%	29%	30%	31%	31%l
Slightly agree	(5)	1081	914	167	53	910	93	51	27	30	104	98	86	92	110	126	174	90	13	80
		21%	21%	23%	21%	21%	21%	20%	18%	14%	18%	23%h	23%h	20%	23%h	19%	25%h	20%	19%	22%h
Neither agree nor disagree	(4)	951	843	108	27	832	70	30	20	51	120	69	62	89	90	133	128	89	12	58
		18%	19%bc	15%	11%	19%fg	16%	12%	13%	25%jkr	21%	16%	17%	20%	19%	20%	18%	20%	18%	15%
Slightly disagree	(3)	489	422	67	27	410	45	22	13	23	54	33	34	48	44	60	64	49	5	41
		9%	10%	9%	11%	9%	10%	9%	9%	11%	10%	8%	9%	11%	9%	9%	9%	11%	7%	11%
Disagree	(2)	273	232	41	11	232	16	17	8	10	27	30	19	24	28	38	27	29	4	12
		5%	5%	6%	5%	5%	4%	7%e	5%	5%	5%	7%r	5%	5%	6%	6%	4%	7%	6%	3%
Strongly disagree	(1)	126	101	25	10	102	8	11	5	5	11	14	8	8	13	11	23	8	2	7
		2%	2%	3%	4%	2%	2%	4%de	4%	2%	2%	3%	2%	2%	3%	2%	3%	2%	2%	2%
NET Agree		3316	2822	495	175	2743	301	172	100	119	351	277	249	284	301	435	461	265	45	256
		64%	64%	67%	70%	64%	68%	69%	69%	57%	62%	65%	67%h	63%	63%	64%	65%	60%	66%	69%hp
NET Disagree		889	756	133	49	744	70	49	26	38	92	77	61	80	85	110	114	87	11	59
		17%	17%	18%	20%	17%	16%	20%	18%	18%	16%	18%	16%	18%	18%	16%	16%	20%	16%	16%
Mean		4.95	4.95	4.96	5.02	4.94	5.08	4.96	5.03	4.89	5.02	4.90	5.01	4.91	4.86	5.04	4.92	4.80	5.02	5.09p
Std Dev.		1.52	1.51	1.56	1.61	1.52	1.46	1.63	1.58	1.56	1.55	1.58	1.50	1.47	1.51	1.54	1.48	1.49	1.56	1.45
Std Error		0.02	0.03	0.04	0.06	0.03	0.04	0.06	0.06	0.10	0.09	0.09	0.09	0.08	0.09	0.09	0.08	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Strongly agree	(7)	773	429	234	72	23	11	663	34	445	213	70	22	18	658	40
		15%	**22%bcdefg**	**12%dg**	*10%*	*7%*	*9%*	**17%bcdg**	*7%*	**23%ijkmn**	*11%*	*9%*	*9%*	**21%ijk**	**17%ijk**	*12%*
Agree	(6)	1462	559	622	149	105	18	1181	123	560	612	190	78	12	1172	90
		28%	**29%ce**	**32%ce**	*21%*	**31%ce**	*15%*	**30%ce**	**26%e**	**28%jl**	**31%jl**	*23%*	**31%l**	*15%*	**30%jl**	*27%*
Slightly agree	(5)	1081	384	434	151	76	33	818	108	358	488	158	54	15	846	70
		21%	*20%*	*22%*	*21%*	*22%*	*27%*	*21%*	*23%*	*18%*	**25%hjm**	*19%*	*21%*	*18%*	**21%h**	*20%*
Neither agree nor disagree	(4)	951	264	351	228	63	24	616	88	247	342	273	49	19	589	68
		18%	*14%*	**18%a**	**31%abdefg**	*19%*	*19%*	*16%*	**19%a**	*13%*	**17%h**	**33%hikmn**	**19%h**	*22%*	*15%*	**20%h**
Slightly disagree	(3)	489	176	190	70	35	13	366	48	191	188	64	34	9	379	43
		9%	*9%*	*10%*	*10%*	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	*8%*	**13%j**	*11%*	*10%*	**13%j**
Disagree	(2)	273	88	103	37	27	15	192	42	122	92	40	8	7	214	16
		5%	*5%*	*5%*	*5%*	**8%a**	**12%abcf**	*5%*	**9%abcf**	*6%*	*5%*	*5%*	*3%*	*8%*	*5%*	*5%*
Strongly disagree	(1)	126	45	40	17	13	9	85	22	47	43	22	8	5	90	13
		2%	*2%*	*2%*	*2%*	*4%*	**7%abcf**	*2%*	**5%abf**	*2%*	*2%*	*3%*	*3%*	*6%*	*2%*	*4%*
NET Agree		3316	1371	1291	372	203	63	2662	266	1364	1313	418	154	46	2677	200
		64%	**70%bcdeg**	**65%ceg**	*51%*	*59%*	*50%*	**68%cdeg**	*57%*	**69%jkln**	**66%jn**	*51%*	**61%j**	*53%*	**68%jln**	*59%*
NET Disagree		889	310	333	125	75	37	643	112	359	324	126	50	21	683	72
		17%	*16%*	*17%*	*17%*	**22%af**	**30%abcf**	*16%*	**24%abcf**	*18%*	*16%*	*15%*	*20%*	*25%*	*17%*	*21%*
Mean		4.95	**5.18bcdefg**	**4.94cdeg**	**4.65e**	4.66	4.26	**5.06bcdeg**	4.55	**5.14ijkln**	**4.93j**	4.66	4.79	4.66	**5.04jn**	4.76
Std Dev.		1.52	1.55	1.46	1.42	1.54	1.70	1.51	1.60	1.62	1.44	1.41	1.47	1.79	1.53	1.55
Std Error		0.02	0.04	0.03	0.05	0.08	0.15	0.02	0.07	0.04	0.03	0.05	0.09	0.19	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Strongly agree	(7)	**773**	87	667	20	209	513	51	752	16	2	-	771	2
		15%	**23%b**	*14%*	*20%*	*14%*	*16%*	*16%*	*15%*	*25%*	*10%*	-	*15%*	*6%*
Agree	(6)	**1462**	68	1369	25	303	1089	70	1440	13	5	*	1458	4
		28%	*18%*	**29%a**	*25%*	*20%*	**33%df**	*22%*	*29%*	*20%*	*20%*	*1%*	*28%*	*14%*
Slightly agree	(5)	**1081**	58	1007	16	276	747	58	1060	18	2	-	1079	2
		21%	*15%*	**22%a**	*16%*	*18%*	**23%d**	*19%*	*21%*	*28%*	*7%*	-	*21%*	*6%*
Neither agree nor disagree	(4)	**951**	60	870	22	286	594	70	915	10	5	7	931	14
		18%	*16%*	*19%*	*22%*	*19%*	*18%*	*23%*	*18%*	*16%*	*20%*	*67%*	*18%*	*47%*
Slightly disagree	(3)	**489**	53	429	8	226	225	39	470	6	8	1	483	5
		9%	**14%b**	*9%*	*8%*	**15%e**	*7%*	**13%e**	*9%*	*9%*	*31%*	*11%*	*9%*	*17%*
Disagree	(2)	**273**	36	235	1	154	105	14	266	1	3	1	269	3
		5%	**9%bc**	*5%*	*1%*	**10%ef**	*3%*	*5%*	*5%*	*1%*	*12%*	*9%*	*5%*	*10%*
Strongly disagree	(1)	**126**	21	96	8	81	37	8	124	-	*	1	124	*
		2%	**5%b**	*2%*	**8%b**	**5%e**	*1%*	*3%*	*2%*	-	*	*12%*	*2%*	*1%*
NET Agree		**3316**	213	3042	61	788	2349	179	3252	48	9	*	3309	8
		64%	*55%*	**65%a**	*61%*	*51%*	**71%df**	*58%*	*65%*	*73%*	*36%*	*1%*	*65%*	*26%*
NET Disagree		**889**	111	760	17	461	367	61	859	7	11	3	877	8
		17%	**29%b**	*16%*	*17%*	**30%ef**	*11%*	**20%e**	*17%*	*11%*	*43%*	*32%*	*17%*	*28%*
Mean		**4.95**	4.69	**4.98a**	4.90	4.48	**5.18df**	**4.83d**	4.96	5.32	4.20	3.37	4.96	4.12
Std Dev.		**1.52**	1.85	1.48	1.75	1.73	1.35	1.55	1.52	1.34	1.62	1.15	1.52	1.36
Std Error		**0.02**	0.09	0.02	0.17	0.04	0.02	0.09	0.02	0.18	0.29	0.41	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 362

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Strongly agree	(7)	773	133	197	199	245	52	43	37	64	63	70	62	64	72	95	71	79
		15%	*10%*	**15%a**	**15%a**	**19%a**	*12%*	*10%*	*9%*	**15%g**	**15%g**	**16%g**	*14%*	**15%g**	**16%fg**	**22%efghik**	**15%g**	**20%efg**
Agree	(6)	1462	354	384	347	378	95	121	138	130	114	140	112	103	132	123	126	129
		28%	*28%*	*30%*	*27%*	*29%*	*22%*	*28%*	**32%e**	*30%*	*27%*	**31%e**	*26%*	*25%*	*30%*	*28%*	*27%*	**32%e**
Slightly agree	(5)	1081	298	244	280	259	88	106	104	87	78	78	90	98	92	72	107	80
		21%	**23%b**	*19%*	*22%*	*20%*	*21%*	**24%n**	**24%n**	*20%*	*19%*	*18%*	*21%*	*24%*	*21%*	*17%*	*23%*	*20%*
Neither agree nor disagree	(4)	951	270	235	239	207	104	84	83	81	77	77	86	81	73	73	84	50
		18%	**21%d**	*18%*	*19%*	*16%*	**25%mnp**	**19%p**	**19%p**	*19%*	*18%*	*17%*	**20%p**	**19%p**	*16%*	*17%*	*18%*	*13%*
Slightly disagree	(3)	489	131	136	127	95	48	45	38	45	43	48	41	41	45	31	38	25
		9%	*10%*	**11%d**	*10%*	*7%*	*11%*	*10%*	*9%*	*10%*	*10%*	*11%*	*9%*	*10%*	*10%*	*7%*	*8%*	*6%*
Disagree	(2)	273	71	72	65	65	23	30	18	19	28	26	28	18	19	21	20	24
		5%	*6%*	*6%*	*5%*	*5%*	*5%*	*7%*	*4%*	*4%*	*7%*	*6%*	*6%*	*4%*	*4%*	*5%*	*4%*	*6%*
Strongly disagree	(1)	126	27	24	34	41	12	5	10	4	13	7	15	10	10	15	14	12
		2%	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
NET Agree		3316	784	825	825	882	235	270	279	281	255	289	264	265	296	290	304	288
		64%	*61%*	*64%*	*64%*	**68%a**	*56%*	*62%*	**65%e**	**65%e**	*61%*	*65%*	*61%*	*64%*	**67%e**	**67%e**	**66%e**	**72%efik**
NET Disagree		889	229	232	226	201	82	81	66	68	84	81	83	69	74	68	72	61
		17%	*18%*	*18%*	*18%*	*16%*	*20%*	*19%*	*15%*	*16%*	*20%*	*18%*	*19%*	*17%*	*17%*	*16%*	*16%*	*15%*
Mean		4.95	4.82	4.97	4.94	**5.09a**	4.73	4.82	4.90	**5.04e**	4.86	**5.01e**	4.83	4.94	**5.04e**	**5.12ef**	4.98	**5.17efik**
Std Dev.		1.52	1.45	1.52	1.53	1.57	1.51	1.44	1.40	1.43	1.60	1.52	1.58	1.49	1.50	1.62	1.51	1.58
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.08	0.07	0.08	0.07	0.07	0.08	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Strongly agree (7)	976	-	976	476	499	168	119	203	146	155	103	82	288	349	340	186	898	75	905
	19%	-	*19%*	*19%*	*19%*	**25%fijk**	*18%*	*20%*	*20%*	*17%*	*16%*	*16%*	**21%no**	**20%no**	*16%*	*16%*	*19%*	*16%*	*18%*
Agree (6)	1485	-	1485	676	808	190	200	291	179	231	206	188	390	470	624	394	1306	168	1533
	29%	-	*29%*	*27%*	**31%c**	*28%*	*31%*	*29%*	*25%*	*25%*	**32%hi**	**36%eghi**	*29%*	*27%*	*30%*	**34%m**	*28%*	**35%p**	*30%*
Slightly agree (5)	1119	-	1119	499	613	141	177	240	148	196	136	81	318	388	412	217	1011	99	1116
	22%	-	*22%*	*20%*	**23%c**	*21%*	**27%ehik**	**24%k**	*21%*	**21%k**	*21%*	*15%*	**24%no**	*22%*	*20%*	*19%*	*22%*	*21%*	*22%*
Neither agree nor disagree (4)	1307	-	1307	708	595	124	133	231	200	290	174	156	256	431	620	330	1185	105	1308
	25%	-	*25%*	**28%d**	*23%*	*18%*	*20%*	*23%*	**28%ef**	**31%efg**	**27%ef**	**30%efg**	*19%*	**25%l**	**30%lm**	**28%l**	*26%*	*22%*	*25%*
Slightly disagree (3)	141	-	141	86	56	35	16	26	26	24	5	9	51	52	39	14	124	17	148
	3%	-	*3%*	**3%d**	*2%*	**5%gjk**	*2%*	*3%*	**4%j**	*3%*	*1%*	*2%*	**4%no**	**3%o**	*2%*	*1%*	*3%*	*3%*	*3%*
Disagree (2)	77	-	77	40	37	17	5	15	8	22	6	3	23	22	32	10	66	11	90
	1%	-	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*
Strongly disagree (1)	51	-	51	28	23	11	3	9	13	5	5	5	14	22	15	10	45	6	56
	1%	-	*1%*	*1%*	*1%*	*2%*	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree	3580	-	3580	1651	1919	500	496	734	473	581	445	351	996	1207	1377	796	3215	342	3554
	69%	-	*69%*	*66%*	**73%c**	**73%hi**	**76%hik**	**72%hl**	*66%*	*63%*	**70%i**	*67%*	**74%mno**	*70%*	*66%*	*69%*	*69%*	*71%*	*69%*
NET Disagree	269	-	269	153	116	63	24	49	47	52	16	17	88	96	85	34	234	34	294
	5%	-	*5%*	**6%d**	*4%*	**9%fgjk**	*4%*	*5%*	**6%j**	**6%j**	*3%*	*3%*	**7%no**	**6%o**	*4%*	*3%*	*5%*	*7%*	*6%*
Mean	5.27	-	5.27	5.21	**5.34c**	**5.34i**	**5.38i**	**5.33i**	5.20	5.12	5.30	5.28	**5.36n**	5.28	5.22	5.29	5.28	5.25	5.24
Std Dev.	1.27	-	1.27	1.31	1.24	1.42	1.16	1.26	1.35	1.28	1.19	1.22	1.30	1.30	1.24	1.20	1.27	1.30	1.28
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Strongly agree	(7)	976	260	327	191	198	588	389	607	362	111	112	249	224	222	585	111	820
		19%	25%bcd	19%	17%	16%	21%f	16%	20%	18%	18%	16%	18%	19%	26%ijkln	18%	17%	19%
Agree	(6)	1485	318	492	361	313	810	675	883	585	149	189	393	359	287	941	151	1246
		29%	31%d	28%	33%d	25%	29%	29%	29%	29%	24%	27%	28%	30%i	33%i	29%i	24%	30%o
Slightly agree	(5)	1119	208	410	213	287	618	500	686	405	141	158	304	267	159	730	141	906
		22%	20%	23%	19%	23%	22%	21%	22%	20%	22%	23%	22%	22%	18%	22%	22%	22%
Neither agree nor disagree	(4)	1307	196	441	277	393	637	670	713	568	193	189	377	287	153	853	198	1019
		25%	19%	25%a	25%a	31%abc	23%	28%e	23%	28%g	31%lm	27%m	27%m	24%m	18%	26%m	31%p	24%
Slightly disagree	(3)	141	33	41	36	31	74	67	96	41	15	20	31	35	32	86	15	119
		3%	3%	2%	3%	2%	3%	3%	3%	2%	2%	3%	2%	3%	4%	3%	2%	3%
Disagree	(2)	77	13	20	21	23	33	44	53	22	16	14	13	25	7	52	16	59
		1%	1%	1%	2%	2%	1%	2%	2%	1%	3%km	2%	1%	2%	1%	2%	3%	1%
Strongly disagree	(1)	51	9	20	8	13	29	21	29	21	5	11	13	10	8	34	5	43
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
NET Agree		3580	787	1229	766	798	2016	1564	2177	1352	401	459	946	851	668	2256	403	2972
		69%	76%bcd	70%d	69%d	63%	72%f	66%	71%h	67%	64%	66%	69%	70%i	77%ijkln	69%	63%	71%o
NET Disagree		269	55	82	65	67	137	132	178	85	36	45	58	69	48	172	36	221
		5%	5%	5%	6%	5%	5%	6%	6%	4%	6%	7%	4%	6%	6%	5%	6%	5%
Mean		5.27	5.48bcd	5.28d	5.27d	5.11	5.35f	5.18	5.30	5.25	5.13	5.14	5.26	5.28	5.53ijkln	5.24	5.12	5.30o
Std Dev.		1.27	1.28	1.26	1.27	1.27	1.27	1.27	1.29	1.26	1.30	1.31	1.24	1.28	1.28	1.27	1.30	1.28
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.03	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Strongly agree	(7)	**976**	858	119	48	818	91	41	27	36	117	80	75	78	77	162	126	67	13	78
		19%	*19%*	*16%*	*19%*	*19%*	*21%*	*16%*	*18%*	*17%*	*21%*	*19%*	*20%*	*17%*	*16%*	**24%mp**	*18%*	*15%*	*19%*	*21%*
Agree	(6)	**1485**	1248	237	74	1242	111	80	52	60	159	121	112	144	140	177	201	130	20	90
		29%	*28%*	*32%*	*30%*	*29%*	*25%*	**32%e**	**36%de**	*29%*	*28%*	*28%*	*30%*	**32%r**	*29%*	*26%*	*29%*	*29%*	*30%*	*24%*
Slightly agree	(5)	**1119**	978	141	52	941	92	57	30	53	103	89	70	109	95	163	150	109	9	82
		22%	*22%*	*19%*	*21%*	*22%*	*21%*	*23%*	*20%*	**25%q**	*18%*	*21%*	*19%*	*24%*	*20%*	*24%*	*21%*	**25%q**	*14%*	*22%*
Neither agree nor disagree	(4)	**1307**	1110	198	62	1092	130	58	27	44	147	118	108	97	138	126	195	120	19	111
		25%	*25%*	*27%*	*25%*	**25%g**	**30%fg**	*23%*	*19%*	*21%*	**26%n**	**28%n**	**29%hn**	*21%*	**29%n**	*19%*	**28%n**	**27%n**	*28%*	**30%hin**
Slightly disagree	(3)	**141**	120	21	8	120	9	8	4	7	19	7	4	14	19	25	15	11	3	6
		3%	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*3%*	**4%k**	*4%*	*2%*	*3%*	*4%*	*2%*
Disagree	(2)	**77**	65	12	2	65	2	6	4	5	14	6	-	6	4	16	9	4	1	1
		1%	*1%*	*2%*	*1%*	*2%*	*	**2%e**	**3%de**	**2%kr**	**3%kr**	*2%*	-	*1%*	*1%*	**2%k**	*1%*	*1%*	*1%*	*
Strongly disagree	(1)	**51**	43	8	4	41	7	1	2	4	5	3	4	3	5	8	8	-	3	4
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	**2%p**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	**4%jklmnopr**	*1%*
NET Agree		**3580**	3083	496	175	3001	293	177	108	148	378	289	257	332	312	503	477	306	43	250
		69%	*70%*	*67%*	*70%*	*69%*	*66%*	*71%*	**74%e**	*71%*	*67%*	*68%*	*69%*	*73%*	*65%*	**74%m**	*68%*	*69%*	*63%*	*67%*
NET Disagree		**269**	227	42	14	226	18	15	10	16	38	17	8	24	27	49	32	15	6	11
		5%	*5%*	*6%*	*6%*	*5%*	*4%*	*6%*	**7%e**	**8%kpr**	**7%kr**	*4%*	*2%*	*5%*	**6%k**	**7%kr**	*5%*	*4%*	**9%kpr**	*3%*
Mean		**5.27**	5.28	5.22	5.28	5.28	5.25	5.26	5.34	5.20	5.26	5.27	5.35	5.32	5.19	5.36	5.24	5.25	5.13	5.27
Std Dev.		**1.27**	1.27	1.28	1.30	1.27	1.30	1.24	1.32	1.36	1.35	1.25	1.22	1.22	1.26	1.35	1.26	1.14	1.52	1.25
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.07	0.08	0.07	0.08	0.08	0.07	0.07	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Strongly agree	(7)	976	523	276	107	45	23	799	68	541	278	102	32	19	819	51
		19%	**27%bcdfg**	*14%*	*15%*	*13%*	*18%*	**20%bcdg**	*15%*	**27%ijkmn**	*14%*	*13%*	*13%*	*22%*	**21%ijk**	*15%*
Agree	(6)	1485	556	642	152	97	33	1198	130	601	611	175	74	15	1212	89
		29%	**29%c**	**32%c**	*21%*	**28%c**	*27%*	**31%c**	**28%c**	**31%j**	**31%jl**	*21%*	*29%*	*18%*	**31%jl**	*26%*
Slightly agree	(5)	1119	364	494	136	86	26	857	113	336	517	185	53	21	853	73
		22%	*19%*	**25%acf**	*19%*	**25%a**	*21%*	**22%a**	**24%a**	*17%*	**26%hm**	**23%h**	*21%*	*24%*	**22%h**	*22%*
Neither agree nor disagree	(4)	1307	415	471	296	77	27	886	105	399	471	318	70	26	870	95
		25%	*21%*	*24%*	**41%abdefg**	*23%*	*22%*	*23%*	*22%*	*20%*	**24%h**	**39%hikmn**	**27%h**	*30%*	*22%*	**28%h**
Slightly disagree	(3)	141	37	55	18	24	5	93	29	45	59	16	16	3	104	20
		3%	*2%*	*3%*	*2%*	**7%abcf**	*4%*	*2%*	**6%abcf**	*2%*	*3%*	*2%*	**6%hijm**	*4%*	*3%*	**6%hijm**
Disagree	(2)	77	28	26	7	8	6	54	15	30	31	9	4	*	61	5
		1%	*1%*	*1%*	*1%*	*2%*	**5%abcf**	*1%*	**3%bcf**	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*
Strongly disagree	(1)	51	22	12	9	4	3	34	7	18	12	13	5	2	30	7
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	**2%l**
NET Agree		3580	1443	1411	396	228	82	2854	310	1478	1406	462	158	55	2884	213
		69%	**74%cdg**	**71%c**	*55%*	**67%c**	*66%*	**73%cg**	**67%c**	**75%ijkn**	**71%jkn**	*57%*	*62%*	*64%*	**73%jkn**	*63%*
NET Disagree		269	87	94	33	36	14	181	51	93	102	38	26	5	195	31
		5%	*4%*	*5%*	*5%*	**11%abcf**	**12%abcf**	*5%*	**11%abcf**	*5%*	*5%*	*5%*	**10%hijm**	*6%*	*5%*	**9%hijm**
Mean		5.27	**5.48bcdefg**	**5.25cdg**	4.97	5.06	5.08	**5.36bcdg**	5.07	**5.52ijkmn**	**5.22jk**	4.94	5.01	5.16	**5.37ijkn**	5.04
Std Dev.		1.27	1.31	1.18	1.26	1.32	1.49	1.25	1.36	1.31	1.19	1.24	1.35	1.37	1.26	1.35
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.05	0.09	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Strongly agree	(7)	**976**	112	839	25	390	529	57	953	13	6	1	972	3
		19%	***29%b***	*18%*	*25%*	***25%ef***	*16%*	*18%*	*19%*	*20%*	*25%*	*13%*	*19%*	*10%*
Agree	(6)	**1485**	90	1374	21	385	1008	91	1451	22	7	1	1480	4
		29%	*23%*	*29%*	*21%*	*25%*	***30%d***	*29%*	*29%*	*34%*	*27%*	*11%*	*29%*	*13%*
Slightly agree	(5)	**1119**	70	1029	20	320	739	60	1095	12	5	*	1111	7
		22%	*18%*	*22%*	*20%*	*21%*	*22%*	*19%*	*22%*	*19%*	*18%*	*1%*	*22%*	*25%*
Neither agree nor disagree	(4)	**1307**	86	1192	29	354	863	90	1267	13	8	8	1288	12
		25%	*22%*	*26%*	*29%*	*23%*	*26%*	*29%*	*25%*	*21%*	*30%*	*76%*	*25%*	*40%*
Slightly disagree	(3)	**141**	13	124	3	38	95	7	137	3	-	-	139	2
		3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	-	-	*3%*	*6%*
Disagree	(2)	**77**	7	70	*	27	47	3	75	-	*	-	75	2
		1%	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*5%*
Strongly disagree	(1)	**51**	6	44	1	20	29	2	49	2	-	-	50	*
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	*1%*
NET Agree		**3580**	271	3243	66	1096	2276	208	3499	47	18	3	3563	14
		69%	*71%*	*69%*	*66%*	*71%*	*69%*	*67%*	*70%*	*72%*	*70%*	*24%*	*70%*	*48%*
NET Disagree		**269**	26	238	4	85	171	12	261	5	*	-	265	4
		5%	*7%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*7%*	*	-	*5%*	*12%*
Mean		**5.27**	5.41	5.26	5.32	**5.37e**	5.23	5.27	5.28	5.33	5.46	4.60	5.28	4.61
Std Dev.		**1.27**	1.42	1.26	1.31	1.35	1.24	1.24	1.27	1.36	1.20	1.16	1.27	1.31
Std Error		**0.02**	0.07	0.02	0.13	0.03	0.02	0.07	0.02	0.18	0.21	0.41	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Strongly agree	(7)	**976**	214	261	219	282	82	77	55	97	78	86	64	86	69	115	65	103
		19%	*17%*	*20%*	*17%*	**22%ac**	**20%g**	*18%*	*13%*	**22%gko**	*19%*	*19%*	*15%*	**21%g**	*16%*	**27%fgikmo**	*14%*	**26%fgkmo**
Agree	(6)	**1485**	371	413	350	351	118	124	129	133	130	151	115	117	118	93	144	114
		29%	*29%*	**32%cd**	*27%*	*27%*	*28%*	*29%*	**30%n**	**31%n**	**31%n**	**34%n**	*27%*	*28%*	*27%*	*22%*	**31%n**	*29%*
Slightly agree	(5)	**1119**	295	253	309	262	100	86	109	93	83	77	95	92	122	76	110	75
		22%	*23%*	*20%*	**24%b**	*20%*	*24%*	*20%*	**25%jp**	*22%*	*20%*	*17%*	*22%*	*22%*	**28%fjnp**	*18%*	*24%*	*19%*
Neither agree nor disagree	(4)	**1307**	346	288	344	329	107	125	113	88	101	99	136	96	113	117	124	88
		25%	**27%b**	*22%*	*27%*	*25%*	*25%*	**29%h**	*26%*	*20%*	*24%*	*22%*	**31%hjp**	*23%*	*25%*	*27%*	*27%*	*22%*
Slightly disagree	(3)	**141**	34	39	41	27	9	12	13	8	11	19	7	20	14	10	6	10
		3%	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	**5%o**	*3%*	*2%*	*1%*	*3%*
Disagree	(2)	**77**	14	19	15	29	2	6	6	4	7	8	10	2	3	15	9	5
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	**3%elm**	*2%*	*1%*
Strongly disagree	(1)	**51**	10	19	12	11	3	4	3	7	6	6	6	1	4	5	2	4
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*
NET Agree		**3580**	880	928	878	895	300	287	292	323	291	314	274	295	309	284	319	292
		69%	*69%*	*72%*	*68%*	*69%*	*71%*	*66%*	*68%*	**75%fkn**	*70%*	*70%*	*63%*	*71%*	*70%*	*66%*	*69%*	**73%k**
NET Disagree		**269**	59	76	67	67	14	22	23	19	23	34	22	24	21	30	17	20
		5%	*5%*	*6%*	*5%*	*5%*	*3%*	*5%*	*5%*	*4%*	*6%*	**8%e**	*5%*	*6%*	*5%*	*7%*	*4%*	*5%*
Mean		**5.27**	5.23	5.34	5.21	5.31	**5.33k**	5.22	5.16	**5.42gk**	5.29	5.30	5.09	**5.34k**	5.20	5.28	5.22	**5.45fgkmo**
Std Dev.		**1.27**	1.23	1.31	1.24	1.31	1.20	1.27	1.20	1.29	1.30	1.34	1.29	1.24	1.20	1.43	1.18	1.31
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		5156	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base		5156	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base		2832	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Strongly agree	(7)	384	-	384	230	153	85	60	123	49	44	14	9	145	172	67	23	337	47	325
		7%	-	7%	9%d	6%	12%hijk	9%ijk	12%hijk	7%jk	5%k	2%	2%	11%no	10%no	3%	2%	7%	10%	6%
Agree	(6)	1019	-	1019	515	505	146	139	216	140	164	118	96	285	356	378	214	914	98	983
		20%	-	20%	20%	19%	21%	21%	21%	19%	18%	19%	18%	21%	21%	18%	18%	20%	20%	19%
Slightly agree	(5)	1715	-	1715	802	909	178	198	313	254	320	234	218	376	567	772	453	1563	141	1782
		33%	-	33%	32%	35%	26%	30%	31%	35%e	35%e	37%e	42%efgi	28%	33%l	37%lm	39%lm	34%	29%	35%
Neither agree nor disagree	(4)	1390	-	1390	659	726	164	140	260	203	283	206	134	304	463	623	339	1251	118	1367
		27%	-	27%	26%	28%	24%	21%	26%	28%f	31%ef	32%efg	25%	23%	27%	30%l	29%l	27%	25%	27%
Slightly disagree	(3)	352	-	352	152	199	56	62	57	42	62	39	33	118	100	135	73	317	36	379
		7%	-	7%	6%	8%	8%	9%g	6%	6%	7%	6%	6%	9%m	6%	6%	6%	7%	7%	7%
Disagree	(2)	191	-	191	96	92	32	39	29	23	29	17	22	71	52	68	39	164	25	212
		4%	-	4%	4%	4%	5%	6%gjl	3%	3%	3%	3%	4%	5%mn	3%	3%	3%	4%	5%	4%
Strongly disagree	(1)	105	-	105	58	46	26	16	16	7	20	6	13	42	24	39	19	88	17	108
		2%	-	2%	2%	2%	4%ghj	2%	2%	1%	2%	1%	2%	3%m	1%	2%	2%	2%	3%	2%
NET Agree		3118	-	3118	1547	1567	409	397	652	443	527	366	323	806	1095	1217	690	2815	285	3090
		60%	-	60%	62%	60%	60%	61%	64%l	62%	57%	58%	62%	60%	63%n	58%	59%	61%	59%	60%
NET Disagree		648	-	648	306	337	114	117	103	73	112	62	68	230	176	242	130	569	77	699
		13%	-	13%	12%	13%	17%ghj	18%ghij	10%	10%	12%	10%	13%	17%mno	10%	12%	11%	12%	16%	14%
Mean		4.75	-	4.75	4.80	4.71	4.77	4.72	4.94fijk	4.79	4.65	4.66	4.61	4.74	4.88lno	4.64	4.64	4.75	4.71	4.70
Std Dev.		1.28	-	1.28	1.32	1.23	1.50	1.42	1.30	1.18	1.21	1.07	1.17	1.46	1.26	1.16	1.11	1.26	1.44	1.27
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.06	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 364

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5156	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base		5156	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base		2832	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Strongly agree	(7)	384	128	94	82	80	222	162	312	70	33	28	83	88	130	198	33	333
		7%	12%bcd	5%	7%	6%	8%	7%	10%h	3%	5%	4%	6%	7%j	15%ijkln	6%	5%	8%
Agree	(6)	1019	257	347	218	197	604	415	648	355	109	117	262	257	210	636	110	858
		20%	25%bcd	20%d	20%	16%	22%f	18%	21%h	18%	17%	17%	19%	21%	24%ijkn	19%	17%	20%
Slightly agree	(5)	1715	321	645	358	390	966	749	964	723	191	254	468	397	300	1120	193	1436
		33%	31%	37%ad	32%	31%	35%	32%	31%	36%g	30%	37%	34%	33%	35%	34%	30%	34%
Neither agree nor disagree	(4)	1390	217	449	315	409	666	724	777	580	213	182	398	307	149	887	217	1057
		27%	21%	26%a	28%a	32%ab	24%	31%e	25%	29%g	34%jlmn	26%m	29%m	25%m	17%	27%m	34%p	25%
Slightly disagree	(3)	352	56	128	89	80	184	169	209	143	34	64	92	87	45	243	34	291
		7%	5%	7%	8%	6%	7%	7%	7%	7%	5%	9%lm	7%	7%	5%	7%	5%	7%
Disagree	(2)	191	38	61	22	70	99	92	100	88	29	28	52	50	21	130	29	154
		4%	4%	3%	2%	6%bc	4%	4%	3%	4%	5%	4%	4%	4%	2%	4%	5%	4%
Strongly disagree	(1)	105	21	28	24	32	49	56	58	46	19	20	26	21	14	67	19	81
		2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	3%	2%	2%	2%	2%	3%	2%
NET Agree		3118	707	1085	658	667	1792	1325	1923	1147	334	400	812	742	640	1954	337	2628
		60%	68%bcd	62%d	59%d	53%	64%f	56%	63%h	57%	53%	58%	59%	61%i	74%ijkln	60%i	53%	62%o
NET Disagree		648	115	216	135	182	331	317	367	277	83	112	171	158	80	440	83	526
		13%	11%	12%	12%	14%	12%	13%	12%	14%	13%	16%m	12%	13%m	9%	13%m	13%	12%
Mean		4.75	4.99bcd	4.74d	4.75d	4.56	4.83f	4.65	4.85h	4.59	4.57	4.57	4.70	4.77ij	5.13ijkln	4.70	4.57	4.79o
Std Dev.		1.28	1.35	1.21	1.25	1.31	1.27	1.28	1.31	1.22	1.29	1.26	1.24	1.28	1.30	1.26	1.29	1.28
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base		**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base		**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Strongly agree	(7)	**384**	340	44	19	331	27	15	11	15	53	36	29	27	19	92	41	20	5	22
		7%	*8%*	*6%*	*8%*	*8%*	*6%*	*6%*	*7%*	*7%*	**9%mp**	**8%m**	*8%*	*6%*	*4%*	**14%hklmopr**	*6%*	*4%*	*7%*	*6%*
Agree	(6)	**1019**	866	153	52	870	70	48	31	39	122	90	88	85	74	157	137	79	7	63
		20%	*20%*	*21%*	*21%*	**20%e**	*16%*	*19%*	**21%e**	*19%*	**22%q**	**21%q**	**24%mqr**	*19%*	*16%*	**23%mq**	**19%q**	*18%*	*10%*	*17%*
Slightly agree	(5)	**1715**	1479	236	77	1417	162	88	48	76	140	128	117	172	185	209	227	163	23	139
		33%	*33%*	*32%*	*31%*	*33%*	*37%*	*35%*	*33%*	**37%l**	*25%*	*30%*	*31%*	**38%l**	**39%lj**	*31%*	*32%*	**37%l**	*34%*	**37%l**
Neither agree nor disagree	(4)	**1390**	1186	204	65	1163	130	61	36	51	185	122	88	111	131	146	218	112	24	107
		27%	*27%*	*28%*	*26%*	*27%*	*30%*	*24%*	*25%*	*24%*	**33%hkln**	*29%*	*24%*	*25%*	*27%*	*21%*	**31%n**	*25%*	**35%kn**	**29%n**
Slightly disagree	(3)	**352**	300	52	22	293	30	22	8	18	35	21	36	37	42	35	39	29	6	24
		7%	*7%*	*7%*	*9%*	*7%*	*7%*	*9%*	*6%*	*8%*	*6%*	*5%*	**10%jn**	*8%*	*9%*	*5%*	*5%*	*7%*	*8%*	*6%*
Disagree	(2)	**191**	160	31	11	159	12	13	7	7	14	21	9	14	18	24	26	26	1	11
		4%	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*5%*	*3%*	*2%*	*5%*	*2%*	*3%*	*4%*	*4%*	*4%*	**6%l**	*2%*	*3%*
Strongly disagree	(1)	**105**	89	16	4	85	10	4	6	3	14	6	5	6	8	15	16	12	3	7
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%d**	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*
NET Agree		**3118**	2685	433	148	2619	259	151	89	129	314	253	234	284	278	458	405	262	35	224
		60%	*61%*	*59%*	*59%*	*61%*	*59%*	*60%*	*61%*	*62%*	*56%*	*60%*	*63%*	*63%*	*58%*	**68%imoq**	*58%*	*59%*	*51%*	*60%*
NET Disagree		**648**	549	99	38	537	51	39	21	28	63	48	51	57	68	74	80	67	10	42
		13%	*12%*	*13%*	*15%*	*12%*	*12%*	*16%*	*14%*	*13%*	*11%*	*11%*	*14%*	*13%*	*14%*	*11%*	*11%*	*15%*	*14%*	*11%*
Mean		**4.75**	4.76	4.69	4.72	4.76	4.68	4.67	4.70	4.75	4.77	4.79	**4.83mp**	4.75	4.60	**4.99lmopqr**	4.69	4.60	4.52	4.71
Std Dev.		**1.28**	1.28	1.28	1.32	1.28	1.21	1.29	1.39	1.24	1.32	1.29	1.26	1.19	1.18	1.37	1.25	1.30	1.29	1.20
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.08	0.08	0.08	0.08	0.07	0.07	0.08	0.07	0.08	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5156	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base		5156	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base		2832	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Strongly agree	(7)	384	226	82	54	15	5	308	20	211	108	51	8	4	319	11
		7%	12%bcdefg	4%	7%b	4%	4%	8%bg	4%	11%jkmn	5%	6%	3%	4%	8%jkn	3%
Agree	(6)	1019	412	411	95	67	30	823	97	429	413	106	48	18	841	66
		20%	21%c	21%c	13%	19%c	24%c	21%c	21%c	22%j	21%j	13%	19%	21%	21%j	20%j
Slightly agree	(5)	1715	634	733	185	121	34	1367	155	631	706	258	87	22	1337	109
		33%	33%c	37%ac	25%	35%c	28%	35%c	33%c	32%	36%	32%	34%	25%	34%	32%
Neither agree nor disagree	(4)	1390	427	524	306	75	34	951	109	431	523	327	63	23	954	86
		27%	22%	27%a	42%abdefg	22%	28%	24%	24%	22%	26%h	40%hikmn	25%	27%	24%	25%
Slightly disagree	(3)	352	118	140	40	38	13	258	51	126	138	44	31	8	264	39
		7%	6%	7%	6%	11%abcf	11%	7%	11%abcf	6%	7%	5%	12%hijm	9%	7%	11%hijm
Disagree	(2)	191	79	63	29	17	1	142	17	89	62	20	11	4	151	15
		4%	4%	3%	4%	5%	1%	4%	4%	4%	3%	2%	4%	5%	4%	4%
Strongly disagree	(1)	105	49	24	17	9	6	72	15	54	28	11	5	7	81	12
		2%	3%b	1%	2%	3%	5%b	2%	3%b	3%i	1%	1%	2%	8%hijkm	2%	4%i
NET Agree		3118	1273	1225	334	203	69	2498	272	1270	1227	415	143	44	2498	187
		60%	65%cg	62%c	46%	59%c	56%	64%c	58%c	64%jn	62%j	51%	56%	51%	63%jn	55%
NET Disagree		648	245	227	86	63	20	472	84	268	228	75	48	19	497	66
		13%	13%	11%	12%	19%abcf	16%	12%	18%abcf	14%j	12%	9%	19%ijm	22%ij	13%j	20%hijm
Mean		4.75	4.88bcdg	4.74c	4.54	4.59	4.61	4.81cdg	4.60	4.84jkln	4.76jkln	4.62	4.54	4.38	4.80jkln	4.50
Std Dev.		1.28	1.38	1.15	1.26	1.31	1.36	1.27	1.32	1.39	1.19	1.13	1.25	1.55	1.30	1.33
Std Error		0.02	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.17	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		5156	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base		5156	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base		2832	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Strongly agree	(7)	384	69	306	9	152	198	33	368	14	1	-	383	*
		7%	18%b	7%	9%	10%e	6%	11%e	7%	22%gk	3%	-	7%	1%
Agree	(6)	1019	72	921	26	299	649	70	996	16	2	-	1014	5
		20%	19%	20%	26%	20%	20%	23%	20%	25%	8%	-	20%	17%
Slightly agree	(5)	1715	87	1603	24	477	1160	78	1685	15	6	3	1706	6
		33%	23%	34%a	24%	31%	35%df	25%	34%	23%	24%	32%	33%	20%
Neither agree nor disagree	(4)	1390	93	1263	35	382	909	99	1346	15	13	2	1374	14
		27%	24%	27%	35%	25%	27%	32%	27%	23%	53%	23%	27%	47%
Slightly disagree	(3)	352	27	322	4	99	234	19	343	3	*	5	347	1
		7%	7%	7%	4%	6%	7%	6%	7%	5%	2%	44%	7%	5%
Disagree	(2)	191	12	177	2	74	107	10	186	2	1	-	188	3
		4%	3%	4%	2%	5%e	3%	3%	4%	3%	2%	-	4%	11%
Strongly disagree	(1)	105	23	81	*	52	51	2	103	-	2	*	105	*
		2%	6%b	2%	*	3%e	2%	1%	2%	-	8%	1%	2%	*
NET Agree		3118	228	2830	59	929	2008	181	3049	45	9	3	3103	11
		60%	60%	61%	59%	60%	61%	58%	61%	69%	36%	32%	61%	38%
NET Disagree		648	62	580	6	225	393	31	631	5	3	5	639	5
		13%	16%	12%	6%	15%e	12%	10%	13%	8%	11%	45%	12%	16%
Mean		4.75	4.83	4.74	4.94	4.74	4.74	4.87	4.75	5.28gk	4.22	3.85	4.75	4.30
Std Dev.		1.28	1.63	1.25	1.17	1.42	1.21	1.27	1.28	1.32	1.30	0.96	1.28	1.19
Std Error		0.02	0.08	0.02	0.12	0.04	0.02	0.07	0.02	0.18	0.23	0.34	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 364

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Quarter				Month											
			Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base		**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base		**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base		**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Strongly agree	(7)	**384**	62	104	89	128	30	12	20	31	36	37	22	31	36	49	36	44
		7%	*5%*	**8%a**	*7%*	**10%ac**	**7%f**	*3%*	*5%*	**7%f**	**9%f**	**8%f**	*5%*	**8%f**	**8%f**	**11%fgk**	**8%f**	**11%fgk**
Agree	(6)	**1019**	247	269	245	258	83	85	80	103	72	94	79	98	68	98	75	85
		20%	*19%*	*21%*	*19%*	*20%*	*20%*	*20%*	*19%*	**24%mo**	*17%*	*21%*	*18%*	**24%mo**	*15%*	**23%m**	*16%*	*21%*
Slightly agree	(5)	**1715**	421	426	441	427	151	126	144	148	138	140	147	130	164	126	176	124
		33%	*33%*	*33%*	*34%*	*33%*	*36%*	*29%*	*34%*	*34%*	*33%*	*31%*	*34%*	*31%*	*37%*	*29%*	**38%fn**	*31%*
Neither agree nor disagree	(4)	**1390**	364	331	367	328	112	134	118	106	104	121	140	100	128	113	121	95
		27%	*28%*	*26%*	*28%*	*25%*	*27%*	*31%*	*27%*	*25%*	*25%*	*27%*	**32%p**	*24%*	*29%*	*26%*	*26%*	*24%*
Slightly disagree	(3)	**352**	110	86	74	83	29	49	32	24	30	32	24	32	18	22	27	33
		7%	**9%c**	*7%*	*6%*	*6%*	*7%*	**11%hkmno**	*8%*	*5%*	*7%*	*7%*	*6%*	*8%*	*4%*	*5%*	*6%*	*8%*
Disagree	(2)	**191**	58	49	44	39	13	23	23	16	19	15	14	12	18	9	14	16
		4%	*5%*	*4%*	*3%*	*3%*	*3%*	*5%*	*5%*	*4%*	*5%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*
Strongly disagree	(1)	**105**	21	28	29	27	4	6	11	3	16	8	7	11	11	12	12	2
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	**4%ehp**	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*
NET Agree		**3118**	731	798	775	813	264	223	244	281	246	271	248	260	268	273	287	252
		60%	*57%*	*62%*	*60%*	**63%a**	**63%f**	*51%*	*57%*	**65%f**	*59%*	**61%f**	*57%*	**63%f**	**60%f**	**64%f**	**62%f**	**63%f**
NET Disagree		**648**	189	163	147	149	46	77	66	43	66	55	46	54	47	44	53	52
		13%	*15%*	*13%*	*11%*	*12%*	*11%*	**18%ehkmno**	*15%*	*10%*	*16%*	*12%*	*11%*	*13%*	*11%*	*10%*	*12%*	*13%*
Mean		**4.75**	4.63	**4.78a**	4.74	**4.84a**	**4.81f**	4.51	4.59	**4.88fg**	4.66	**4.79f**	4.68	**4.80f**	4.72	**4.91fgi**	**4.74f**	**4.88fg**
Std Dev.		**1.28**	1.25	1.30	1.26	1.30	1.19	1.23	1.30	1.20	1.41	1.29	1.18	1.32	1.27	1.34	1.27	1.29
Std Error		**0.02**	0.03	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I am satisfied with my life	**3619**	-	3619	1814	1804	437	469	701	461	624	489	438	906	1162	1550	927	3269	333	3644
	70%	-	*70%*	**72%d**	*69%*	*64%*	**72%eh**	*69%*	*64%*	*68%*	**77%eghi**	**83%efghi**	*68%*	*67%*	**74%lm**	**80%lmn**	*71%*	*69%*	*71%*
I feel very positive about my future	**3316**	-	3316	1691	1624	472	455	649	428	529	440	342	927	1077	1312	783	2969	328	3311
	64%	-	*64%*	**67%d**	*62%*	**69%hi**	**70%hi**	**64%i**	*60%*	*57%*	**69%hi**	**65%i**	**69%mn**	*62%*	*63%*	**68%m**	*64%*	*68%*	*64%*
I don't like people to think badly of me	**3580**	-	3580	1651	1919	500	496	734	473	581	445	351	996	1207	1377	796	3215	342	3554
	69%	-	*69%*	*66%*	**73%c**	**73%hi**	**76%hik**	**72%hi**	*66%*	*63%*	**70%i**	*67%*	**74%mno**	*70%*	*66%*	*69%*	*69%*	*71%*	*69%*
White lies are acceptable to avoid hurting people's feelings	**3118**	-	3118	1547	1567	409	397	652	443	527	366	323	806	1095	1217	690	2815	285	3090
	60%	-	*60%*	*62%*	*60%*	*60%*	*61%*	**64%i**	*62%*	*57%*	*58%*	*62%*	*60%*	**63%n**	*58%*	*59%*	*61%*	*59%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I am satisfied with my life	**3619**	852	1275	790	701	2127	1492	2199	1368	318	459	938	925	744	2322	321	3106
	70%	**82%bcd**	**73%d**	**71%d**	*56%*	**76%f**	*63%*	**72%h**	*68%*	*51%*	**66%i**	**68%i**	**77%ijkn**	**86%ijkln**	**71%i**	*50%*	**74%o**
I feel very positive about my future	**3316**	819	1145	751	602	1964	1353	2079	1195	290	406	839	832	727	2078	292	2842
	64%	**79%bcd**	**65%d**	**68%d**	*48%*	**70%f**	*57%*	**68%h**	*60%*	*46%*	**59%i**	**61%i**	**69%ijkn**	**84%ijkln**	**63%i**	*46%*	**67%o**
I don't like people to think badly of me	**3580**	787	1229	766	798	2016	1564	2177	1352	401	459	946	851	668	2256	403	2972
	69%	**76%bcd**	**70%d**	**69%d**	*63%*	**72%f**	*66%*	**71%h**	*67%*	*64%*	*66%*	*69%*	**70%i**	**77%ijkln**	*69%*	*63%*	**71%o**
White lies are acceptable to avoid hurting people's feelings	**3118**	707	1085	658	667	1792	1325	1923	1147	334	400	812	742	640	1954	337	2628
	60%	**68%bcd**	**62%d**	**59%d**	*53%*	**64%f**	*56%*	**63%h**	*57%*	*53%*	*58%*	*59%*	**61%i**	**74%ijkln**	**60%i**	*53%*	**62%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I am satisfied with my life	**3619**	3070	549	191	3001	323	187	108	141	383	311	275	312	336	443	495	304	45	278
	70%	*69%*	***75%a***	***76%a***	*69%*	*73%*	***75%d***	*74%*	*68%*	*68%*	*73%*	***74%n***	*69%*	*70%*	*65%*	*70%*	*69%*	*67%*	***74%n***
I feel very positive about my future	**3316**	2822	495	175	2743	301	172	100	119	351	277	249	284	301	435	461	265	45	256
	64%	*64%*	*67%*	*70%*	*64%*	*68%*	*69%*	*69%*	*57%*	*62%*	*65%*	***67%h***	*63%*	*63%*	*64%*	*65%*	*60%*	*66%*	***69%hp***
I don't like people to think badly of me	**3580**	3083	496	175	3001	293	177	108	148	378	289	257	332	312	503	477	306	43	250
	69%	*70%*	*67%*	*70%*	*69%*	*66%*	*71%*	***74%e***	*71%*	*67%*	*68%*	*69%*	*73%*	*65%*	***74%m***	*68%*	*69%*	*63%*	*67%*
White lies are acceptable to avoid hurting people's feelings	**3118**	2685	433	148	2619	259	151	89	129	314	253	234	284	278	458	405	262	35	224
	60%	*61%*	*59%*	*59%*	*61%*	*59%*	*60%*	*61%*	*62%*	*56%*	*60%*	*63%*	*63%*	*58%*	***68%imoq***	*58%*	*59%*	*51%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I am satisfied with my life	**3619**	1500	1446	382	208	68	2946	277	1469	1450	471	152	53	2919	205
	70%	**77%bcdeg**	**73%cdeg**	*53%*	*61%*	*55%*	**75%cdeg**	*59%*	**75%jkn**	**73%jkn**	*58%*	*60%*	*62%*	**74%jkn**	*61%*
I feel very positive about my future	**3316**	1371	1291	372	203	63	2662	266	1364	1313	418	154	46	2677	200
	64%	**70%bcdeg**	**65%ceg**	*51%*	*59%*	*50%*	**68%cdeg**	*57%*	**69%jkln**	**66%jn**	*51%*	**61%j**	*53%*	**68%jln**	*59%*
I don't like people to think badly of me	**3580**	1443	1411	396	228	82	2854	310	1478	1406	462	158	55	2884	213
	69%	**74%cdg**	**71%c**	*55%*	**67%c**	*66%*	**73%cg**	**67%c**	**75%jkn**	**71%jkn**	*57%*	*62%*	*64%*	**73%jkn**	*63%*
White lies are acceptable to avoid hurting people's feelings	**3118**	1273	1225	334	203	69	2498	272	1270	1227	415	143	44	2498	187
	60%	**65%cg**	**62%c**	*46%*	**59%c**	*56%*	**64%c**	**58%c**	**64%jn**	**62%j**	*51%*	*56%*	*51%*	**63%jn**	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I am satisfied with my life	**3619**	224	3328	67	908	2535	177	3554	42	14	*	3610	8
	70%	*58%*	**71%a**	*67%*	*59%*	**77%df**	*57%*	*71%*	*65%*	*55%*	*2%*	*71%*	*28%*
I feel very positive about my future	**3316**	213	3042	61	788	2349	179	3252	48	9	*	3309	8
	64%	*55%*	**65%a**	*61%*	*51%*	**71%df**	*58%*	*65%*	*73%*	*36%*	*1%*	*65%*	*26%*
I don't like people to think badly of me	**3580**	271	3243	66	1096	2276	208	3499	47	18	3	3563	14
	69%	*71%*	*69%*	*66%*	*71%*	*69%*	*67%*	*70%*	*72%*	*70%*	*24%*	*70%*	*48%*
White lies are acceptable to avoid hurting people's feelings	**3118**	228	2830	59	929	2008	181	3049	45	9	3	3103	11
	60%	*60%*	*61%*	*59%*	*60%*	*61%*	*58%*	*61%*	*69%*	*36%*	*32%*	*61%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	5156	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	5156	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	2832	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I am satisfied with my life	3619	867	925	878	949	267	311	289	323	278	323	287	291	300	318	338	294
	70%	*68%*	*72%*	*68%*	**74%ac**	*63%*	*71%*	*68%*	**75%elk**	*67%*	**72%e**	*66%*	*70%*	*68%*	**74%e**	**73%e**	**74%e**
I feel very positive about my future	3316	784	825	825	882	235	270	279	281	255	289	264	265	296	290	304	288
	64%	*61%*	*64%*	*64%*	**68%a**	*56%*	*62%*	**65%e**	**65%e**	*61%*	*65%*	*61%*	*64%*	**67%e**	**67%e**	**66%e**	**72%efik**
I don't like people to think badly of me	3580	880	928	878	895	300	287	292	323	291	314	274	295	309	284	319	292
	69%	*69%*	*72%*	*68%*	*69%*	*71%*	*66%*	*68%*	**75%fkn**	*70%*	*70%*	*63%*	*71%*	*70%*	*66%*	*69%*	**73%k**
White lies are acceptable to avoid hurting people's feelings	3118	731	798	775	813	264	223	244	281	246	271	248	260	268	273	287	252
	60%	*57%*	*62%*	*60%*	**63%a**	**63%f**	*51%*	*57%*	**65%f**	*59%*	**61%f**	*57%*	**63%f**	**60%f**	**64%f**	**62%f**	**63%f**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I am satisfied with my life	**818**	-	818	367	443	128	110	164	142	162	66	47	237	306	275	113	737	75	844
	16%	-	*16%*	*15%*	*17%*	**19%jk**	**17%jk**	**16%jk**	**20%jk**	**18%jk**	*10%*	*9%*	**18%no**	**18%no**	**13%o**	*10%*	*16%*	*16%*	*16%*
I feel very positive about my future	**889**	-	889	393	488	105	90	175	157	195	89	77	194	332	362	166	803	78	940
	17%	-	*17%*	*16%*	**19%c**	*15%*	*14%*	*17%*	**22%efjk**	**21%efjk**	*14%*	*15%*	*15%*	**19%lo**	*17%*	*14%*	*17%*	*16%*	*18%*
I don't like people to think badly of me	**269**	-	269	153	116	63	24	49	47	52	16	17	88	96	85	34	234	34	294
	5%	-	*5%*	**6%d**	*4%*	**9%fgjlk**	*4%*	*5%*	**6%j**	**6%j**	*3%*	*3%*	**7%no**	**6%o**	*4%*	*3%*	*5%*	*7%*	*6%*
White lies are acceptable to avoid hurting people's feelings	**648**	-	648	306	337	114	117	103	73	112	62	68	230	176	242	130	569	77	699
	13%	-	*13%*	*12%*	*13%*	**17%ghjl**	**18%ghjl**	*10%*	*10%*	*12%*	*10%*	*13%*	**17%mno**	*10%*	*12%*	*11%*	*12%*	*16%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I am satisfied with my life	**818**	105	246	159	308	351	467	434	376	202	127	255	134	44	516	204	569
	16%	*10%*	**14%a**	**14%a**	**24%abc**	*13%*	**20%e**	*14%*	**19%g**	**32%jklmn**	**18%lm**	**18%lm**	**11%m**	*5%*	**16%lm**	**32%p**	*14%*
I feel very positive about my future	**889**	101	274	174	339	376	513	445	423	197	154	246	159	52	559	198	621
	17%	*10%*	**16%a**	**16%a**	**27%abc**	*13%*	**22%e**	*15%*	**21%g**	**31%jklmn**	**22%lmn**	**18%lm**	**13%m**	*6%*	**17%lm**	**31%p**	*15%*
I don't like people to think badly of me	**269**	55	82	65	67	137	132	178	85	36	45	58	69	48	172	36	221
	5%	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*4%*	*6%*	*7%*	*4%*	*6%*	*6%*	*5%*	*6%*	*5%*
White lies are acceptable to avoid hurting people's feelings	**648**	115	216	135	182	331	317	367	277	83	112	171	158	80	440	83	526
	13%	*11%*	*12%*	*12%*	*14%*	*12%*	*13%*	*12%*	*14%*	*13%*	**16%m**	*12%*	**13%m**	*9%*	**13%m**	*13%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 366

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I am satisfied with my life	**818**	723	95	28	694	57	42	25	34	93	68	42	74	85	117	108	74	12	45
	16%	*16%*	*13%*	*11%*	*16%*	*13%*	*17%*	*17%*	*16%*	*16%*	*16%*	*11%*	*16%*	**18%k**	*17%*	*15%*	*17%*	*17%*	*12%*
I feel very positive about my future	**889**	756	133	49	744	70	49	26	38	92	77	61	80	85	110	114	87	11	59
	17%	*17%*	*18%*	*20%*	*17%*	*16%*	*20%*	*18%*	*18%*	*16%*	*18%*	*16%*	*18%*	*18%*	*16%*	*16%*	*20%*	*16%*	*16%*
I don't like people to think badly of me	**269**	227	42	14	226	18	15	10	16	38	17	8	24	27	49	32	15	6	11
	5%	*5%*	*6%*	*6%*	*5%*	*4%*	*6%*	**7%e**	**8%kpr**	**7%kr**	*4%*	*2%*	*5%*	**6%k**	**7%kr**	*5%*	*4%*	**9%kpr**	*3%*
White lies are acceptable to avoid hurting people's feelings	**648**	549	99	38	537	51	39	21	28	63	48	51	57	68	74	80	67	10	42
	13%	*12%*	*13%*	*15%*	*12%*	*12%*	*16%*	*14%*	*13%*	*11%*	*11%*	*14%*	*13%*	*14%*	*11%*	*11%*	*15%*	*14%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I am satisfied with my life	**818**	269	300	111	84	39	569	123	323	287	122	52	24	610	76
	16%	*14%*	*15%*	*15%*	**25%abcf**	**32%abcf**	*15%*	**26%abcf**	*16%*	*14%*	*15%*	*20%*	**28%hijm**	*15%*	**22%hijm**
I feel very positive about my future	**889**	310	333	125	75	37	643	112	359	324	126	50	21	683	72
	17%	*16%*	*17%*	*17%*	**22%af**	**30%abcf**	*16%*	**24%abcf**	*18%*	*16%*	*15%*	*20%*	*25%*	*17%*	*21%*
I don't like people to think badly of me	**269**	87	94	33	36	14	181	51	93	102	38	26	5	195	31
	5%	*4%*	*5%*	*5%*	**11%abcf**	**12%abcf**	*5%*	**11%abcf**	*5%*	*5%*	*5%*	**10%hijm**	*6%*	*5%*	**9%hijm**
White lies are acceptable to avoid hurting people's feelings	**648**	245	227	86	63	20	472	84	268	228	75	48	19	497	66
	13%	*13%*	*11%*	*12%*	**19%abcf**	*16%*	*12%*	**18%abcf**	**14%j**	*12%*	*9%*	**19%ijm**	**22%ij**	**13%j**	**20%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I am satisfied with my life	**818**	99	706	13	413	356	49	797	10	4	5	811	3
	16%	**26%b**	*15%*	*13%*	**27%ef**	*11%*	**16%e**	*16%*	*15%*	*15%*	*46%*	*16%*	*10%*
I feel very positive about my future	**889**	111	760	17	461	367	61	859	7	11	3	877	8
	17%	**29%b**	*16%*	*17%*	**30%ef**	*11%*	**20%e**	*17%*	*11%*	*43%*	*32%*	*17%*	*28%*
I don't like people to think badly of me	**269**	26	238	4	85	171	12	261	5	*	-	265	4
	5%	*7%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*7%*	*	-	*5%*	*12%*
White lies are acceptable to avoid hurting people's feelings	**648**	62	580	6	225	393	31	631	5	3	5	639	5
	13%	*16%*	*12%*	*6%*	**15%e**	*12%*	*10%*	*13%*	*8%*	*11%*	*45%*	*12%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I am satisfied with my life	**818**	225	212	196	185	89	64	71	61	85	66	65	54	77	57	61	67
	16%	*18%*	*16%*	*15%*	*14%*	**21%hlno**	*15%*	*17%*	*14%*	**20%lno**	*15%*	*15%*	*13%*	*17%*	*13%*	*13%*	*17%*
I feel very positive about my future	**889**	229	232	226	201	82	81	66	68	84	81	83	69	74	68	72	61
	17%	*18%*	*18%*	*18%*	*16%*	*20%*	*19%*	*15%*	*16%*	*20%*	*18%*	*19%*	*17%*	*17%*	*16%*	*16%*	*15%*
I don't like people to think badly of me	**269**	59	76	67	67	14	22	23	19	23	34	22	24	21	30	17	20
	5%	*5%*	*6%*	*5%*	*5%*	*3%*	*5%*	*5%*	*4%*	*6%*	**8%o**	*5%*	*6%*	*5%*	*7%*	*4%*	*5%*
White lies are acceptable to avoid hurting people's feelings	**648**	189	163	147	149	46	77	66	43	66	55	46	54	47	44	53	52
	13%	*15%*	*13%*	*11%*	*12%*	*11%*	**18%ehkmno**	*15%*	*10%*	*16%*	*12%*	*11%*	*13%*	*11%*	*10%*	*12%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
I am satisfied with my life	**5.10**	-	5.10	**5.19d**	5.02	4.93	**5.13ehi**	**5.09ehi**	4.89	4.95	**5.33efghi**	**5.52efghij**	5.03	5.01	**5.21lm**	**5.42lmn**	5.10	5.07	5.10
I feel very positive about my future	**4.95**	-	4.95	**5.07d**	4.85	**5.10hi**	**5.16ghi**	**5.00hi**	4.74	4.68	**5.06hi**	**5.06hi**	**5.13mn**	4.89	4.89	**5.06mn**	4.94	**5.08p**	4.93
I don't like people to think badly of me	**5.27**	-	5.27	5.21	**5.34c**	**5.34i**	**5.38i**	**5.33i**	5.20	5.12	5.30	5.28	**5.36n**	5.28	5.22	5.29	5.28	5.25	5.24
White lies are acceptable to avoid hurting people's feelings	**4.75**	-	4.75	4.80	4.71	4.77	4.72	**4.94fijk**	4.79	4.65	4.66	4.61	4.74	**4.88lno**	4.64	4.64	4.75	4.71	4.70

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
I am satisfied with my life	**5.10**	**5.57bcd**	**5.16d**	**5.15d**	4.57	**5.31f**	4.84	**5.17h**	5.00	4.36	**4.88i**	**4.99ij**	**5.29ijkn**	**5.76ijkln**	**5.08ijk**	4.36	**5.22o**
I feel very positive about my future	**4.95**	**5.49bcd**	**4.97d**	**5.04d**	4.41	**5.17f**	4.70	**5.09h**	4.76	4.31	**4.67i**	**4.85ij**	**5.09ijkn**	**5.69ijkln**	**4.90ij**	4.31	**5.06o**
I don't like people to think badly of me	**5.27**	**5.48bcd**	**5.28d**	**5.27d**	5.11	**5.35f**	5.18	5.30	5.25	5.13	5.14	5.26	5.28	**5.53ijkln**	5.24	5.12	**5.30o**
White lies are acceptable to avoid hurting people's feelings	**4.75**	**4.99bcd**	**4.74d**	**4.75d**	4.56	**4.83f**	4.65	**4.85h**	4.59	4.57	4.57	4.70	**4.77ij**	**5.13ijkln**	4.70	4.57	**4.79o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
I am satisfied with my life	**5.10**	5.07	**5.27a**	**5.33a**	5.07	**5.25d**	5.21	5.12	5.12	5.10	5.12	**5.19lmno**	5.03	5.04	5.02	5.04	5.07	5.13	**5.28lmnop**
I feel very positive about my future	**4.95**	4.95	4.96	5.02	4.94	5.08	4.96	5.03	4.89	**5.02mp**	4.90	**5.01p**	4.91	4.86	**5.04jmop**	4.92	4.80	5.02	**5.09mop**
I don't like people to think badly of me	**5.27**	5.28	5.22	5.28	5.28	5.25	5.26	5.34	5.20	5.26	5.27	5.35	5.32	5.19	5.36	5.24	5.25	5.13	5.27
White lies are acceptable to avoid hurting people's feelings	**4.75**	4.76	4.69	4.72	4.76	4.68	4.67	4.70	4.75	4.77	4.79	**4.83mp**	4.75	4.60	**4.99lmopqr**	4.69	4.60	4.52	4.71

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
I am satisfied with my life	**5.10**	**5.39bcdefg**	**5.09cdeg**	**4.71eg**	**4.67e**	4.30	**5.24bcdeg**	**4.58e**	**5.28ijklmn**	**5.11jkln**	4.80	4.84	4.60	**5.19ijkln**	4.78
I feel very positive about my future	**4.95**	**5.18bcdefg**	**4.94cdeg**	**4.65e**	**4.66e**	4.26	**5.06bcdeg**	**4.55e**	**5.14ijklmn**	**4.93jln**	4.66	4.79	4.66	**5.04ijkln**	4.76
I don't like people to think badly of me	**5.27**	**5.48bcdefg**	**5.25cdg**	4.97	5.06	5.08	**5.36bcdg**	5.07	**5.52ijkmn**	**5.22jk**	4.94	5.01	5.16	**5.37ijkn**	5.04
White lies are acceptable to avoid hurting people's feelings	**4.75**	**4.88bcdg**	**4.74c**	4.54	4.59	4.61	**4.81cdg**	4.60	**4.84jkln**	**4.76jkln**	4.62	4.54	4.38	**4.80jkln**	4.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
I am satisfied with my life	**5.10**	4.84	**5.12a**	4.97	4.65	**5.33df**	**4.80d**	**5.10l**	**5.16l**	4.79	3.34	**5.10l**	4.33
I feel very positive about my future	**4.95**	4.69	**4.98a**	4.90	4.48	**5.18df**	**4.83d**	**4.96il**	**5.32gikl**	4.20	3.37	**4.96il**	4.12
I don't like people to think badly of me	**5.27**	5.41	5.26	5.32	**5.37e**	5.23	5.27	5.28	5.33	5.46	4.60	5.28	4.61
White lies are acceptable to avoid hurting people's feelings	**4.75**	4.83	4.74	4.94	4.74	4.74	4.87	4.75	**5.28gk**	4.22	3.85	4.75	4.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 367

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
I am satisfied with my life	**5.10**	4.94	**5.14a**	**5.08a**	**5.22ac**	4.85	**5.02e**	4.95	**5.26efgjkm**	4.93	**5.22efgik**	**5.01e**	**5.16efgik**	**5.08ei**	**5.31efgjklmo**	**5.13egi**	**5.22efgik**
I feel very positive about my future	**4.95**	4.82	**4.97a**	**4.94a**	**5.09abc**	4.73	4.82	**4.90e**	**5.04efik**	4.86	**5.01efk**	4.83	**4.94e**	**5.04efik**	**5.12efgikl**	**4.98efk**	**5.17efgijklo**
I don't like people to think badly of me	**5.27**	5.23	5.34	5.21	5.31	**5.33k**	5.22	5.16	**5.42gk**	5.29	5.30	5.09	**5.34k**	5.20	5.28	5.22	**5.45fgkmo**
White lies are acceptable to avoid hurting people's feelings	**4.75**	4.63	**4.78a**	4.74	**4.84a**	**4.81f**	4.51	4.59	**4.88fg**	4.66	**4.79f**	4.68	**4.80f**	4.72	**4.91fgi**	**4.74f**	**4.88fg**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5156**	-	5156	2461	2683	629	621	982	684	1024	724	492	1250	1666	2240	1216	4812	309	5156
Weighted Base	**5156**	-**	5156	2511	2630	687	653	1015	719	923	634	525	1340	1734	2082	1159	4635	480	5156
Effective Base	**2832**	-	2832	1391	1432	383	370	599	366	523	309	294	752	960	1121	600	2594	225	5156
Yes	**4199**	-	4199	2046	2144	489	501	843	583	790	546	447	990	1426	1783	993	3829	349	4101
	81%	-	*81%*	*81%*	*82%*	*71%*	*77%*	**83%ef**	**81%e**	**86%ef**	**86%ef**	**85%ef**	*74%*	**82%l**	**86%lm**	**86%l**	**83%q**	*73%*	*80%*
No	**957**	-	957	466	486	198	153	172	136	132	88	78	350	308	299	167	805	131	1055
	19%	-	*19%*	*19%*	*18%*	**29%ghijk**	**23%gijk**	*17%*	*19%*	*14%*	*14%*	*15%*	**26%mno**	**18%n**	*14%*	*14%*	*17%*	**27%p**	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 368

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5156**	1296	1593	1002	1265	2889	2267	2580	2493	639	703	1330	1251	817	3284	648	4181
Weighted Base	**5156**	1038	1751	1108	1258	2790	2366	3067	2005	630	693	1381	1207	869	3281	637	4211
Effective Base	**2832**	569	924	590	757	1493	1342	1519	1311	381	402	733	661	444	1794	386	2272
Yes	**4199**	835	1416	917	1030	2251	1948	2479	1671	506	574	1176	983	717	2732	511	3494
	81%	*80%*	*81%*	*83%*	*82%*	*81%*	*82%*	*81%*	*83%*	*80%*	*83%*	**85%l**	*81%*	*82%*	*83%*	*80%*	*83%*
No	**957**	203	336	191	228	539	419	588	334	124	120	205	224	152	549	126	717
	19%	*20%*	*19%*	*17%*	*18%*	*19%*	*18%*	*19%*	*17%*	**20%k**	*17%*	*15%*	*19%*	*18%*	*17%*	*20%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

Table 368

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5156**	3317	1839	809	2558	1078	877	643	254	291	280	264	304	276	296	305	288	172	906
Weighted Base	**5156**	4420	736	251	4319	441	251	146	208	563	424	373	453	477	678	703	441	68*	373
Effective Base	**2832**	2353	500	198	2137	453	368	365	231	266	243	233	254	245	265	276	255	78	376
Yes	**4199**	3610	589	197	3556	338	193	111	179	462	354	317	393	411	515	573	352	53	285
	81%	*82%*	*80%*	*79%*	**82%efg**	*77%*	*77%*	*76%*	**86%nr**	*82%*	**84%nr**	**85%nr**	**87%npqr**	**86%nr**	*76%*	*81%*	*80%*	*77%*	*77%*
No	**957**	811	147	54	763	103	57	34	29	101	70	55	60	66	163	131	88	15	88
	19%	*18%*	*20%*	*21%*	*18%*	**23%d**	**23%d**	**24%d**	*14%*	*18%*	*16%*	*15%*	*13%*	*14%*	**24%hjklm**	*19%*	**20%l**	**23%l**	**23%hjklm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5156**	1969	1968	691	359	126	3937	485	2052	1978	750	242	85	4030	327
Weighted Base	**5156**	1945	1975	725	342	124*	3921	466	1970	1979	818	254	86*	3949	339
Effective Base	**2832**	1059	1073	401	200	73	2133	273	1083	1072	443	152	51	2155	203
Yes	**4199**	1660	1594	546	268	100	3255	368	1678	1624	602	190	69	3302	259
	81%	**85%bcdg**	**81%c**	*75%*	*78%*	*81%*	**83%c**	*79%*	**85%jkn**	**82%jk**	*74%*	*75%*	*80%*	**84%jkn**	*76%*
No	**957**	285	381	180	74	24	666	98	292	355	215	63	17	646	80
	19%	*15%*	**19%a**	**25%abf**	**22%a**	*19%*	*17%*	**21%a**	*15%*	*18%*	**26%him**	**25%him**	*20%*	*16%*	**24%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5156**	401	4655	100	1627	3211	318	5032	57	32	8	5121	27
Weighted Base	**5156**	384	4673	100*	1535	3310	310	5026	65*	25**	10**	5116	29**
Effective Base	**2832**	227	2551	55	896	1763	179	2754	37	18	5	2808	19
Yes	**4199**	342	3774	83	1305	2681	213	4113	51	18	3	4182	14
	81%	**89%b**	*81%*	*83%*	**85%ef**	**81%f**	*69%*	*82%*	*79%*	*70%*	*32%*	*82%*	*47%*
No	**957**	42	898	17	231	629	97	913	14	8	7	935	16
	19%	*11%*	**19%a**	*17%*	*15%*	**19%d**	**31%de**	*18%*	*21%*	*30%*	*68%*	*18%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2021 to December 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Quarter				Month											
		Q1 2021 (a)	Q2 2021 (b)	Q3 2021 (c)	Q4 2021 (d)	Jan 2021 (e)	Feb 2021 (f)	Mar 2021 (g)	Apr 2021 (h)	May 2021 (i)	Jun 2021 (j)	Jul 2021 (k)	Aug 2021 (l)	Sep 2021 (m)	Oct 2021 (n)	Nov 2021 (o)	Dec 2021 (p)
Unweighted Base	**5156**	1284	1292	1290	1290	432	424	428	430	432	430	430	430	430	430	430	430
Weighted Base	**5156**	1284	1292	1290	1290	421	435	428	430	416	447	433	414	443	430	461	399
Effective Base	**2832**	709	720	659	750	228	244	237	241	242	239	221	216	222	248	249	257
Yes	**4199**	1027	1059	1040	1073	344	352	330	348	349	361	339	347	355	367	373	333
	81%	*80%*	*82%*	*81%*	*83%*	*82%*	*81%*	*77%*	*81%*	*84%*	*81%*	*78%*	*84%*	*80%*	**85%gk**	*81%*	*83%*
No	**957**	257	233	250	217	77	83	98	82	66	86	93	68	89	63	88	66
	19%	*20%*	*18%*	*19%*	*17%*	*18%*	*19%*	**23%n**	*19%*	*16%*	*19%*	**22%n**	*16%*	*20%*	*15%*	*19%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p